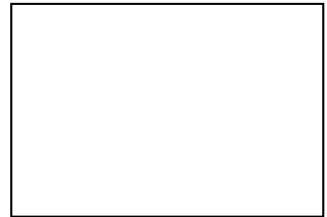




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AAA4 Program Memo / Bulletin

TO: AAA4 Funded Partners	NO: A4B2017-2
SUBJECT: Update to Data Reporting Procedures for Registered Services	DATE ISSUED: February 7, 2017
REFERENCES:	SUPERSEDES: A4B 2010-4
PROGRAMS AFFECTED: <input type="checkbox"/> ALL <input checked="" type="checkbox"/> Title III-B <input checked="" type="checkbox"/> Title III C-1 <input checked="" type="checkbox"/> Title III C-2 <input checked="" type="checkbox"/> Title III-D <input checked="" type="checkbox"/> Title III-E <input type="checkbox"/> HICAP <input type="checkbox"/> OTO <input type="checkbox"/> Other	
PURPOSE OF BULLETIN: <input checked="" type="checkbox"/> Amend Policy or Procedure <input type="checkbox"/> Clarification <input type="checkbox"/> Information:	
FOR INQUIRIES CONTACT: For programmatic, fiscal or data reporting assistance, please contact your Regional Services Specialist. For nutritional assistance, please contact Julie Tharalson, RD	

This Program Bulletin formalizes the change to the AAA4 data collection process transition from the CareAccess Q database to the RTZ GetCare database that took effect on September 21, 2015 for funded partners providing Registered Services. Registered services funded partners are required to use AAA4's designated GetCare database.

Note that only one Title III-B service category is affected by this Program Bulletin: Personal Care (Placer and Sacramento counties).

Procedure Recap:

An announcement was made to current registered services funded partners on 18 August 2015 of the transition from the Q database to GetCare at AAA4's expense. On 25 August 2015 additional information was provided that included scheduled training as well as a change in the data entry and reporting due date from the 9th working day of each month to the 15th calendar day of each month for the month reported. The same number of access licenses held by a funded partner working in Q was provided in the transition to GetCare; funded partners were notified that the cost of additional access licenses would be available for purchase directly from RTZ.

On 16 and 17 September 2015, onsite GetCare training was held with funded partners, AAA4 staff and a representative of RTZ. Discussion generated opportunity to further customize the GetCare database, an opportunity that has continued throughout this process. Following the training referenced, several group conference calls as well as individual contacts between funded partners, AAA4 and RTZ took place. RTZ continues to be available for one-on-one assistance to any funded partner.

The following materials were provided by RTZ:

1. CA GetCare2 User Manual: CareTool Module;
2. CA GetCare2 User Manual: Service Recording Module; and
3. CA GetCare2 Quick Guide - Issue Manager Manual

The CareTool Module manual provides the basic steps for entering client data and running reports; the Service Recording Module manual instructs on service unit recording and filtering; and the Issue Manager Manual provides the basic steps for recording and following a concern entered into Issue Manager. AAA4 encourages funded partners to use the manuals as the basis for data entry staff training, and to further customize the manuals to the service providers' internal data entry procedures. These manuals are available upon request to any funded partner required by AAA4 to use the GetCare database for collection of client data.

On 14 July 2016, an onsite refresher training that focused on reports was held; again, several suggestions were made to further customize the GetCare database ensuring that funded partners could meet reporting requirements of both AAA4 and other sources. It is the intention of AAA4 to continue to schedule an annual training designed to encourage networking and the sharing of reporting techniques.

Continuation of GetCare Licensing Procedures

As referenced in the above section, licenses for registered services funded partners were provided by AAA4 at the same number held by the Funded Partner at the time of transition from the Q database to GetCare. New registered services funded partners will receive one (1) license paid by AAA4; any additional licenses desired by a funded partner can be secured at their cost by direct purchase from RTZ. Both full-access and read-only licenses are available.

Updated GetCare Validation of Entry Form

Registered services funded partners are required to validate the completion of required client data into the GetCare database by the due date of the 15th calendar day for the previous month. Such validation should be provided on the first business day following the 15th calendar day of each month, ensuring that quarterly reporting to the California Department of Aging is accurate and complete. Validation may be provided by an email to the appropriate RSS.

Monthly MIS Reporting

A monthly MIS report may be required of registered services funded partners by an AAA4 RSS to ensure that certain supplemental information not captured in the GetCare database be reported formally or informally.

Intake/Eligibility Forms:

AAA4 provides suggested Intake/Eligibility Forms that contain required data collection fields. Funded Partners are permitted to alter these forms for the convenience of the funded partner if additional client data is being collected; however, all data fields required by AAA4 must be included on such forms and a copy must be reviewed by the appropriate RSS.

Effective Date:

Transition to GetCare officially took place September 21, 2015; this Bulletin acknowledges that transition and formalizes the reporting requirements which shall remain in effect until altered by a subsequent AAA4 Bulletin.

Technical Assistance:

For programmatic, fiscal or data reporting assistance, please contact your Regional Services Specialist (RSS).

For nutritional assistance, please contact Julie Tharalson, RD.