Pre-ETS Vendor Portal Cheat Sheet

1. Home Page

Click on the desired function:

- Search Consumers
- Intake
- Service (drop-down for Services or Stipends or Student Group)
- Rubrics
- Review Queues
- Reports
- Administrative Menu
- Fiscal Menu
- Reference Materials
    - Right-click on the Reference Material's document name in leftmost column to launch the document, then click Open or Save to view the document.

2. Consumer Search

- Enter search criteria to find an existing consumer. This can be one, none or a combination of several search fields. *Hint: The less search criteria used, the more results you will receive. Entering additional search criteria will narrow your results.*
- If you cannot find the consumer you are seeking, click on the Create New Intake button to enter the consumer's Intake information.
- Select case and Click Service to select Add/Modify Services or Add/Modify Stipends. Note: double clicking on the case will launch Add/Modify Service.
    - Stipends are case-specific, no group sessions are allowed.
- Documents are case-specific. To access a case's documents, select the case and click View/Upload Documents.
- Case Comments are case-specific. To access a case's comments, select the case and click Add/Modify Comments.
- Post-Secondary/Education Level school information is case-specific. To access a case's post-secondary/education level information, select the case and click Add/Modify Post-Secondary.
- Rubrics are case-specific. Select a case and click Add/Modify Rubric.

- To export all records from a Consumer Search to an excel file, after search is complete click the Export to Excel button. The file will appear for viewing and/or to save in lower left corner. Click to open and save if desired.
- For Contract Leads, if multiple agencies within a contract are assigned to a 'shared consumer', consumers will be listed more than once, with the secondary assignments shown in parantheses next to the Assigned Consultant name.

3. **Intake**
   - Enter all required fields and click Save.
     - If errors occur, they will be displayed on the screen. You will need to correct the errors to Save the Intake record.
     - You will be unable to enter Services until you successfully save the consumer's Intake record.
4. **Services**
   - Services Search –
     - Enter search criteria to find an existing service session.   This can be one, a few or a combination of several search fields. *Hint: The less search criteria that is used, the more results you will receive. Entering additional search criteria will narrow your results.*
     - If you cannot find the service session you are seeking, click on the Create New Service button to enter service session information.
     - The same function can be used for Individual consumer service sessions or Group consumer service sessions.
     - A service is reported with actual information *after* it has been provided (planned services with future service dates are not allowed). Services can only be reported within life of case (i.e., no service dates prior to intake date or after inactivation date).
     - Services can only be provided while consumer is less than 23 years of age.
     - Only one contractor/agency can be represented per service session.
     - Enter all the Services provided in the Session via Add Services button and all Consumer(s) in attendance via Add Consumer or Add Student Group button, and then click Save.
   - Add Services -

  - Enter the Service Consultant who provided the service. This info is needed for audit purposes and is particularly important when the person entering the service information is not the person who provided the services.
  - Enter all required fields (in red font). Indirect Services is an optional checkbox, and should only be used for services where student is not present, such as lesson plan preparation or student portfolio review, etc.
  - Click on the Add Services button. Select all service categories that were provided during the session by checking the appropriate checkboxes.
  - Click OK.
  - Enter the time spent in minutes and a description of the activities per service category. The start and end time for the (entire) session must also be entered.
  - For group sessions, it is not necessary to enter a separate activity note for each consumer. Enter the activity once, and in the single activity note enter the 'generic' info once that applies to all consumers, and afterwards in the same note list the individual consumers' information.
- Add Consumer –
  - Click on the Add Consumer button -or- Select Student Group and then Add Student Group button.
  - Search for the consumers and select all that attended the session by checking the appropriate checkboxes. When Select Student Group is used, Remove students from the group that did not attend the session that day. Additional students can be added via the Add Consumer button.
  - Click OK.
  - Note: Consumers cannot be selected for their first service entry unless three pre-requisites have been met: Disability Documentation is uploaded, Intake Rubric (Pre-Test) is completed (-or- both documents were uploaded prior to 10/01/21) and Recommended Services are submitted.

- Service errors are consumer based. Detailed information will be shown at the top of the page, and consumers with errors will be highlighted.

5. **Stipends**
   - Stipend Search –
     - Enter search criteria to find existing stipends. This can be one, a few or a combination of several search fields. *Hint: The less search criteria that is used, the more results you will receive. Entering additional search criteria will narrow your results.*
     - If no stipends exist, use Create New Stipend, else use View/Modify to review existing stipends.
   - Stipend Session screen is used to enter a new stipend or View/Modify an existing stipend.
     - Stipends can only be entered with date range starting on or after 10/01/2021.
     - Enter all Required fields and click Save or Save & Close.
     - Note: If Add/Modify Stipend is launched from Consumer Search after selecting a consumer, the consumer will already be added to the stipend. Otherwise, use the Add Consumer button to select a consumer.
       - Note: Similar to services, consumers cannot be selected for their first stipend entry unless both pre-requisites have been met: Disability Documentation is uploaded and Intake Rubric (Pre-Test) is completed -or- both documents were uploaded prior to 10/01/21.
     - No Group Sessions are allowed for Stipends, only one consumer can be selected. Only one service is used for stipends: Work Based Learning Stipend.
   - Invoices cannot be processed for Stipends until a Stipend Wage Justification document has been uploaded for the consumer.
6. **Student Groups –**
   - Student Group Search –
     - Enter search criteria to find existing student groups.

  - If no student groups exist per the search, use Create New Student Group, else use View/Modify to review existing student groups.
- On the Create Student Group page, use Consumer Search (the Type of Search includes school or county), then select the checkbox of each student to add to the group, click Add to Student Group. Enter a Student Group Name and click Save or Save & Close.
- View Modify Student Group will display existing students in the group. You can Remove a student or add new students using Consumer Search. You can also delete or rename a student group using this function.

7. **Documents**
   - The documents grid will display existing documents for the consumer selected on the Consumer Search screen.
   - Select desired document and click either:
     - Modify (to Modify Document Type, Document Name or Comment) –or-
     - Delete (to remove the document) –or-
     - View to download/open the document.
     - For 'shared consumers', primary and secondary assigned agencies will only be able to Modify and Delete their own uploaded documents, although all of the shared consumer's documents will be available to View.
   - To upload a new document, click the Upload New Documents button.
     - Select the Document Type.
     - Enter a Document Name (this will be displayed in the grid and should be something useful to help you identify the document). For Example: for a Document Type of Disability Documentation, you might use IEP, 504 or Other Disability Documentation in this field.
     - Enter a Comment if desired (this will be displayed in the grid and should be something useful to help you identify this particular document at a later time, particularly if there might be more than one of the same document type). For Example, for a Document Type of Disability Documentation, and a Document Name of Other Disability Documentation, you might use Dr. Smith Diagnostic Evaluation.

- Click Browse to navigate to the folder and document to upload.
  - Select and double click on the document or select and click Open.
  - Maximum size of 6MB will be enforced. If document is larger than 6MB an error will display and Upload button will be disabled.
- Click Upload.
  - If Malware/virus is detected, the upload will fail with an appropriate message.

8. **Case Comments**
   - The case comments grid will display existing comments for the consumer selected on the Consumer Search screen.
   - A search for case comments box is available for a wild card search using a test string. Any comment containing the string will show in the results grid. For example, if you are looking for a comment that contained a reference to a psych eval, you can type in psych and all comments that contain that text string will be listed in the results.
   - Select desired comment and click either:
     - View/Modify to view or update the comment –or-
     - Delete (to remove the comment).
     - For 'shared consumers', primary and secondary assigned agencies will be able to View all comments but will only be able to Modify and Delete their own comments.
   - To add a new comment, click the Add Case Comment button.
     - Enter the Case Comment Date that is relevant to the entry (which can be any time on or after intake date, but no future dates are allowed).
     - Enter the Case Comments. The case comment will be displayed in the grid *without* line break spacing to maximize the amount of text that will fit within the display. To view the whole comment with line break spacing, click View/Modify.
9. **Post-Secondary/Education Level**
   - This function can be used to view or update existing education level records or add new education level records when a consumer moves and starts at a

new high school or starts at a new post-secondary education institution or progresses to a new year of post-secondary education.

- The post-secondary/education level grid will display existing education level info for the consumer selected on the Consumer Search screen.
- A search for education level comments box is available for a wild card search using a test string. Any comment containing the string will show in the results grid.
- Select desired education level record in the grid and click either:
    - View/Modify to view or update the record –or-
    - Delete (to remove the comment). Note: Delete is disabled for Intake education level records displayed in the grid.
    - For 'shared consumers', primary and secondary assigned agencies will be able to View all comments but will only be able to Modify and Delete their own comments.
- To add a new education level record, click the Add Post-Secondary/Education Level button.
    - Enter education level information. Comments will be displayed in the grid *without* line break spacing to maximize the amount of text that will fit within the display. To view the whole comment with line break spacing, click View/Modify.

10. **<u>Rubrics</u>**

- Rubrics/Measured Skills Gains Search –
    - Enter search criteria to find rubrics. This can be one, a few or a combination of several search fields. *Hint: The less search criteria that is used, the more results you will receive. Entering additional search criteria will narrow your results.*
        - *Use Narrow Search to search for existing rubrics or rubrics with existing recommended services. When this is selected, an optional Status search field is available to further narrow the search.*
    - *Pending status indicates that the rubric does not yet exist.*
    - If no rubrics exist, select a consumer and use Create New Rubric, else use View/Modify to review existing rubric.

  - Use Consumer Status = Intake, Narrow Search = Intake Rubric, Status = Completed to find rubrics for which recommended services need to be entered. If none exist, Recommended Services Status column will show Pending. Select the row and click Create New Recommended Services to enter, save and submit the Recommended Services.
    - As of Aug 1, 2022, recommended services need to be submitted in order to enter new services for the student.
- After the first save of an Intake or Exit Rubric, it will remain in Draft status until it is marked Complete.
- The same Intake/Exit Rubric screen is used for Intake and Exit Rubric.
  - After Intake Rubric is marked Complete, Exit Rubric fields will appear.
  - After Exit Rubric is marked Complete, the calculated Measured Skills Gains will appear and both Rubrics will be locked.
  - Intake and Exit Rubrics can both be modified until the Exit Rubric is marked Complete.
- Total Scores per question, and Total Weighted Scores per Service Category are displayed as the rubric is completed.
- Exit Rubrics can be Waived if the consumer is not available to conduct an exit interview.
- Recommended Services are a second tab on Rubric page, which provides a pre-populated (non-modifiable) summary of the service category notes/scores from the intake rubric and provides a single field for consultants to enter a summary of recommended services for the student.
  - This page is used to save and Submit the Intake Rubric/Recommended Services for VR Approval.

11. **<u>Review Queues</u>**

- Review Queues Search –
  - Enter search criteria to find existing recommended services. This can be one, a few or a combination of several search fields. *Hint: The less search criteria that is used, the more results you will receive. Entering additional search criteria will narrow your results.*
- This search is to be used by consultants and VR to monitor their 'to do' queue items for intake rubrics/recommended services approvals.

- Consultants can use the Review Queue to search for intake rubrics/recommended services that are in Not Approved or Interrupted Services status that require corrections.
- VR can use the Review Queue to search for intake rubrics/recommended services in Submitted or Interrupted Services Resubmitted status that need to be reviewed.

12. Administration Menu

- **Transfer Case** – This function is used to transfer case(s) from one Pre-ETS consultant to another. This can be done across agencies within a contract group.
  - Agency Leads and Contract Leads have access to this function.
  - Search for the desired consumer case(s) using one or more of the available search criteria.
  - Select the desired case(s) by checking the appropriate checkboxes. One, several or all case(s) in the list can be selected.
  - Select the desired 'Transfer to' Pre-ETS Consultant to whom the case(s) will be transferred.
  - Click Transfer.
  - Shared consumers within a contract will be listed more than once, with the secondary assignments shown in parantheses next to the Assigned Consultant name.
- **Manage Users –** This function is used to add or inactivate system users or change their role.
  - Agency Leads and Contract Leads have access to this function.
  - The grid results will list the existing users. There are three functions available:
  - Inactivate User – This allows users to inactivate an existing user.
    - Agency Leads can inactivate any user in their agency, except themselves. Contract Leads can inactivate any user in their contract, except themselves.
    - When inactivating a user with multiple roles due to multiple contracts or special access to another agency within a contract, the system will prompt to determine if all roles should be inactivated or just the selected contract/agency/role type.

        - Search for the desired user, using one or more of the available search criteria. Select the desired User to Inactivate. Click Inactivate.
    - Add New User – this function is used to register a new user under your Contractor (and/or Agency).
        - Enter all required fields, then select the appropriate User Role. Click Save or Save and Close.
        - An email will be sent confirming the registration. New registrants for Contractors will receive a Microsoft Invitation email to complete their Azure registration. Registrants for SOI VR will <u>not</u> need to register in Azure and will not receive a Microsoft Invitation email.
        - *Note: If a new user needs to be registered under more than one Contractor, please email Fssa.Pre-Ets@fssa.IN.gov for assistance.*
    - Change Role – this function is used to change a user's role (to Contract Lead, Agency Lead, or Pre-ETS Consultant).
        - Change the selection to the new desired user role, click Save or Save and Close.
- **<u>Change Consumer Case(s) Status</u>** – This function is used to inactivate or reactivate a consumer's case.
    - Pre-ETS Consultants, Agency Leads, and Contract Leads have access to this function, but only for cases to which they have access.
    - Inactivate Case:
        - This function is to be used to denote that Pre-Employment Transition Services have ended for the consumer. [This function should not be used if a consumer is only transferring to another provider due to moving, etc.)
        - Search for the desired consumer case(s), using one or more of the available search criteria.
        - Select the desired consumer case(s) by checking the checkbox in leftmost column.
        - Enter the required End Date (which denotes end of services date) and Inactivation Reason.

a. If All Other Reasons is selected for the Inactivation Reason, a Please Specify Other Inactivation Reasons field will be required. Enter Comment if desired.

- More than one consumer case can be selected at a time. For example, at high school graduation time several consumer cases could be closed at the same time with the same End Date, and Inactivation Reason of Graduated from High School. The End Date, Inactivation Reason (and Comment if entered) would be the same for all selected consumer cases.
    a. Care should be taken when closing multiple cases at the same time. In the example above, some students although they receive a certificate of completion opt to stay in school for another year. Those students, if under 23, are still eligible for Pre-ETS if desired and their case would not be inactivated along with other high school graduates.

- Reactivate Case:
    - When an inactive case is selected, Reactivation Comments and the Activate button will be enabled.
    - Comments are optional. Click the Activate button to Reactivate the case.

- **Manage Case Assignments to additional Contractors/Agencies** – This function is available to Contract Leads. It allows a case to be assigned to more than one Contractor or Agency under a Contractor.
    - The original provider is considered to be the Primary Contractor/Agency, and new assignments are Secondary.
    - This allows more than one Contractor/Agency to provide services to the same consumer without having to transfer the case.
    - To simply change the provider, it is more appropriate to use the Transfer Case function.
- **State-Wide Consumer Search** – This function is to be used by VR Staff only. It allows SOI VR Pre-ETS Consultants to 'look up' cases to see if they are already in the system/assigned to a Contractor.

- **Manage Schools** - This function is to be used to add a school, assign a school to your Contractor, or edit existing information on a school.
  - Contract Leads have access to this function, but only for their Contractor.
  - Grid results default to list the schools for the specified Contractor.
  - Four functions are available:
    - Add School – this function allows the user to add a school which by default will be assigned to the user's Contractor.
      a. If uncertain of the school code or exact name of the school, this screen includes a link to the State of Indiana DOE site. On that site (listed under Popular Pages), is a link for the School Directory which is an Excel list. There are two relevant worksheets that might contain the school you wish to add: PUBLIC and NONPUBLIC. You can use Find to search for your school in the appropriate worksheet.
      b. Enter the correct school code, school name, and county per the DOE list. Using cut and paste (Ctl+C and Ctl+V) from the excel sheet to the screen for school code and school name fields will help to ensure that the fields are entered correctly.
      c. If you cannot find your school in the list, check the checkbox "School Code Not Available" and the system will assign a unique school code that is not already in use.
    - Edit – this function allows the user to change an entry (for example, correct the school name spelling).
    - Assign – this function allows the user to simply assign a school that already exists in Pre-ETS to their Contractor. *Please use care that you only assign schools that are in counties served by your contractor at which your Contractor will serve Pre-ETS consumers.*
    - Export to Excel – this function will export the grid results to an excel worksheet. Note: This will include all grid results, so you

may wish to filter or modify the worksheet to include only your Contractor's schools.

- **DWD School-Based Documents** - This function is to be used by VR Staff only. It allows SOI VR Pre-ETS Administrative staff to 'look up' school-based information from DWD JAG.

7. **Reports** – This menu will list the available reports.
    - **Demographic Report** – This report is used to provide info that is sometimes needed to prepare counts/statistical reporting by agency/contract. This report can be exported to excel if desired and is available to Contract Leads and Agency Leads. Caution should be used with exported data, as it does contain PII and PHI.
        - When run by Contract Leads at the contract level, if there are 'shared consumers' within a contract, the consumer will be listed multiple times.
        - Start and End Date selections includes cases active during the date range. Cases with Intake date after the End Date or Closure (exit) Date prior to the Start Date will not be included. When no dates are specified, all cases will be included for the selected Contractor/Agency/Pre-ETS Consultant.
    - **Demographic History Report** - This report is used to provide same info as the Demographic report, but will also include cases that were previously served, even if the case has been transferred to another Contractor/Agency.
    - **Document History** – This report will include a list of all undeleted documents uploaded by the Contractor/Agency for all clients served, even if the client case has been transferred to another Contractor/Agency.
        - This differs from the Document screen which lists documents only for a specific client case.
        - View is the only function available (modify and delete are not available from this report).
    - **Mailing Address Report** - This report is used to list consumer address and other contact info to facilitate mailings and other communications.
    - **Possible Duplicate Consumer Report** – This report is used to list duplicate consumers based on an exact match of first name, last name, DOB, and

gender as well as possible duplicate consumers that match on last name, DOB, gender and only the first two characters of the first name. This report can be exported to excel if desired and is available to all users.

- **Service Activity Notes -** This report is used to provide a list of the services with the full notes included. This report can be exported to excel if desired and is available to all users.
- **Service Session Details for Monthly Billing** – This report is used to list Service Categories with Time Spent/Rate/Total Monetary Amount within Service Session (or Stipend Session), within Contractor for the selected month. Agency and Service Consultant (consultant that provided the services) are also listed.
  - This report can be exported to excel for sorting as desired and is designed to assist with billing reconciliation. It is available to Contract Leads, Agency Leads, and VR Administrative Staff. It is also available to Pre-ETS Consultants, but they will only be able to view their own services.
- **Service Session Details by Consumer** – This report is used to list Services by Consumer and is available to Contractor Leads, Agency Leads and VR Pre-ETS Consultants. The report provides subtotals by consumer and grand totals for all consumers included in the report. This report can be exported to excel if desired and is available to all users.
- **Consumers Age Out Dates** – This report can be used to list the date that consumers will reach the age of 23 years old, after which they are no longer eligible for Pre-ETS services. It can be used to identify consumer cases that should be inactivated via the Administration / Change Consumer Case Status function.
- **Missing Stipend Wage Justification** – This report can be used to proactively identify students with stipend sessions who have not yet had the required Stipend Wage Justification document uploaded. These documents are required prior to invoicing the sessions.
- **Review Queue History Report** – This report can be used to track the intake rubric/recommended services review progress including the back and forth status updates, dates, and comments by consultants and VR. It is grouped by consumer.

8. **Fiscal** – This menu provides the Generate Invoice function. This function is available for Contract Leads and Agency Leads.
    - **Generate Invoice** – This function is used to provide a preview of a generated invoice, and/or to generate and submit an invoice within the Vendor Portal system. This function is available only for Contract Leads.
        - Only un-invoiced/unpaid service and stipend sessions will be included in the specified date range.
        - This function does not automatically submit an invoice or replace the claim form to be submitted to the State for payment. However, it does provide the values for the line items to be submitted on the State claim form.
        - Values can be copied/pasted from the invoice to the claim form.
        - By generating/submitting an invoice, service and stipend sessions included in the date range will be marked Invoiced and cannot be included in future invoices.
        - The invoice is an aggregate of the Service Sessions Details for Monthly Billing report, provided in the format of the State Claim form.
        - Because stipends can have variable hourly rates per employer/position for different students, stipends are shown with Units = 1, and the Rate and Amount will show as the aggregate of all total amounts for all stipend sessions in the date range.