Business Requirements Document

Project: Client/Staff Management System
Client: Confidential

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Created by: Jenny Mirkovic
Modified by: Sabrina Akter

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Revision History

This table provides the revision history for this document. Each revision has an associated date, issue number, and description of the changes and/or content. The document revisions appear in descending order, with the most-recent iteration appearing first in the table.

Document Revision History

Date	Issue	Description	Author
10/31/13	1.4	Added the following FRs: 36.1, 36.3. 128, 129, 131 Minor updates to the following FRs: 41, 59, 76, 78 Removed the following FRs: 64 Renumbered FRs127-131	Jenny Mirkovic
10/21/2013	1.3	Updated the following FRs per clarifications from client: 3, 6, 8, 9, 12, 13, 14, 15, 18, 19, 23, 24, 28, 29, 31, 38, 39, 40, 41,45, 47, 54, 59, 60, 66, 67, 68, 70, 72, 73, 74, 75, 76, 77, 80, 82, 84, 85, 88.5, 97.3, 98, 99, 100, 105.5, 106.	Jenny Mirkovic
21/01/2013	1.2	Updated Version /Phase 1 Reqs finalized	sabrina
10/01/2013	1.0	Updated Version /Phase 1 Reqs finalized	Jenny Mirkovic
09/30/13	0.3	Updated Draft	Jenny Mirkovic
09/28/13	0.2	Updated Draft	Jenny Mirkovic
09/09/13	0.1	Initial Draft	Jenny Mirkovic

Approvals

1. Project Description

{Company} is a Minneapolis organization incorporated in 2002□that provides responsive and respectful services and supports for individuals with physical and cognitive disabilities. They specialize in providing services for individuals with brain injuries, mental illness, Multiple Sclerosis, Cerebral Palsy, and other physical disabilities.

ILO currently serves over 120 individuals and employ over 140 people offer the following service options:□□

- Corporate Adult Foster Care (two and four person residential homes)
- Behavioral Support Services
- Independent Living Skills Services Home Adaptations / Modifications□
- Certified Training in CPR,
- First Aid and Brain Injury Basics

Scope of Project:
Currently, ILO has a client management system that allows them to manage information about clients, their staff, and the Service Agreements from the State of Minnesota that define the terms of care those clients are entitled to receive. The current system has many gaps and limits of functionality, and ILO desires to create a new system with the following objectives:

- Mirror current functionality in current environment
- Enhance current functionality, as described in Functional Requirements
- Convert data from current system to newly created system

Modules
The new system shall contain the following four modules, each of which corresponds to a role of user for the system:

- *Staff*—Staff Member providing one or more of the various ILO Services (BS,BA,BP, ILS)
- *Team Leads*—A Staff member with additional privileges (such as)
- Supervisor—A manager of the Staff
- State Case Manager—The employee and representative of the State of Minnesota responsible for coordinating the care and service related entitlements of a individuals identified as requiring services.
- Director—Highest level supervisor
- Admin—The assigned administrator of the system.

High Level Functionality:
Managing Clients

Managing Service Agreements:

Override Functionality-- This override functionality is necessary to accommodate the frequent situations in which either a client has already started to receive ‘billable’ services, or a supervisor is anticipating a certain number of hours a client will be service, but the Service Agreement (specifying the eligible hours for the client) has not been officially received, or it has been received but has been deemed incorrect by ILO.

Managing Staff
Security Access Matrix (TBD)

Reporting

Definitions /Acronyms

BA = Behavior Analyst (a staff level distinction and level of service provided to clients)
BP = Behavior Professional (a staff level distinction and level of service provided to clients)
BS = Behavior Specialist (a staff level distinction and level of service provided to clients)
Case Manager = An employee and representative of the State of MN who will now create client referrals into the system. ILO will receive, service, and manage the clients once in the system.
CSP = Community Support Plan (Created by Case Manager. System only stores expiration date)
Client = Person receiving any one of the services provided by Integrity Living Options.
IAPP = Individual Abuse Prevention Plan
ILS = Independent Living Skills (a staff level distinction and level of service provided to clients)
Referral = A new service (needed by a specific client) that a Case Manager forwards to ILO.
RRP = Risk Reduction Plan Created by ILO. System only stores expiration date)
SA = Service Agreement

1.1 Process Flow/s

List of flows:

- High Level Flow
    1. Case Manager creates (or Supervisor enters) new Referred Service Information for a new (or existing) client in system (Each of theservice/swill default to the'Referral' status). (Case Manager can upload attachments for paperwork and documentation. System can store the document/s)
    2. Supervisor is notified by system of new referral; supervisor manually changes Services status to Pending on a Client Management screen.
    3. Directorenters*Service Agreement Information* for Client (this step can occur anytime between Steps 2 and 6?).
    4. Supervisor checks for required documents (e.g.CSP, NeuroPysch, etc.). Documents are either faxed or email. Supervisor saves soft copies on network. (Or supervisor may receive the documents as attachments to the referral, within the system). If supervisor determines all required documents are available, supervisor manually changes *Approve to Start* to *Yes*on the given service *(*on*Referred Services Information* screen).
    5. Supervisor enters 'Intake Date,' and the Service status shall be automatically changed from 'Pending' to 'SA Anticipated.'
        a. Only once *Service Status* is *"Pending,"* Supervisor may Assign Staff
        b. Offline at the Intake event, Supervisor completes paperwork and subsequently submit dates for each in the system, and the system shall track those dates for reporting.
    6. Once Service status is in any of the *Active—Billable Service* Status types,
        a. Staff members are able to enter billable time for that client on a Timesheet. (Upon completing the Timesheet with billable activity types, the system shall start a Case Note prepopulated with the Time Sheet information. Case note will also then allow for tracking of Goals/Objective/Narrative comments.
        b. Supervisor shall be able to create a Client Plan and system will track the 45 days deadline from the Intake Date.
    7. Supervisor runs reports and submits billingas needed.

- Case Manager creates new services by entering Client Referred Service Information.
    1. Case Manager Creates and Activates Account and Logs in (Need account creation step in Requirements)
    2. Case Manager chooses to create a new Service (for a new client). System shall ask Case Manager to provide the following:
        a. Client First Name
        b. Client Last Name

        c. Client DOB
        d. Client MA#
3. If system recognizes a match **for two or more** of the entries, the system shall present a message stating
    a. The client may already exist, and thatCase Manager should please discontinue the process and call ILO Supervisor to proceed.
    b. Case Manager calls ILO,
        i. And if indeed same existing client, Supervisor shall then:
            1. Manually change an existing Service Status to Pending—or manually add a new Service with a status of Pending.
            2. Manually update Client information (i.e. address, contact information)
        ii. If not the same client, then Case Manager should confirm the four field values and confirm the client information off line with the supervisor. Supervisor will
            1. Create a new client (i.e. referral) manually with status of 'Pending' on a Add New Client Screen.
4. If system does not find a match for two or more of the fields, the Case Manager shall continue to new client creation and new service creation process (and Service status defaults to "Referral). See flow for Case Manager Enters New Client Data
5. Case Manager submits new Client and new services.
6. Supervisor:
    a. Is notified of new services in Referral Status,
    b. Manually changes Service status to "Pending, and offline, begins confirming that necessary documentation is available.
    c. Case Manager is notified that service status has changed from "Referral" to "Pending"
    d. Upon confirming that all necessary documentation is available (done offline), Supervisors enters an Intake Date, upon which the system shall automatically change the status to SA Anticipated..
7. Case Manager is notified that ILO Supervisor has changed service status "Pending" to "SA Anticipated".

- Case Manager/Supervisor Enters New Client Data
  User already has entered four fields and system has not found a match (i.e. system confirms it a new entry.
    1. System shall present the New Client info (Client Personal Information, Client Billing Information, Client Additional Contact information) for the Case Manager to manually enter. (see FR#)
    2. System shall allow the user to enter Client Referred Services Information.
        a. One or more services (ILS, BS, BA, BP). For each service entered, the system shall ask the user to provide:
            i. Start Date of Service (date field)
            ii. End Date of Service (shall be displayed as "waiver end date")
            iii. Hours per week approved for that client's service.
        b. The system shall make two calculations (not visible to the user).
            i. [The number of weeks represented between the start date and end date] times [the number of hours per week] times [4 (fifteen minute units per hour] = to display the number of 15 minute units. System shall display only the 'total quantity' of 15-minute units. Provide example.
            ii. System shall multiply [the number of units provided above] times [rate per unit for the given service] = for 'total amount' authorized. System shall display only the 'total amount.'
        c. System processes the two calculations and then display a summary of the Service Information:
            i. Start date (read only, value as provided in step 2.a.i.)

ii. End Date (read only, value as provided in step 2.a.ii)
iii. Total Quantity of units (read only, value as provided in 2.b.i)
iv. Total Dollar amount (read only, value as provided in 2.b.ii)
v. Rate for the given service type (as defined in the Admin module)

d. Case Manager uses these two pieces of information off line to create the official service agreement in their own system.
e. Case Manager reviews and submits the client data.
f. Supervisor will receive the referral and change status to 'Pending' as appropriate.
g. Case Manager receives notification of status change/s.

- Case Manager Submit Changes for Existing Client—This Flow will be updated.

h. Case Manager is presented the options of Create a New Service for a New Client—or—to Make a Change for an existing client.
i. Case Manager chooses to Make changes for existing Client. System shall ask Case Manager to provide the following:
    i. Client First Name
    ii. Client Last Name
    iii. Client DOB
    iv. Client MA#
j. If system finds a match of a client with that data—AND—with that Case Manager assigned, the Case manager shall be able to confirm the selection and perform any of the following:
    i. Change something for the existing client
        1. Change the "Hours per week."
            a. Case Manager is presented the current SA parameters
                i. Start Date
                ii. End Date
                iii. Total 15 minute Units
                iv. Current Hours per week (pulled from earlier; don't recalculate).
            b. The system shall then prompt the user to enter
                i. The effective date for the change
                    1. Start Date (could be any date)
                    2. End date (the system shall default to original end date, but system shall allow user to change to a new end date).
                ii. Desired Hours/week
            c. The system will then:
                i. Create another series of "Start and End Date ranges
                ii. Change the original "end date" for the service agreement to one day prior to the new "effective date."
                iii. Recalculate total quantity of 15-minute units from Original start date to new effective date. (This determines the hours referred prior to the change).
                    1. [The number of weeks represented between the start date and end date] times [the number of hours per week] times [4 (fifteen minute units per hour] = to display the number of 15 minute units. System shall display only the 'total quantity' of 15-minute units. (Provide example).

iv. Calculate another 15 minute unit amount from the "New Effective Date" to "New End Date" (this determines the new hours per week for the new date range)
   1. [The number of weeks represented between the start date and end date] times [the number of hours per week] times [4 (fifteen minute units per hour] = to display the number of 15 minute units. System shall display only the 'total quantity' of 15-minute units. Provide example

d. The system shall present the current date range has been broken into two or more date ranges (to reflect the change in hours)
   i. Date Range 1(with the original start date and new end date) with total 15-minute units and total dollars.
   ii. Date Range 2 (with the new start date and original (or new) end date) with total 15-minute units and total dollars.
   iii. Date Range 3—if necessary—(new start date and new or original end date) with total 15-minute units and total dollars.

e. The Case manager can now review, edit, and submit the request.

f. Supervisor shall be notified of the Change in Hours for the Client, and Supervisor shall manually change the status of the Service to "SA Incorrect" (user shall revert to the SA information presented to the Case Manager upon their 'Change Hours Request.' (aka the second line date range to replace the current service agreement.

2. Add Additional Services (ILS, BA, BS, BP)

ii. If the user chooses to change information for an existing client, the system shall present a screen with a portion of the Service Agreement fields (for fields, see FRs)

iii.

iv. Discontinue a Service (system shall then stop the process and ask user to call ILO (need phone number and message to appear on screen).

- Items Needing Supervisory Approval—system must identify information for certain fields that has been entered in accordance with the formatting and eligibility requirements but meets other 'flagging' criteria for the supervisors.

- Time Sheet
  1. Staff logs in and views Dashboard.
  2. Staff chooses to Enter Timesheet area, where the user
     a. Can see a summary of the current timesheet information, as the user populates the fields. The summary shall contain:
        i. Date Range Week 1
           1. Running totals of each Activity Type
           2. Total of all hours logged.
        ii. Date Range Week 2
           1. Running totals of each Activity Type
           2. Total of all hours logged.
        iii. Combined Two Week Pay Period
           1. Running totals of each Activity Type
           2. Total of all hours logged.
        iv. Data Entry Errors the user must correct.

b. Creates or Edits a Timesheet with the following fields (the order of fields may vary as needed to best support the data rules described):
   i. Date Range*—one value (Sun to Saturday for a two week period, starting 9/22/13—10/5/13) NEED ADMIN SETTING TO KEEP TRACK OF TWO WEEK PAYPERIODs. Have recurrence value and starting date on Admin Settings screen). User must select only one Date Range value from a drop down (or other type of menu).
      1. User can choose the Date Range which is current with real time, or
      2. Staff Member can select up to two Date Ranges ahead of real time. Supervisor/Admin can select any Date Range.
      3. Past Date Ranges can only be selected by Supervisor/Admin.
   ii. The fourteen Dates within that Date Range (system shall prepopulate those Date Values on a series of rows (on left)
      1. Each 'Dates will offer display—by default—one line available for timesheet data entry.
      2. Upon a user entering a timesheet activity for a given date, the system will then add another blank line below for additional activities to be entered on that date. The system shall keep adding rows within each date as needed.
      3. One blank line between Dates for ease of viewing

   iii. One or more Activity* for each Date. User can select only Activity Type from drop down. **Upon selecting an Activity Type, the remaining fields can be entered in accordance with the specific Activity Type. Each activity type entry shall be displayed on its own line. (SHOW EXAMPLE)**
      1. Administrative. User must then select an Administrative Description*
         a. Quarterly
         b. Plan Revision
         c. Plan Creation
         d. Staff Meeting
         e. BS Meeting
         f. Expenses
         g. Case Notes
         h. BA meeting
         i. Time Management Assistance
         j. Working Day
         k. 1:1 Time
         l. CM Contact
         m. Other
            i. If other, then user must complete a Comments/Description field explaining "Other"
      2. Training. User must then select a Training'Description*
         a. Plan Training
         b. BIB Training
         c. BA Training
         d. MA/SSA Training
         e. Refresher Training
         f. Client Shadow
         g. Orientation
         h. BS General Training
         i. BBP Training

            j. VA Training
            k. MOM Training
            l. Other
                i. If other, then user must complete a Comments/Description field explaining "Other"
        3. Billable Collateral.
            a. User can only select Billable Collateral if Service Type is BA, BS, or BP.
            b. User must then select a 'Billable Collateral' Description*
                i. Data/Paperwork
                ii. BP Consults
                iii. Client Specific Staff Training
                iv. Team Contact
                v. Other
        4. Billable Direct—No further description shall be allowed.
        5. Billable Collateral / Training. User must then select a 'Billable Collateral / Training' Description*
            a. Other. User must complete a Comments/Description field* explaining "Other"
        6. Billable Direct / Training. User must then select a 'Billable Direct /Training Activity Description*
            a. Client Shadow
            b. Other. User must complete a Comments/Description field* explaining "Other"
        7. PTO—No further description shall be allowed.
        8. Holiday—No further description shall be allowed
        9. Travel—Free form text description.
    iv. Client
        1. The user may only complete the Client Name (Client Last Name, Client First Name)field if one of the following activity types was selected:
            a. Billable Collateral
            b. Billable Direct
            c. Billable Collateral/Training
            d. Billable Direct / Training
        2. User shall be select
            a. From a list of the Clients Names assigned to that user, or,
            b. An option to view clients the user is eligible to serve, based on the Staff Member's service Eligibility (in case user is helping cover another client other than their own)—AND—The Client's Service/s in an Active-Billable Status.

    v. Service. User may only select a service:
        1. For which the Staff Member is eligible to provide (based on the Staff Member Service Eligibility—refer to FR#)—AND—
        2. The client is eligible (Based on information entered when Client was added).
    vi. Time Values
        1. In and Out times for Travel (5 minute increments). System shall convert the total time to a decimal (rounding to the nearest 15 minutes at the end of Pay Period).
        2. In and Out times for the following Activity Types other than Travel (8:15am and 10:15am). User must record in 15 minute increments. System shall convert to a decimal.

a. Admin
b. Training
c. Billable Direct
d. Billable Direct/Training

3. Total time (flat amount, in decimal points. Amounts must e.g 2.25 hours, .5hrs, etc.) for the following Activity types
    a. Billable Collateral
    b. Billable Collateral /Training
    c. PTO
4. Automatic Eight Hour increment per date for which "Holiday" is listed.

vii. Upon the user completing all of the required and optional information, the system shall.

c. Create a planning worksheet. System shall
    i. allow user to indicate they are filling out a Planning Worksheet,
    ii. Create a blank timesheet that the user can enter in values with same restrictions as above
    iii. System shall save the info as a "Planning Worksheet for the user to open, view, edit as needed, but the system shall not process any of the data.
    iv. Allow user to modify the planning worksheet as needed, at any time. (Almost like a formatted scratch piece of paper).

- Coverage—TBD
- Staff Assignments to a Client's Service/s—TBD
- Create a Case Note—TBD

2. Business Requirements

2.1. Functional Requirements for the Client Module

ID	Module	Function	Description	Target Date	Status
FR.5			The system shall include the following modules, and sub-menu options: o Dashboard o Clients o Services o Staff o Reports o Admin o	**N/A (See specific FRs below)**	
FR1	Client	General Functions	The System shall support the following functions within the Clients Module • View/Add/Edit/Delete client information • View/Add/Edit/Delete Agency information (Phase 1) • View/Add/Edit/Delete Client Contacts • View/Add/Edit/Delete Client Bios • View/Add/Edit Client Paperwork Requirements values/ Due Dates (Phase 2) • Create Customer Related Documents and track/change their status (e.g. from Draft to Approved.) • View Customer Information within a System Dashboard • Manage Assignment of Client Hours (for a given Active Referred Service) to a Staff Member *Not all users shall be able to perform each of these functions. For a specific breakdown of the functions each Role shall be able to perform, please see the Security Access Matrix.*	**N/A (See specific FRs below)**	
FR2	Client	View Clients	The system shall—at any time—allow the user to view Client Information in the following ways: ▪ Individual client records ▪ Grid view of all Clients	**Phase 1**	**~~In pr. (S)~~ Completed(S)**

ID	Module	Function	Description	Target Date	Status

FR3	Client	View Clients	When displaying individual Client Records, the system shall
			▪ Present the following information in a ready only view
			  o Client Personal Information
			  o Client Billing Information
			  o Client Service/s Information
			  o Client Additional Contacts
			  o Client Paperwork/Dates
			  o Client Biography (including the Get to Know Information for the Client)
			  o Client Support Plans
			  o Client Quarterly
			▪ Present the history of services/date ranges/terms for the client
			▪ Provide the user a mechanism to choose to edit the various information types (system could potentially link back to the Create/Edit screens for each information type).
			Because of the large amount of information for the client, the information could be separated into different areas, tabs, or use links to simplify the layout and ease the view for the user. Also, view of screens like the Client Record, Referred Services should be granted to user roles as indicated on the Security Access Matrix.
				Phase 1	**In pr. (S) Dependent on other phase.**

FR4	Client	View Clients	When displaying Clients in a Grid Format, the system shall:
			• Allow the user to Search based on Last Name, DOB, and MA#
			• Include the following fields as columns in the Grid:
			  o Client Last Name
			  o Client First Name
			  o DOB
			  o MA#
			• Allow the user to choose to sort the grid:
			  o Alphabetically based on Client Last Name.
			  o Client Added Date
			• Allow the user to select an individual record to view, edit, delete, etc.
				Phase 1	**~~In pr. (S)~~ Completed(S)**

ID	Module	Function	Description	Target Date	Status
FR5	Client	Create/Edit Client	The system shall prevent multiple entries of the same client, based on the unique combination of the following fields. • First Name, • Last Name, • DOB, • MA# Upon a user attempting to create a new client, the system shall prompt the user to enter the above fields to determine if the given client already exists within the system.	**Phase 1**	**~~In progress~~ Completed(S)**
FR6	Client	Create/Edit Client	If the system finds a match, the system shall use the User role to determine how to proceed: • For Admin role would see something like the Supervisor. The Case Manager is a special role, and the people with that role are working for a different organization (not ILO). That is why they sometimes follow a different path or have different access. • For a Supervisor Role, the system shall display the Client record of the matching client so the user can view or edit~~or delete~~the record. • For a Case Manager Role, the system shall o Display a message stating ▪ the client may already exist within the system, and ▪ The user should call ILO at (number managed in Admin Module) to further manage the existing client. o Allow the Case Manager to exit the screen and return to the Dashboard, if available. Note: The user shall not be able to delete a record.	**Phase 1**	**In pr. (S) 75%done.**
FR7	Client	Create/Edit Client	If the system doesn't find a match, the user shall be able to add the client, and the four fields entered in FR shall prepopulate in the data entry process.	**Phase 1**	**~~In pr. (S)~~ Completed(S)**

ID	Module	Function	Description	Target Date	Status

FR8	Client	Client Information	The system shall allow for the entry and management of the following required (*) and optional *client personal information* fields:
			• Client First Name* (prepopulated, if available)
			• Client Last Name* (prepopulated, if available)
			• Client Middle Initial
			• Client Street Address Line 1*
			• Client Street Address Line 2
			• Client City*
			• Client County *
			• Client State*
			• Client Zip*(e.g. 55405)
			• Client phone number Home [(xxx)xxx-xxxx]
			• Client phone number Cell [(xxx)xxx-xxxx]
			• Client Phone (other) [(xxx)xxx-xxxx]
			• Client Phone (other) description* (free form text)
			• Client email address
			• Client DOB* (MM/DD/YYYY) (prepopulated)
			• Guardian status* (Self or Assigned). *If set to 'Assigned,' Guardian Contact Information shall be required in the Client Additional Contacts information). Please see following requirement).*
			• Diagnoses* (Free form text field that recalls previous entries)
			• Ambulatory* (Yes/No)
			• Ambulatory Notes (free form text)
			• Staff Members Assigned to Client's Hours (prepopulated and Read Only. See FR127.5
			• Contact information for each Staff Member Assigned (see FR82 for this information):
			    o Contact Phone Number (1)
			    o Contact Phone Number (2)
			    o Contact Email Address
				Phase 1	~~**In pr. (S)**~~ **Completed(S)**

ID	Module	Function	Description	Target Date	Status

FR9	Client	Enter Client Information	The system shall allow for the entry and management of the following required (*), optional, or prepopulated read-only *client billing information* fields:
			• ~~Approved to Start Services~~ (not needed here)
			• Preferences* (Free form text)
			• MA# (free form text) (prepopulated)
			• Medical Assistance Type—user may select only one of the following:
			  o MA
			  o MA EPD#
			  o Spend down
			• MA Comments (free form text)
			• Availability* (free from text)
			• Annual Reassessment Month (user may select one month. Upon selection, the system shall store the field as the last date of that Month. (e.g. the user enters March, and the system stores March 31)
			• Additional Notable Dates (free form text)
				Phase 1	**In pr. (S)
					25% done.
					Dependent on other phase**

FR10	Client	Create new Service/s for new Client (aka *Referral*)	The system shall also allow the user to Enter new Services for the new client. For more information about the service (i.e. referral) information the user may add, please see FR42-FR52	**Phase 1**	**25% done. Dependent on other phase**
FR11	Client	View Client Additional Contacts	The system shall ▪ Allow the user to view a Client's Additional Contact Information as a read only presentation of the fields list in FR12 ▪ Allow the user to Add or Edit the fields listed in FR12.	**Phase 1**	**~~In pr. (S)~~ Completed(S)**

ID	Module	Function	Description	Target Date	Status
FR12	Client	Add/Edit Client Additional Contacts	When adding or editing Client Additional Contacts information, the user shall be able to enter the following required and optional information: • Client Name (Last Name, First Name) (user shall be able to search for and select the specific client name to associate with the Contact Information) • Case Manager First Name*(should prepopulate if available—e.g. Case Manager logs in and is updating this information themselves) • Case Manager Last Name * (prepopulate if available) • Emergency Contact (1) First Name* • Emergency Contact (1) Last Name* • Emergency Contact (1) Phone Number* • Emergency Contact (1) Email • Emergency Contact (2) First Name* • Emergency Contact (2) Last Name* • Emergency Contact (2) Phone Number* • Emergency Contact (2) Email • One ore more 'Other Contacts o Other Contact (1) First Name* o Other Contact (1) Last Name* o Other Contact (1) Phone Number* o Other Contact (1) Email • Guardian First Name* • Guardian Last Name* • Guardian Phone Number* • Guardian Email* • CM Allows for E-Signatures?* (Yes/No)[• Agency Address and Contact Information (o User shall be able to search and select from available Agencies to prepopulate this information. Or, o User can also add new agency at this point. Fields include Street Address (lines 1&2) City, State, Zip, Phone, email, fax) (See Add new Agency Information) *(Note: All of Names collected here must be made available in a 'Client Team Contact' Drop down menu in other areas of the system. See FR#13.* *The Guardian First and Last Name, Phone and Email shall visible and required fields only if the client's Guardian status has been set to 'Assigned* in the '*Client Personal Information'* screen)	**Phase 1**	**~~In pr. (S)~~** **70%done**

ID	Module	Function	Description	Target Date	Status

FR13	Client	Enter /View Paperwork Dates	The system shall allow for the viewing, entry and editing of the following *Paperwork Dates* values, for a given Client:
			• Client Name (Prepopulated as Last Name, First Name)
			• Client Plan Information. Should list all of the Client Plans, and each Plan listed shall link back to the Plan Creation View/Edit Screen. (see FR23), and all tracking Information for each of the ILS and BA plans for the client. All information shall be read only and prepopulated. Please see FR23 for the *Client Plan Tracking Information*.
			• Client Quarterly Service Summary information. Should include all of the Tracking information for each Quarterly Service Summary as read only, and each plan should link back to the Quarterly Service Summary Creation screen. **Need to break out that FR to reflect Tracking information and QSS content.**
			• HIPPA Signed (user can enter date).
			• IAPP Signed (user can enter date).
			• CSP Expiration (user can enter date).
			• Neuro Report (user can enter date).)
			• ILS Intake Date--Only if the Client has ILS as a 'Billable-Active' Service—(User can enter date). See FR#39-40 for Service Statuses.
			• FA Intake Date—only if Client has BA as a 'Billable-Active' Service (user can enter date).
			• One or more Release Forms to Track the following:
			  o Release Name (free form text)
			  o Release Description (free form text)
			  o Signed Date (date field)
			• Date of Last Revision to Biography (prepopulated Date from Client Biography)
				Phase 3	

ID	Module	Function	Description	Target Date	Status

FR13.5	Client	Enter /View Paperwork Dates	The system shall allow for the viewing, entry and editing of the following *Paperwork Dates* values, **for each of the Client's Referred Services** in any active status (see FR39-40) for Service Status Information:
			• Client Plan information. Please see FR#:
			• Quarterly Service Summary information. Please see FR#.
			• Team Contact Tracking: (user may continue to add one or more, at any time)
			   o Team Member who was contacted: Last Name, First Name (User shall be presented names from the 'Additional Contacts' Screen as options to select.
			   o Date the Team Member was Contacted Date (user can enter date)
			• Approved to Start this Service? (Yes/No). If set to "Yes," the user may then enter a Scheduled Intake Date and Actual Intake Date.
			• Scheduled Intake Date (only available if "yes" has been selected for the "Approved to Start."
			   o If Client has ILS as an **Active Service**, the field shall be provided and labeled *ILS Scheduled Intake Date*. (User can enter a date)
			   o If Client has BA as an **Active Service**, the field shall be provided and labeled FA Scheduled Intake Date. (User can enter a date)
			Note: Client may have both ILS and BA services, and as such, the screen may need to have provide intake dates for each
			• Actual Intake Date (only available if "yes" has been selected for the "Approved to Start.")
			   o If Client has ILS as an **Active Service**, the field shall be provided and labeled *ILS Actual Intake Date*. (User can enter a date)
			   o If Client has BA as an **Active Service**, the field shall be provided and labeled FA Actual Intake Date. (User can enter a date)
				Phase 3	

FR14	Client	Enter /View Paperwork Dates	Removed.	**Phase 3**	

ID	Module	Function	Description	Target Date	Status

FR15	Client	Enter /View Paperwork Dates	The system shall include the following Client Quarterly Service Summary information within the *Paperwork Dates* screen:
			• ~~Quarterly Service Summary information (one per Service)~~
			  o ~~ILS Quarterly Service Summary information~~
			    ▪ ~~Quarterly Status (prepopulated and read only, if available)~~
			    ▪ ~~Quarterly Approved Date (prepopulated with date the ILS Quarterly Service Summary moved to Approved Status, if available)~~
			    ▪ ~~Quarterly Plan Comments (prepopulated)~~
			    ▪ ~~ILS Quarterly Service Summary Due Date (date) (functionality is TBD)~~
			  o ~~BA Quarterly Service Summary information~~
			    ▪ ~~Quarterly Status (prepopulated and read only, if available)~~
			    ▪ ~~Quarterly Approved Date (prepopulated with date the BA Plan moved to Approved Status, if available)~~
			    ▪ ~~Quarterly Plan Comments (prepopulated)~~
			    ▪ ~~BA Quarterly Service Summary Due Date (functionality is TBD)~~
			FR contents moved into FR#13.
				Phase 3	

FR16	Client	View Agencies	The system shall—at any time—allow the user to view Agency Information in the following ways: ▪ Individual Agency records ▪ Grid view of all Agencies	**Phase 1**	**~~In pr. (S)~~** **Completed(S)**
FR17	Client	View Agencies	When displaying individual Agency Contact Records, the system shall: o Display the fields included in FR19 in a read only view o Provide a mechanism for the user to choose to edit the record	**Phase 1**	**~~In pr. (S)~~** **75%done. Dependent on other phase.**

ID	Module	Function	Description	Target Date	Status

FR18	Client	View Agencies	When displaying Agency Records in a Grid Format, the system shall:
			o Allow the user to Search based on
			    o Agency Name, or
			    o Agency Contact Last Name
			o Include the following fields as columns in the Grid:
			  ▪ Agency Name
			  ▪ Agency Street Address Line 1
			  ▪ Agency City
			  ▪ Agency State
			  ▪ Agency Zip
			  ▪ One or more Agency Contact, with the following information:
			    o Agency Contact First Name
			    o Agency Contact Last Name
			    o Agency Contact Email
			    o Agency Contact Office Phone
			    o Agency Contact Cell Phone
			    o Agency Fax
			o Allow the user to select an individual Record to view the Agency information.
			o Allow the user to choose to edit or delete an individual record.
				Phase 1	**~~In pr. (S)~~** **Completed(S)**

FR19	Client	Add/Edit Agency Contacts	The system shall allow for the entry and editing of the following *Agency and Agency Contact Information* fields: • Agency Name • Agency Street Address Line 1 • Agency Street Address Line 2 • Agency City • Agency State (drop down list of options) • Agency Zip • Agency Contact 1 First Name • Agency Contact 1 Last Name • Agency Contact 1 Office Phone • Agency Contact 1 Cell Phone • Agency Contact 1 Email • Agency Contact 2 First Name • Agency Contact 2 Last Name • Agency Contact 2 Office Phone • Agency Contact 2 Cell Phone • Agency Contact 2 Email • Agency Website? • Agency Fax Number	**Phase 1**	**~~In pr. (S)~~** **75%done.**

ID	Module	Function	Description	Target Date	Status
FR20	Client	Add/Edit Agency Contacts	On the various screens that include the Agency and Agency Contact Information, users shall be able to easily enter an Agency Name (or part of an agency name) to select the agency, and the rest of the Agency Contact Information shall then pre-populate.	**Phase 1**	~~**In pr. (S)**~~ **Completed(S)**
FR20.5	Client	Add/Edit Agency Contacts	When editing Agency Contact information, the updated information shall apply to all occurrences of the Agency information (e.g. when an Agency Contact Address changes, all records throughout the system shall be linked to whatever address is currently defined for the agency. The system should not store past versions of addresses.)	**Phase 1**	**75%done.**
FR21	Client	Create/ Client Documents—	The system shall support the following types of Client-related documents to be created/edited, saved as versions, viewed and tracked (for approvals): ▪ Client Plans (for ILS and/or BA ▪ Client Biographies ▪ Client Quarterly Service Summary (for ILS and/or BA) For the FRs regarding the saving and approving of these various documents, please see the FR#30-36.	**Phase 3**	
FR22	Client	View Client Plans	The System shall allow the user to view all versions of Client Support plans. • The available versions shall be included within the Client Information and shall be sorted with the most recent on top. • Users shall be able to select a Client Plan to view, and the system shall then present all of the fields included in FR23 in a read only format. • Users shall have the ability to choose to edit a plan if it is in a "Draft" or "Revisions Needed" state.	**Phase 3**	

ID	**Module**	**Function**	**Description**	**Target Date**	**Status**

FR23	Client	Create Client Plan	The system shall allow the following types of information and corresponding fields to be included in a Client Plan:
			• Client Plan Tracking Information
			  o Date Updated (system generated, based on updates to Plan)
			  o Client Plan Status. Please see FR32 for the Status options
			  o Electronic Signatures Allowed (Of Case Manager)? Prepopulate, if available.
			  o Due Date (this shall prepopulate and is a calculation.) Please see FR#
			  o Plan 'Last Shadowing' Date (User can enter Date)
			  o Tracking Comments (free form text)
			  o Draft Revision Comments (free form text)
			• Client Plan Contents:
			  o Client Name* (search and select from a list?)
			  o Service Covered in this Client Plan: (The system shall offer the following as choices and the user may select only one.)
			    ▪ ILS, if the user has an ILS Service in an Active—Billable Status.
			    ▪ BA, if the user has a BA, BS, or BP Service in an Active—Billable Status
			  o The user shall be able to enter one or more goals for the given Service?* (free form text)
			  o The user shall be able to enter one or more Objectives* for each for each Goal? (free form text)
			The Draft Revision comments field can be used by both Staff and Supervisors. For information regarding the steps the system shall take once the user has provided the necessary Client Plan information, please see FR30-36.
				Phase 3	

ID	Module	Function	Description	Target Date	Status

FR24	Client	Create Quarterly Service Summary	The system shall enable the user to create a **Quarterly Service Summary (QSS), including** the following types of information and corresponding fields:
			• QSS Plan Tracking Information
			  o Date Updated (system generated, based on updates to Plan)
			  o QSS Plan Status. Please see FR32 for the Status options
			  o Electronic Signatures Allowed (Of Case Manager)? Prepopulate, if available.
			  o Due Date (this shall prepopulate and is a calculation.) Please see FR#
			  o Tracking Comments (free form text)
			  o Draft Revision Comments (free form text)
			• QSS Contents:
			  o Staff shall be able to enter the following criteria:
			    ▪ Client Name (Last Name, First Name)
			    ▪ A specific service
			    ▪ A date range.
			  o The screen will then display the following information:
			    ▪ A calculated percentage of time spent on each goal (based on Case notes)
			    ▪ The frequency (?) of working on each objective,
			    ▪ Client name, date range, and staff member submitting the report.
			  o The screen will also allow the user to add notes/comments regarding the reported information. These comments will be stored with the Quarterly Report Document
			(It will provide a format to allow staff to add narrative information (overview of services, successes/concerns for each goal section, percentage of progress toward completion of each goal, current/previous ratings of level of assistance required to complete each goal, medical/psychiatric updates, additional/new concerns) and submit this.
				Phase 3	

FR25	Client	Create Quarterly Service Summary	Quarterly Service Summary = TBD (these FRs are simply placeholders for additional clarification about the QSS functionality. Theses may or may not be needed).	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR26	Client	Create Quarterly Service Summary	Quarterly Service Summary = TBD	**Phase 3**	
FR27	Client	Create Quarterly Service Summary	Quarterly Service Due Date functionality = TBD	**Phase 3**	
FR28	Client	Create Client Biography	The user shall be able to enter the following information to create a Client Biography: • Date Last Updated(auto-populated based on when the document was last saved) • Client Name (Last Name, First Name) (user shall be able to search for and select the specific client name to associate with the Contact Information) • Client Main Phone Number (View only /Prepopulate) • Services assigned to the Client (View only /Prepopulate) in an Active—Billable Status • Meetings per week (free form text field) • Availability (View only /Prepopulate) • House Manager (free form text field) • Coverage Request or Transition? (user shall check only one) • Notes regarding Gradual Transition (free form text field) • Coverage Needs / Status of Plan Objectives for Transition (free form text field). Get to Know Client fields: *For more information about these fields, please see following FR.*	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR29	Client	Create Client Biography	The system shall allow the user to enter free form text for the following *Get to Know Client* Fields • Personal Medical History (i.e. age, diagnosis/history, disability, medication concerns, history of self-harm, living arrangements/history, work, school, day program, pets, cigarette/alcohol/drug use): • Important Relationships/Dynamics (i.e. names/ages of children, recent additions/losses) • What primary symptoms interfere with functioning? How do they interfere? Staff Response? (i.e. Memory, Concentration, Paranoia, Mood Instability, Fatigue, Easily Overwhelmed, Anxiety, Depression, Negative Habits, Procrastination, Lack of Follow-through, Delusions, Hallucinations) • Behavioral/Legal/Housing Concerns (Current/History) & Staff Response • Communication Style / Difficulty and Staff Response • Client-Specific Approach (Direct, Soft, Gradual, Validating); Note if any difference might occur once relationship has been established. • Client Triggers and Staff Response (ILS appointment specific/personal) • Client Motivators • Scheduling Variables (i.e. how/when to schedule, history of cancellations/responses, times to call, meeting at different locations, best times). • Staffing Preferences (prepopulated from Client Billing Information screen) • Neighborhood / Parking Issues • Community Resources and Phone Numbers/Hours (i.e. Food Shelf, Grocery Store) • Special Contact Information and Expectations (family/Medical Professionals with whom ILS is in contact) • Services Not Addressed in Plan • Special Circumstances Other	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR30	Client	Approve Client Documents	The system shall allow the following types of client documents to be given a status and tracked for approval: ▪ Client Plans (both ILS and BA) ▪ Client Quarterly Services Summary (both ILS and BA) ▪ Client Biography	**Phase 3**	

FR31	Client	Approve Client Documents	Upon the user entering all of the required and optional fields for the various Client Documents (i.e. Client Plans, Client Biography, and Client Quarterly Services Summary), the system shall
			• Save the Document as a version (the system shall retain each version for viewing a Revision History).
			• Set the status for to the document to "Draft"
			• Provide a Descriptive Name for the saved version that includes
			  o Client Last Name and First Name
			  o Type of Client Document (one of the following)
			    ▪ Client Bio
			    ▪ Client Quarterly Services Summary (should specify which type:
			      • ILS
			      • BA
			    ▪ Client Plan (should specify which type:
			      • ILS
			      • BA
			  o Version#
			• Allow the user to Print the Client Plan
			  o When the Client Plan is printed, Signatures lines shall be included at the bottom of the last page.
			Note: The description/name of the documents will allow the user to view previous versions.
				Phase 3	

FR32	Client	Approve Client Documents	The Client Documents shall be set to one of the following status options: • Draft (default, or upon saving changes). • Revisions Needed /See comments. (Supervisor can manually change to this status upon reviewing the Client Plan). • Approved (supervisor shall manually change the version to this status.)	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR33	Client	Approve Client Documents	The system shall support the following rules about changing the status of a Client Plan: • Supervisors shall be able to change the status to any of these options at any time. • Staff Members can change a status from “Revisions Needed” to “Draft” upon making revisions and wishing to resubmit for Approval.	**Phase 3**	

FR34	Client	Approve Client Documents	The system shall place a notification on the Dashboard when the following status changes have been made:
			• Supervisor will be notified when a Client Plan has been saved (and set to “Draft”).
			• Staff will be notified when a Client Plan he/she has created has been changed:
			  o From “Draft” to “Revisions Needed,” and
			  o From “Draft” to “Approved”
				Phase 3	

FR35	Client	Approve Client Documents	When the system is placing a notification on the Dashboard for a user, the system shall include the following information: • Document name/description • Date Saved • Document Status	**Phase 3**	
FR36	Client	Approve Client Documents	A Client Plan may only be edited if it is set to one of the following status options: • Draft • Revisions Needed. Client Plans that are in the Approved Status cannot be edited. Should changes be necessary, the Supervisor would need to change the status from “Approved” to “Draft” or “Revisions Needed.”	**Phase 3**	

ID	Module	Function	Description	Target Date	Status

FR36.1	Client	Manage Client Assignments	The system shall allow users to manage the assignment of a Client's Hours to active Staff Members, via a
			o Grid View of Clients (with Active Referred Services), including the following columns
			  o <u>Client Name</u> (Last Name, First Name)
			  o Client City
			  o Client Staffing Preferences
			  o One ore more Active Referred Services assigned to the given client, and the following information for each:
			    ▪ Service Type
			    ▪ Hours approved per week
			    ▪ One or more Staff Members assigned to those hours (dropdown box of "unassigned" and all active Staff Members eligible to provide the given service).
			    ▪ The hours assigned to each staff member
			o Individual View of a Client's Hours. By clicking on a Client's Name in the Client Assignment Grid, the user will be directed to an Individual View of a client hours within the *"Assign Client's Service Hours"* Screen.
				Phase 2	

ID	Module	Function	Description	Target Date	Status

FR36.3	Client	Manage Client Assignments	The system shall provide a "Assign Client's Service Hours' screen, including the following features:
			o Client/Service Information:
			  o Client's Name (prepopulated, if avail)
			  o One or more Active Referred Service/s for the given client, and the following information for each (prepopulated, if available)
			    ▪ Service Status
			    ▪ Total Weekly Hours (prepopulated, as follows:
			      • If Service status= SA anticipated, then prepopulate with the *Referred Hours per week* (see FR45)
			      • If the Service Status= SA Approved, then prepopulate the *SA Hours Approved per week (see FR76.5)*
			      • If the Service status is *SA Incorrect*, then prepopulate the *Override # of Weekly Hours Approved (see FR77)*
			o A mechanism for the user to respond to the following questions:
			  o Would you like to split the Total Weekly Hours among Staff Members?
			    ▪ If the user does indicate the choice to split the hours, the system shall provide a mechanism for the user to split the Approved Hours into any sum that equals approved total hours.
			    ▪ The hours may be in full hour increments or .25-hour increments.
			    ▪ (e.g. 10 hours may be split into the following segments: 4 hrs, 3 hrs, 1.25 hrs, and 1.75 hrs)
			    ▪ The system shall provide a visual indication to the user if the sum or hours assigned does not equal the value populated in the Total Weekly Hours.
			  o Do you need to override the hours?
			    ▪ If the user does Override the Approved Hours, the system shall provide a mechanism for the user to ~~split the Approved Hours into any sum that still equals approved total hours,~~
			    ▪ The hours may be in full hour
				Phase 2	

2.2. Functional Requirements for the Managing Services Module

ID	Module	Function	Description	Target Date	Status

FR37	Services	Services Module General Functions	The Manage Services module shall include the following functions:
			• Support the hierarchy/organization of Service Information; it's relationship to Clients, and the terms defining those services.
			• Track the status of a Service from Referral to Discontinued
			• Create Services for New or Existing Clients, as referred by a Case Manager (aka "Enter a Referral")
			• Change/Discontinue Services for Clients
			• Provide Notification regarding Changes to Service
			• Add/Edit/Delete Information defined in a Service Agreement
			• Add/Edit/Delete Override Values (Date and Eligible Hours) defined in a Service Agreement
			• Correlate the Services/Date Ranges/Eligible Hours defined for a Client in each of the following places
			    o At the time of Services Created (i.e. the Referral)
			    o Within the Approved Service Agreement
			    o Within an override capacity
			Notes: Not all user roles will be able to perform the above functions. For more information about the functions each role can perform, please see the Security Access Matrix (TBD).
			
			Only the 'Service' shall have a Status. Neither Service Agreements, nor Override Values shall carry a status to be updated. For more information about these requirements, please read through this section
				Phase 1	**In progress (J)**

ID	Module	Function	Description	Target Date	Status
FR38	Services	Hierarchy of Referred Service Information	The Referred Service information shall be organized in the following hierarchy: o Client information o Referred Service (one or many) ▪ Service Date Range (one or many per service). Includes Start Date and End Date and the following terms for that date range). • Eligible Total Hours per week (one total per Service/Date Range) • Rate per Unit (one per Service/Date Range) • Eligible total $ amount (one per Service/Date Range).	**Phase 1**	**In progress(J) 70% Done**
FR39	Services	Service Status	Each Service added for a Client shall be set to one of the following Service status options: • Referral (default) • Pending • SA Anticipated • SA Approved • SA Incorrect • SA On Hold • SA Expired • Discontinued *Note: Each service's status will be tracked independently from other Services, even if the Services were added on the same date, or were included within the same Service Agreement.*	**Phase 1**	**In progress(J) 70% Done**
FR40	Services	Service Status	Each Service Status shall be considered either Active—Non Billable, Active—Billable, or Inactive, as identified below: • Active—Non Billable: o Referral, o Pending • Active—Billable o SA Anticipated o SA Approved, o SA Incorrect o SA On Hold, and o SA Expired, • Inactive Service Status/es o Discontinued	**Phase 1**	**In progress(J) 70% Done**

ID	Module	Function	Description	Target Date	Status
FR41	Services	Service Status	The status of a Service shall be changed at the following times: • Referral (default) • Pending (changed manually from Referral only by Supervisor) • SA Anticipated (changed automatically from Pending or Referral when an Intake Date has been entered for the Service, or changed manually) • SA Incorrect (changed manually by Supervisor) • SA On Hold (changed manually by Supervisor) • SA Expired • Discontinued (changed manually by Supervisor) *Note: Case Managers shall not be able to change the status of a Service. When the status of a Service is displayed to a Case Manager, the status shall be read only.*	**Phase 1**	**In progress(J) 70% Done**
FR42	Services	Create new Service/s for new Client (aka *Referral*)	When a Case Manager, Supervisor, or Director chooses to *Create a Referral of Service/s*, the system shall prompt the user to enter the following four fields to confirm that the new client (for whom the services are being referred) does not already exist within the system: • First Name • Last Name • DOB • MA# *For more information about what to do if the system then finds a match for these four fields, please see FR#.*	**Phase 1**	**In progress (J)**

ID	Module	Function	Description	Target Date	Status

FR43	Services	Create new Service/s for new Client (aka *Referral*)	If the system finds a match, the system shall use the User role to determine how to proceed:
			• For a Supervisor Role, the system shall display the Client record of the matching client so the user can view, edit, delete the record.
			• For a Case Manager Role, the system shall
			   o Display a message stating
			      ▪ The client already exists within the system, and
			      ▪ The user should call ILO at (number managed in Admin Module) to further manage the existing client.
			   o Allow the Case Manager to exit the screen and return to Dashboard, if available.
				Phase 1	**In progress (J)**

FR44	Services	Create new Service/s for new Client (aka *Referral*)	If the system does not find a match of the entered four fields to an existing client, the system shall allow the user to enter a new client by completing the following screens of new client information: • Client Personal Information (See FR#) • Client Billing Information (See FR#) • Client Referred Service Information (See FR#) Note: The four fields entered by the user in FR# shall carry over and prepopulate in the corresponding fields on the above screens. *For more information about entering the client information, please see the requirements for the 'Clients and Agencies' Modules (section 2.1).*	**Phase 1**	**In progress (J)**

ID	Module	Function	Description	Target Date	Status

FR45	Services	Create new Service/s for new Client (aka *Referral*)	To enter one or more new Services for a client, the system shall allow the following required and optional *Client Referred Service information* fields to be entered and stored:
			• Client Name (displayed as Last Name, First Name). Prepopulated—or—User shall be able to search for and select the name.
			• Date Referred Service was Added (auto-generated
			• Referral Source information:
			  o Case Manager First Name
			  o Case Manager Last Name
			  o Agency Name
			• Payment type* (User must select one)
			  o Waiver (then user select one of the following:
			    ▪ CADI, or
			    ▪ BI
			  o CDCS,
			  o CDCS + Waiver (must pick one Waiver type)
			    ▪ CADI, or
			    ▪ BI
			  o Private,
			  o POS
			  o POS + Waiver (must pick one Waiver type)
			    ▪ CADI, or
			    ▪ BI
			• One or many of the following 'Referred Services,' and the terms for each service:
			• ILS
			• BS
			• BA
			• BP
			• 'Referred Date' Range, for each Service. Includes a **Start Date** and **End Date** and the following terms for each Date Range:
			  o **Convert** the hours to a total# of 15 min increments and display as read only)e.g 5 Hours x 4 = 20(15 min)
			  o Display the 'Referred Rate per 15 min Unit (prepopulate/ read only, from the Admin Module)e.g $10/4=2.5(15min).
			  o Display the 'Referred Total $Amount. (read only calculation
				Phase 1	**In progress(J)**
					70% Done

ID	Module	Function	Description	Target Date	Status
FR46	Services	Create new Service/s for new Client (aka *Referral*)	The system shall support the following rules for selecting Services: • ILS may be an independent service • BA may not be independent; BA must be paired with BP • BP may not be independent; BP must be paired with BA • BS may only added if BA & BP have been selected. (BS may not be independent). • ILS may be added with BA & BP (and potentially BS).	**Phase 1**	

FR47	Services	Create new Service/s for new Client (aka *Referral*)	The system shall also allow a supervisor to enter an Intake Date for a specific service assigned to a Client. The system must:
			o Allow the user to enter a date (MM/DD/YYYY)
			o Use the date entered to calculate 45 days after the Intake Date value. This will determine the deadline for the various Client Support Plans required for the client.
			o store the calculated date as a 'Due Date' field for:
			  • An ILS Support Plan, if the client has ILS as a "Referred Service," and
			  • A BA support Plan, if the client has 'BS, BA, or BP' as a Referred Service.
			Note: A Case Manager shall not be able to enter an Intake Date.
				Phase 1	

FR48	Services	Create new Service/s for new Client (aka *Referral*)	If "ILS" is selected as an "Referred service" for the client and is in a Billable—Active status, the system shall o Indicate that a ILS Client Support Plan is required, • Assign a due date. The due date shall be 45 days after the Intake Date for the ILS Service (Please see above requirement. *Please see FR# for more information about creating a Client Support Plan.*	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR49	Services	Create new Service/s for new Client (aka *Referral*)	If "BS," "BA," or "BP" is selected as an "Referred service" for the client and is in a Billable—Active status, the system shall o Indicate that a BA Client Support Plan is required, o Assign a due date. The due date shall be 45 days after the Intake Date for the "BS," "BA," or "BP" service. (Please see above requirement. *Please see FR# for more information about creating a Client Support Plan.*	**Phase 1**	
FR50	Services	Create new Service/s for new Client (aka *Referral*)	Upon providing all of the required fields, the system shall allow the user to save and submit the information.	**Phase 1**	
FR51	Services	Create new Service/s for new Client (aka *Referral*)	Upon the system saving the new service information, the system shall • Set the status to the Service as 'Referral.' • Send a notification of the new Service in the 'Referral' state to the Supervisor/Director role/s. *Note: Upon a Supervisor being notified of the new Service being in a Referral Status, the Supervisor can then review the information and determine whether or not to manually change the status of the new Service to Pending.*	**Phase 1**	
FR52	Services	Create new Service/s for new Client (aka *Referral*)	Upon the changing of the status of the Service/s to 'Pending,' the system shall: • Send an automated email to the Case Manager, informing the Case Manager of the status change *Note: The status of a Service change only be manually changed to "Pending" by Supervisor role. The Supervisor would change the New Service (or Changed Service) status from Referred to Pending to indicate both the receipt of the information and that the information is under review.*	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR53	Services	Change A Service	The system shall allow the following changes to be made to a Client's Service: • Change of Service Terms • Change a Service Status • Assign A Staff Member *For more information about making these types of changes, please see the subsequent requirements.*	**Phase 1**	
FR54	Services	Change a Service—High Level Organization	The *Change of Services or Hours (for an existing client)* information shall reflect the following hierarchy: o Client information o Changes with a Currently Referred Service? ▪ Current Service/s (one or more). • Staff Member/s Assigned (**and their hours assigne**d) for the Client's Service • Current Service Date Range (prepopulated) o Enter New Start Dates? o Use Existing End Date? o Enter New End Date ▪ Current Service Status • Terms for each Service/Date Range o Current Service Rate o Current Hours/ week ▪ Enter New Hours? o Add New Service? ▪ Select new Service o Enter New Service Date Range (Start and End Date)? o Enter Eligible Hours for Service/Date Range o Enter Rate for Service/Date Range o Enter Total Amount for Service/Date Range *Note: When a new date range is entered for an existing service (using a new end date), the system will need to calculate (or recalculate) Approved 15 minute units for each of the Date Ranges ultimately defined for that service.*	**Phase 1**	

ID	**Module**	**Function**	**Description**	**Target Date**	**Status**
FR55	Services	Change a Service—Service Terms	When a Case Manager, Supervisor, or Director chooses to *Submit a Change for Service/s*, the system shall prompt the user to enter the following four fields to confirm that the new client (for whom the services are being referred) does not already exist within the system: • First Name • Last Name • DOB • MA# *For more information about what to do if the system then finds a match for these four fields, please see FR#4 to FR10*.	**Phase 1**	
FR56	Services	Change a Service—Service Terms	If the system does not find an exact match, the system shall display a message stating that ▪ the system could not locate a client matching the date entered, and then allow the user to choose to: o Re-enter the values, or o Create a new Service for a new client. *Note: For requirements regarding what the system should do if the user chooses to Create a New Service for a New client, please see FR42-52.*	**Phase 1**	
FR57	Services	Change a Service—Service Terms	If the system finds a match, as mentioned in FR#, the system shall display the following types of information: • Prepopulated, Read only Client Personal Information. • Prepopulated Referred Service Information (includes all currently Services in an Active—Billable Status) • Mechanisms to change the terms of any of those Services. *For more information about the specific information contained in each of the above categories, please see the following requirements.*	**Phase 1**	
FR58	Services	Change a Service—Service Terms	The system shall display the following Prepopulated, Read Only *Client Personal Information* when a user has selected to submit a *Change for a Service:* • Last Name, First Name • DOB • MA#	**Phase 1**	

ID	Module	Function	Description	Target Date	Status

FR59	Services	Change a Service—Service Terms	The system shall display the following Prepopulated, Read Only Current Service Information when a user has selected to submit a *Change for a Service:*
			• ~~Referral Eligibility date* (date field) (*read only*)~~
			• Referral Source information: (*read only)*
			    o Case Manager First Name
			    o Case Manager Last Name
			    o Agency Name
			    (This information shall be collected by the system when a new service is added by a Case Manager).
			• Currently 'Referred Services' and the following information regarding each service:
			    o Service Status
			    o Service Rate per 15 minute unit,
			    o Eligible Date Range
			        ▪ Start Date
			        ▪ End Date
			    o Approved Number of Hours/ week
				Phase 1	

ID	Module	Function	Description	Target Date	Status

FR60	Services	Change a Service—Service Terms	The system shall provide mechanisms to change any of the following terms of the Current Services, when a user has selected to submit a *Change of Approved Hours for a Service:*
			• For Currently 'Referred Services' and the system shall display the following information:
			  o Service Status. (Read only)
			  o Staff Member Assigned to Hours approved for the Client's Service (Read only)
			  o Change the approved Number of Hours /week
			    ▪ Enter new Approved Hours per Week (system shall calculate the 15 minute intervals)
			    ▪ Define the Eligible Date Range for the changed hours
			      • Provide a new effective date
			      • Use the Existing End Date, or Enter a New End Date.
			• The User may also add a new Service for the Client, as well as the related following terms:
			  o Enter an Eligible Date Range, including both the following:
			    ▪ Start Date
			    ▪ End Date
			  o Approved Number of Hours per week
				Phase 1	

ID	Module	Function	Description	Target Date	Status

FR60.5	Services	Change a Service—Service Terms	When the user selects to change the Approved Hours for a Service, the system shall:
			o compare the units already billed to the units calculated in the Change of Service. This FR shall be rewritten.
			o Notify the Director—via the Dashboard—of the Change of the Service, and include
			  o Client Name
			  o Referred Service Type
			  o Effective Date
			  o New Approved Hours per week value
			  o A link to the Service Hours Assignment Screen (FR36.1)
				Phase 2	

FR61	Services	Change a Service—Service Terms	The system shall need to support multiple Date Ranges for each service. As Services, or the Terms of a Specific Service, change, the system shall reflect the Date Range of the applicable terms. These additional date ranges shall be added as necessary, and the system shall support an unlimited amount. For example, • The original Date Range for a Service is Jan 1, 2013 (start date) through Dec 31, 2013 (end date). • The Case Manager may submit a Change for the Service to increase the 'Rate per Hour' paid for the service, with an effective date of June 1, 2013. • The system shall then modify the date range of the current service to January 1, 2013 through May 31, 2013 (and the Rate per hour for that Date Range shall remain unchanged). • The system shall also add a new date range for the service with the start date of June 1,2013 and the original end date of Dec 31, 2013, and the Rate per Hour for that Date Range would be the new Rate.	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR62	Services	Change a Service—Service Terms	If the user chooses to Add a New Service for the client, the system shall prevent the user from adding a service the user already is assigned—AND—is in any status but 'Discontinued. *For example, the user shall not be able to add ILS as a service if ILS is currently assigned to the client and is in a status such as "Approved." This is intended to prevent a duplication of services.*	**Phase 1**	

FR63	Services	Change a Service—Service Status	To support a change in Status of any of the Referred Services, the system shall:
			• Follow the rules identified in FR
			• Provide a Discontinue Date Field* with the following characteristics:
			  o Format: MM/DD/YYYY.:
			  o It shall only appear and be required if user changes status to 'Discontinued.
			  o It shall be prepopulated with the date of a user changed the status to Discontinued.
			  o Also shall be able editable to a date in the past)
			Not all users can change a status for a service. Please see the User Access Matrix for more information on which user roles can perform this function.
				Phase 1	

FR64	Services		Removed. (Redundant FR)	**Phase 1**	
FR65	Services	Change a Service—Revision History	The system shall allow the user to save the changes. Upon the changes being saved, the system shall: • Save the changes as a Version • Send an email to the Client's Case Manager detailing the changed item/s • Place a notification on the Dashboard for the Director (regarding the Change of a Service). The notification shall include the Client Name (last, first), *The Client's Case Manager Contact information is stored within the Clients Module.*	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR66	Services	Change a Service — Revision History	The system shall provide a Revision History for each Service, showing: o The history of Date Ranges for a Service and o The Terms identified for each Date Range. o The status changes for the service o All Staff Assigned to Hours Approved for that Service.	**Phase 1**	
FR67(re number ed.)	Services	Service Agreement Organization Hierarchy	Service Agreement information shall be organized as follows: • Client Personal Information • Client Billing Information • Client Service Agreement # o SA Service (One or many of ILS, BA, BS, BP) ▪ SA Service Date Range (one or many. Includes a Start and End Date. • SA Units Approved for the Service/Date Range • SA Rate per Unit for the Service/Date Range • SA Total Amount for the Service/Date Range *Note: The Service Agreement starts with one, and additional Date ranges are added as needed over time to accommodate a change in terms for that date range).* *The Service Agreement shall not have a status assigned to it, but rather, the services associated with the Service Agreement shall have their own independently tracked Services. This FR simply explains the organizational hierarchy of the Service Agreement Information. See the following FRs for more information about the functionality.*	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR68	Services	Enter Service Agreement Information	When a Director chooses to *Enter A Service Agreement,* the system shall prompt the user to search for the client's name based on • Last Name, First Name • DOB • ~~MA#~~ *The user currently searches for client name by starting to type the client last name, and the system currently starts to return a list of potential matches (matches would display Last Name, First Name, and Date of Birth). User is then able to select the appropriate match* *For more information about what to do if the system then finds a match for these four fields, please see FR#.*	**Phase 1**	
FR69	Services	Enter a Service Agreement	If the system does not find any kind of match of the values entered, the system shall not allow the user to proceed with the search.	**Phase 1**	
FR70	Services	Enter Service Agreement Information	If the system does find a match, the system shall allow the user to enter the Service Agreement information by reviewing/completing the following screens of *Service Agreement Information*: • Client Personal Information (See FR71) • Client Referred Service Information (See FR72) • **Current** Client Service Agreement Information • A mechanism to update current Client Service Agreement Information • A mechanism to add new Client Service Agreement Information *For more information about entering the client information, please see FR# for entering Client Personal Information and FR# for entering Client Status Information.*	**Phase 1**	
FR71	Services	Enter Service Agreement Information	The system shall display the *Client Personal Information* in a prepopulated, read-only manner, when a user has selected to submit a *Enter a Service Agreement:*	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR72	Services	Enter Service Agreement Information	The system shall display the following **Prepopulated, Read-Only** Referred Service Information when a user has selected to enter a Service Agreement*:* • Date Referred Service was Added • Referral Source information: (*read only)* o Case Manager First Name o Case Manager Last Name o Agency Name • Currently 'Referred Services' and the following information regarding each service: o Service Status o Service Rate per 15 Minute unit, o Eligible Date Range ▪ Start Date ▪ End Date o Approved Number of Hours per week For more information about these fields, please see FR45.	**Phase 1**	
FR73	Services	Enter a Service Agreement	The system shall allow the following required and optional *Client Service Agreement information* fields to be entered and stored: • Client Name (displayed as Last Name, First Name). Prepopulated—or—User shall be able to search for and select the name. • SA 'Received Date' (date) • One or many 'SA Services' (must follow rules mentioned in FR#). • ILS • BS • BA • BP • Terms for each Service • 'SA Units* for which the client is eligible to receive,* for each Service selected above. o (Upon the user entering the 15 minute units, the system shall convert the units to a total number of hours, formatting the number as 1.25, 5.75, etc.) • 'SA Date' Range, for each Service o Start Date o End Date	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR74	Services	Create/ Update Service Agreements	When entering a Service Agreement, the user shall be able to enter/update the following information for each Service Agreement: • Service Agreement Number • Client MA# • Client Name (Last Name, First Name) • Service Agreement Start Date (MM/DD/YYYY) • Service Agreement End Date (MM/DD/YYYY) • ~~Waiver Beginning date (Date)~~ • ~~Waiver End Date (Date)~~ • Diagnosis Code (free form text?) • SA Service type (user may select one or multiple services). See FR138 for a list of Services. • Information regarding each SA Service. Please see FR76 for these items.	**Phase 1**	
FR75	Services	Create/ Update Service Agreements	The dates and hours worked that Staff log (for their timesheets) with any of the Billable Activity Types must be linked to the appropriate Service Date Range (i.e. so that a staff member's time is tracked and billed at an 15 minute unit rate in accordance with the Service Agreement terms for that date.). *For a list of the Billable Activity Types, please see FR91. For more information about completing a timesheet, please FR 84-127.*	**Phase 1**	
FR76	Services	Create/ Update Service Agreements	When entering information about each SA Service Type, the user shall be able to provide the following data: • Status for each Service (prepopulated and user can change to another service status) • Procedure Code (free form text) • Procedure Description (List is TBD) • Start Date • End Date • Total Dollars approved for the Service Type ($ amount) • Rate /Unit ($ amount) (prepopulated and read only) • 15 minute Units Approved (number)	**Phase 1**	

ID	Module	Function	Description	Target Date	Status
FR76.5	Services	Create/ Update Service Agreements	Upon the user entering the number of 15 minute units approved for the given service, the system shall o Convert the number of 15 minute units into an hours value and divide that amount by the number of weeks represented by the date range (End date minus Start date) o Display the *SA Hours Approved Per Week* as a read only value o Format the Hours approved per week as a number rounded to the nearest quarter of an hour (e.g. 10.5, 22.75, 42.25)		
FR77	Services	Service Agreement Override Fields	If the user has manually changed the status (as mentioned in FR76) of a Service to *SA Incorrect*, the system shall require user to provide the following Service Agreement *Override* values: • Override # of Weekly Hours Approved	**Phase 1**	

2.3. Functional Requirements for the Staff Module

ID	Module	Function	Description	Target Date	Status
FR78	Staff	General Functions	Users with shall be able to perform the following tasks within the Manage Staff module: • Manage User Sign on/Profile • Add / Edit Staff Member Information • Manage Staff Timesheets • Manage Staff Case Notes • Manage Staff Assignments to specific Service/Hours (of a client) • Manage staff coverage Note: Not all users will be able to perform all of the functions included above. For a complete list of functions for each User Role, please see the Security Access Matrix (TBD).	**N/A Please specific FRs below**	**Completed(J)**
FR79	Staff	View Staff members	The system shall allow for Staff Member information to be viewed in the following ways: ▪ In a grid ▪ In an individual Staff Member record with detail information.	**Phase 1**	**~~In pr. (J)~~ Completed(J)**
FR80	Staff	View Staff members	When presenting Staff Member information in a Grid View, the grid shall include the following columns: ▪ Staff First Name ▪ Staff Last Name ▪ Staff Status ▪ Date Added ▪ Employment Status (full time or part time) ▪ Eligible Services *For more information about these fields, please see FR82.*	**Phase 1**	**~~In pr. (J)~~ Completed(J)**
FR81	Staff	View Staff members	When presenting Staff Member information in a Individual /Detail view, the shall display: ▪ All of the fields included in FR# in a read only view. ▪ A mechanism for editing the entries.	**Phase 1**	**~~In pr. (J)~~ Completed(J)**

ID	Module	Function	Description	Target Date	Status

FR82	Staff	View/Create/ Edit Staff Member	The system shall allow the user to view, enter and edit the following Staff member information:
			• Date Last Updated
			• First Name
			• Last Name
			• Employment Status (full-time or part-time)
			• Eligible Services (i.e. services the staff member is eligible to provide):
			  o ILS
			  o BS
			  o BA
			  o BP
			• Contact Phone Number (1)
			• Contact Phone Number (2)?
			• Address – Street Line 1
			• Address – Street Line 2
			• Address – City
			• Address – State
			• Address – Zip
			• Contact Email Address
			• Maximum time staff member allowed for completing case notes and attending meetings (free form text)
			• Staff Member Status
			  o Active
			  o Inactive
			• Assigned Clients (with Active Services only)
			  o This shall be a list of links that upon selected, take the user to the individual Client Record.
			  o The list shall only include Clients with Services in any of the following 'Active' status settings. For a list of the Service Statuses considered *Active*, please see FR39-40.
				Phase 1	**~~In pr. (J)~~**
					Completed(J)

FR83	Staff	Create/View/ Edit Staff Member	Users shall be able to see a read only history of changes to the fields entered above (i.e. the user shall be able to see past phone numbers, past 'maximum number of hours allowed to work, etc.) along with the date the information was changed.	**Phase 1**	**~~In pr. (J)~~** **Confusion**

ID	Module	Function	Description	Target Date	Status

FR84	Staff	Timesheet General Organization	The timesheet information shall be organized as follows:
			• Staff Member Name
			  o Pay Period Date Range (staff members will have multiple).
			    ▪ Date of Activity (each Pay Period will have up to 14)
			      ▪ Activity type. User may enter one or more per Date of Activity)
			        • Activity Description (user must select one)
			        • Service type, for all billable activities only. User must select only one.)
			      • Client Name
			      • Total time (minutes and hours)*.
			        (For more information about entering time, please see below FR##)
			    ▪ Notes for the entry, per Date of Activity. (free form text).
				Phase 2	

ID	Module	Function	Description	Target Date	Status
FR85	Staff	Completing a Timesheet	When entering Timesheet information, the system shall allow for the user to provide the following optional and required* information: • Staff Member Name* (user shall be able to search and select. Please see FR below for more information). • Pay Period Date Range • Date of Activity* • Activity type.* User must select only one. o Admin. o Training o Billable collateral o Billable collateral - Training o Billable direct o Billable Direct - Training o PTO o Holiday o Travel • Activity Description (if Activity Type is a Billable Type, the system shall require the user to select one description. Please see following FRs). • Client Name • Service type, for all 'billable collateral' and 'billable direct' entries only*See FR# (user may select only one) o ILS, o BA, o BP, o BS • Total time (minutes and hours)*. *(For more information about entering time, please see below FR##)* • Notes for the entry (free form text) For more information on each of these fields, please see the following requirements.	**Phase 2**	
FR86	Staff	Completing a Timesheet	When selecting a Staff Member name, • If the user is a Staff member, the system shall display the Staff Member's name for the user to select. • If the user is the Admin or Supervisor, the system shall display all Staff Member names as options the user to select. • The user shall only be able to select one Staff Member name for each timesheet.	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR87	Staff	Completing a Timesheet (Pay Period/ Date)	To select the Pay Period Date Range, the system shall present the following: • If the user is a Staff Member, the system shall present the following options for the user to select: o The Current Pay Period Date Range o The Upcoming Pay Period Date Range o The Pay Period Date Range following the Upcoming Period. • If the user is a supervisor, the system shall present Pay Periods within the last three months and upcoming three months, sorted with the most recent Pay Period on top *(Pay Periods can be defined by the Admin in the Admin module. For more information on setting the Pay Periods, please see the Admin Module Requirements).* *To minimize errors in data entry, the client does not want the user to have to type in a Pay Period Date Range or the 14 specific Dates within the given Pay Period. The client wants these presented for the user to select.*	**Phase 2**	
FR88	Staff	Completing a Timesheet (Pay Period/ Date)	Upon the user selecting a Pay Period Date Range, the system shall: • Present the user with all of the dates in that Pay Period Date Range. • Place each date on its own line • Provide a small amount of space between dates to enhance readability for user. The user will then be able to log the timesheet activity for each date.	**Phase 2**	
FR88.5	Staff	Completing a Timesheet (Pay Period/ Date)	(Previously FR 107) When entering the 'Date of Activity,' the system shall limit the user to the current day, or any previous date, unless the user is entering time for the following activities: • PTO • Holiday *(e.g. If the user is entering time for PTO or Holiday activities, the user shall be able to enter time for the current date, a past date, or a day or days in the future).*		

ID	Module	Function	Description	Target Date	Status
FR89	Staff	Completing a Timesheet (Activity Type)	Users shall be able to enter one or more Activity Types for each date. • Each Activity Type will be recorded as a separate line. • Upon the user starting to enter an Activity Type for a given date, the system shall provide another open line to record another line of timesheet activity. The system shall repeat this as needed. (e.g. the user shall be able to enter multiple Activity types per date, and each shall be on its own line and have its own related information (activity description, hours, etc.).	**Phase 2**	
FR90	Staff	Completing a Timesheet (Activity Type)	When selecting an Activity Type, the user shall be able to select from one of the following (user shall only be able to select one at a time/only one activity type per line): • Administrative *(description required)* • Training *(description required)* • Billable Collateral *(description required)* • Billable Direct *(description not allowed)* • Billable Collateral-Training *(description required)* • Billable Direct-Training *(description required)* • PTO *(description not allowed)* • Holiday *(description not allowed)* • Travel *(description required)* *For more information on the description options for the Activity Types requiring a description, please see the following requirements.*	**Phase 2**	
FR90.5	Staff	Completing a Timesheet (Activity Type)	The system shall only allow Staff Members that are eligible to provide BA, BS, or BP services to select Billable Collateral or Billable Collateral-Training as Activity Types.	**Phase 2**	
FR90.7	Staff	Completing a Timesheet (Activity Type)	The system shall only allow Staff Members that are in a 'Full Time' employment status to enter 'Holiday' or 'PTO' as an Activity type.	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR91	Staff	Completing a Timesheet (Activity Type)	The user shall only be able to select any of the following 'Billable' Activity Types if the client has a service with a Billable Active status: • Billable Collateral *(description required)* • Billable Direct *(description not allowed)* • Billable Collateral-Training *(description required)* • Billable Direct-Training *(description not allowed)* *Note: The user shall not be able select a Billable Activity Type for a Service of a Client that is in a "Discontinued' status.* *For a list of the Active—Billable statuses please see FR40.*	**Phase 2**	
FR92	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Administrative" as the Activity Type, the system shall require the user to select one of the Administrative Activity Type descriptions. *These descriptions are managed in the Admin Module. For a list of these descriptions, please see the Admin Section.*	**Phase 2**	
FR93	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Training" as the Activity Type, the system shall require the user to select one of the Training Activity descriptions. *These descriptions are managed in the Admin Module. For a list of these descriptions, please see the Admin Section.*	**Phase 2**	
FR94	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Billable Collateral" as the Activity Type, the system shall require the user to select one of the Billable Collateral descriptions: *These descriptions are managed in the Admin Module. For a list of these descriptions, please see the Admin Section.*	**Phase 2**	
FR95	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Billable Collateral-Training" as the Activity Type, the system shall require the user to complete a Comments/Description field explaining "Other").	**Phase 2**	
FR96	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Billable Direct-Training" as the Activity Type, the system shall require the user to select one of the 'Billable Direct-Training' descriptions. *These descriptions are managed in the Admin Module. For a list of these descriptions, please see the Admin Section.*	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR97	Staff	Completing a Timesheet (Activity Type Description)	If the user has selected "Travel" as the Activity Type, the system shall require the user to enter a free form text description.	**Phase 2**	
FR97.1	Staff	Completing a Timesheet (Service Type)	The system shall allow the user to record only one Service Type associated with the Activity Type. The system shall limit the options to • The Service Types the client has in an 'Active State"—and — • The Service Types the Staff Member is eligible to provide. *The Service Types assigned to individual clients are located in the Managing Clients Module. The Service Types the Staff Members are eligible to provide are managed in the Staff Module.This requirement was previously FR99 but was inadvertently placed out of order in the previous version. It has now been added in sequence with the other 'Service Type'FRs.*		
FR97.3	Staff	Completing a Timesheet (Service Type)	A Service type (ILS, BA, BP, etc) may be entered for a Time sheet entry if the Activity Type was set to any of the following: • Billable Direct • Billable Direct – Training • Billable Collateral • Billable Collateral- Training	**Phase 2**	
FR97.5	Staff	Completing a Timesheet (Service Type)	If Billable Direct—or—Billable Direct—Training was selected, the system shall present all of the services (e.g. ILS, BA, BS, BP) that fit **both** of the following criteria: • Services for which the given client has in an "Active" status • Services for which the given Staff Member is eligible to provide.	**Phase 2**	
FR97.7	Staff	Completing a Timesheet (Service Type)	If Billable Collateral—or—Billable Collateral—Training was selected, the system shall • Limit the selectable Services to: o BA, o BS, o BP services • That fit **both** of the following criteria: • Services for which the given client has in an "Active" status • Services for which the given Staff Member is eligible to provide.	**Phase 2**	

ID	Module	Function	Description	Target Date	Status

FR98	Staff	Completing a Timesheet (Add Client Name)	The system shall require the user to associate a Client Name when any of the Billable Activity Types (see FR91) have been entered on the Timesheet:
			• If the user is a Staff Member, the system shall display:
			    o All of the Client Names (appearing as Last Name, First Name) assigned to the Staff Member.
			    o An option to see all of the Client Names (appearing as Last Name, First Name) assigned Services for which the Staff Member is eligible to provide.
			• If the user is a Supervisor, the system shall display all Client Names with a Service in an Active status.
			The services that each Staff Member is eligible to provide are recorded within the Staff module. Services assigned to each client are recorded in the Managing Clients module. For a list of Service Statuses considered active, please see FR39-40
				Phase 2	

FR99	Staff	Completing a Timesheet	*Moved to FR97.1*	**Phase 2**	
FR100	Staff	Completing a Timesheet (Enter Time)	Time entered for the Activity Type "Travel," shall be entered as • In time, and • Out time The system shall: ~~then~~ • Require the user to input the time so that the total time amounts to a 5 minute increment (e.g. user can enter 10:03am as a start time and 10:13am as an end time, but not 10:02am to 10:15) • ~~Convert the amount to a percentage of an hour (30 minutes shall be .5 hours, 25 minutes shall be xx)~~ • ~~Present the converted amount on the timesheet and store it.~~	**Phase 2**	
FR101	Staff	Completing a Timesheet (Enter Time)	In and Out times for the following Activity Types (e.g. In time = 8:15am and Out time = 10:15am). User must record in 15-minute increments. System shall convert to a decimal. • Admin • Training • Billable Direct • Billable Direct - Training	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR102	Staff	Completing a Timesheet (Enter Time)	The system shall allow a total time amount (flat amount, in decimal points in increments of .25) Flat Amounts must e.g. 2.25 hours, .5hrs, etc.) for the following Activity types • Billable Collateral • Billable Collateral /Training • PTO	**Phase 2**	
FR103	Staff	Completing a Timesheet (Enter Time)	The system shall allow an automatic (8) Hour increment per date for which "Holiday" is listed	**Phase 2**	
FR104	Staff	Completing a Timesheet (Enter Time)	The system shall present a Timesheet Summary on Screen for the user, with the following features: • The summary shall be view only. • The summary shall be in a different area than the Timesheet Data Entry area. The summary shall be continuously updated as the user enters Timesheet Information.	**Phase 2**	
FR105	Staff	Completing a Timesheet (View Summary)	The Timesheet Summary shall contain a summary of the current timesheet information, as the user populates the fields. Specifically, it shall contain: v. Pay Period Date Range Week 1 1. Running totals of each Activity Type 2. Total of all hours logged. vi. Pay Period Date Range Week 2 1. Running totals of each Activity Type 2. Total of all hours logged. vii. Combined Two Week Pay Period 1. Running totals of each Activity Type 2. Total of all hours logged. ~~viii. Data Entry Errors the user must correct?~~	**Phase 2**	
FR105.5	Staff	Completing a Timesheet (Create a Case Note)	Upon entering any of the Billable Activity types (see FR91) for client on given day, the system shall require the user to create a Case Note, linked to that client. For more information about creating the Case Notes required for all Billable Activity types, please see FR127.1		
FR106	Staff		Moved to FR127.1	**Phase 2**	
FR107	Staff		*Moved to FR 88.5*	**Phase 2**	
FR108	Staff		*Duplicate Requirement to FR98. Removed.*	**Phase 2**	
FR109	Staff		*Duplicate Requirement to FR141. Removed.*	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR110	Staff	Completing a Timesheet	If the users provides entries that meet the criteria specified in FR122, the system shall: • Prompt the user (immediately upon the entry into the field or at submission?) to confirm the entry (e.g. "Are you sure you want to enter…." • Flag the entry as an exception. These exceptions shall appear on reporting to be reviewed offline and potentially edited later.	**Phase 2**	
FR111	Staff	Completing a Timesheet	When entering a service type, the system shall limit staff' data entry to: • Service types the staff member is allowed to provide, (as defined with the Staff Management Module) and • Services the client is authorized to receive. (Please see FR#)	**Phase 2**	
FR112	Staff	Completing a Timesheet	The system shall ensure all time is entered in correct intervals: • Travel activity shall be entered in (or rounded up to the nearest) 5 minute increments, • All activity types ***other than travel*** shall be entered in (or rounded up to the nearest) 15 minute increments.	**Phase 2**	
FR113	Staff	Completing a Timesheet	When entering time, the system shall ensure that the staff members can only enter one activity for a given date and time (e.g. the user should not be able to document the same activity multiple times, or have an an overlap in time).	**Phase 2**	
FR114	Staff	Completing a Timesheet	When entering time, the system shall ensure that users are limited to entering a maximum of 40 hours each week. (is there an exception or a need to override this?)	**Phase 2**	
FR115	Staff	Completing a Timesheet	When calculating time for a staff timesheet, the system shall: • Round up travel activity to the nearest 5 minute increment. • Round up all time amounts for all activities ***other than travel*** to the nearest 15 minute increment (except travel times) Duplicate requirement?	**Phase 2**	
FR116	Staff	Completing a Timesheet	The system shall display a total amount of time recorded for the staff member for the given week (Sunday through Saturday? What about a total for the two week pay period?)where is the total provided? Does it update as user enters more time worked entries?	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR117	Staff	Completing a Timesheet	The user shall be able to view—and edit—all (of their own) data entries in the current 2 week pay period (where would this be defined for the system?), while completing data entry. (Would other users –e.g. a supervisor—be able to edit another user/staff members time?)	**Phase 2**	
FR118	Staff	Completing a Timesheet	Upon a user submitting data for time sheets, the system shall provides a list of errors to staff that need to be fixed. (what types of errors? Required fields?Time increments should be rounded upon entry, correct? Are any of these things covered by the field format?	**Phase 2**	
FR119	Staff	Completing a Timesheet	The system shall provide; • Limited choices of descriptions (?) and client selection for each activity, and • Service type and time entry based on billable activity type • (duplicate requirement)	**Phase 2**	
FR120	Staff	Completing a Timesheet	The system shall monitor on a daily (or nightly?) basis for the following issues and notify the associated staff members staff that they need to correct them: (where would this notification be?) ▪ 2 staff billing for the same client at the same time, ▪ staff entering billable hours for clients that exceed the total hours in that client's SA. Can this show up on a Daily Exception Report?	**Phase 2**	
FR121	Staff	Completing a Timesheet	Errors are minimized by asking the staff to double check the following entries and requiring supervisory approval for any that staff do not change: o only a 15 minute billable direct interval (?), o more than 10 billable hours are entered for 1 client per staff in a day, o Travel time of greater than 30 minutes.	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR122	Staff	Completing a Timesheet	When the user is entering a time amount and 'Admin' activity as included below, the system shall require supervisory approval (MOVE THIS TO REPORTING): ▪ more than .5 hour on 'quarterly,' ▪ more than .75 hour on 'plan revisions,' ▪ more than 2 hours on a single client's 'plan creation,' ▪ more than the staff's assigned limit for case notes, (where is this assigned?) ▪ more than established time (?) for staff meeting and BS meeting, ▪ more than 15 minutes per month for 'expenses,' ▪ 'time management assistance' greater than 15 minutes per week, ▪ any other admin. entries (e.g. working day, BA meeting, trainings, 1:1 time).	**Phase 2**	
FR123	Staff	Supervisor Approval	Daily notification will be sent out to the supervisor for all entries requiring supervisory approval.	**Phase 2**	
FR124	Staff	Supervisor Approval	Supervisor will be able to review, provide direction (?), and edit entries as needed. (?)	**Phase 2**	
FR125	Staff	Entering Timesheet	Allow notes to be entered about hours discrepancies (high or low on FT/PT hours, billable hours, admin./training/travel hours). (Should Notes be available for each Activity entry?) Maybe already covered?	**Phase 2**	
FR126	Staff	Entering Timesheet	Allow staff to "submit" their payroll when it is complete and automatically have payroll "submitted" after deadline, or as supervisor overrides.	**Phase 2**	
FR127	Staff	Create a Planning Worksheet	The system shall also offer the user to create a Timesheet Planning worksheet which shall • Contain all of the same fields as the Timesheet entry (as referenced in FR#). • Allow users to enter values, however the values shall not be processed • Allow the user to print the Planning Worksheet with the values entered • Save the information entered on Planning Worksheet indefinitely (or until the user chooses to "Reset" the fields.) • Offer "Reset" functionality, so that all of the fields can be emptied and the user can start over. *The information entered on the Timesheet Planning Worksheet shall not be processed anywhere in the system. It just serves as a place for the user to plan out their work week)*	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR127.3	Staff	Creating A Case Note	When creating a Case Note (which shall be required for all Billable Activity timesheet entries), the system shall include the following information: • Date of Service (shall prepopulate from Time Sheet) • Client Name (Shall prepopulate from Time Sheet /User shall be able to search for and then select). • Service Type Provided (Shall prepopulate from Time Sheet user shall user be limited to services only they are eligible to provide and services client is eligible to receive?) • Amount of Time (Shall prepopulate from Time Sheet / Hours and Minutes) • Goal Addressed (Shall prepopulate from the Client's respective (ILS or BA) Service Plan (all Objectives for the Client should be presented for user to select the applicable Objectives) • Objectives Addressed for each Goal (all Goals for each of the Client's Objectives should be presented for user to select the applicable Goals) • Percentage of Time spent on each goal. The total amount of percentages for that daily service should not exceed 100%) • Comments (free form text) The Case Note may combine all Billable Activity entries for that given day (for that client, and by that same staff Member).	**Phase 2**	
FR127.5	Staff	Manage Staff Assignments	The system shall allow users to Manage the Assignments of Staff Members through the following: o A Grid View of all Staff Member Assignments o A view of an Individual Staff Member's Assignments. FR8 will need to be updated so that the Client Personal Information screen can show which Staff members have been assigned to a Client's Hours.	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR128	Staff	Manage Staff Assignments	A Grid View of Active Staff Member Assignments shall include the following columns: o Staff Member Name (Last Name, First Name). (*Clicking on the Staff Member name shall take the user to the Individual Staff member assignment view).* o Employment Status (full time or part time) o Services the Staff member is eligible to provide o Total Hours the Staff Member is currently assigned (?)	**Phase 2**	

FR129	Staff	Manage Staff Assignments	A view of an Individual Active Staff Member's Assignments (aka the Staff Member's Caseload) shall include the following items:
			o Staff Member Name (prepopulated)
			o Current Assignments to the given staff member, including the following:
			  o Client Name (Last, First). Should only include Client's assigned that have an Active Service.)
			  o One or more Referred Service/s for the client (should only include Active Services)
			  o Client Hours assigned to the Staff Member, for each Referred Service
			o A mechanism to *Add or Change the Assignments for this Staff Member*. (Selecting this mechanism would take the user to the Service Hours Assignment Screen, with the following fields prepopulated…
			This screen shall be consistent with the Service Hours Assignment Screen (TBD)
				Phase 2	

FR130	Staff	Assigning Staff	Allow for multiple staff assigned to the same client and same service with the primary staff identified and ensuring all clients are either assigned to a staff or show up as unassigned. (?)	**Phase 2**	
FR130.5	Client	Move to Client section	The system shall track staff assigned to each client per service type and history of staff assignments. Is this just a view only report?	**Phase 2**	

ID	Module	Function	Description	Target Date	Status

FR131	Staff	Post Coverage Needs	Manage coverage /allow staff to post coverage needs to include
			o Client name (First Name/Last Name)
			o Hours needed (free form text field for user enter Mornings, Afternoons, afternoons after 3pm, etc)
			o Staff preferences (free form text)
			o Service needs (options: BS, BA, BP, ILS)
			Date range, location, and availability.
			
			Allow staff to view coverage postings and indicate staff providing that coverage.
			
			Post a coverage request:
			o View all and Select only one Client Name (Select from User's Assigned Clients) each client name is a new coverage request.
			    o Date Coverage Request posted.
			    o Client city (prepopulate)
			    o Client Services (prepopulate)
			    o Approved Hours per week (prepopulate from—copy from Caseload FR)
			    o Client Availability (prepopulate)
			    o Client needs (prepopulate)
			    o Staff preferences (prepopulate)
			o Define Week requiring coverage (Sunday through Saturday (calendar icon)
			o Status of request defaults to "Coverage Requested."
			o System displays the request in a grid, with total hours of coverage request
			o User selects a request and can choose to 'Accept Coverage—All' or Accept Coverage—Partial
			o User defines number of hours to fill.
			o System subtracts Accept coverage amount from Approved Hours per week and
			    o If coverage remaining is zero—change status to Coverage filled
			    o If coverage remaining is not zero=-keep status as Coverage Available.
			o Grid is updated with the users who accepted the coverage (And who viewed. Date Coverage accepted and filled.
			None of the coverage information shall create other updates in the system . Nothing else changes.
				Phase 2	

ID	Module	Function	Description	Target Date	Status
FR132	Staff	Plan Staff Coverage	Allow division of hours across staff for clients with multiple staff. (?)	**Phase 2**	
FR133	Staff	Plan Staff Coverage			

2.4. Admin Module Requirements

ID	Module	Function	Description	Target Date	Status
FR134	Admin	General Function	The system shall allow the admin user to perform the following functions within the system: • Add New Users/Initiate Activation of User Accounts • Manage all users • Manage Staff Members • Manage Service Types • Manage Activity Types • Manage Activity Type Descriptions • Manage ILO specific Information (used on report headers) • Manage Pay Period Information	**Phase 1**	**In progress**
FR135	Admin	Add Users	The system shall allow the Admin role to Add new users to the system by providing the following required Profile information • User First Name* • User Last Name* • User Email Address* • FirstName,LastName,Address,Phone,	**Phase 1**	**~~In progress~~** **Completed(S)**

FR136	Admin	Add Users	Upon the Admin providing the required information, the system shall:
			• Create the account
			• Create a temporary password
			• Send the new user an email including
			  o An account activation link
			  o A temporary password
			Upon the user receiving the email and clicking on the Activation email, the profile shall be activated and the user shall be able to sign into the system.
				Phase 1	**In progress(S) 50%done**

FR137	Admin	Add Users	The system shall allow the Admin Role to define the following information for each new user:
			User role. Admin must select one of the following:
			  o Staff Member (default)
			  o Team Lead
			  o Supervisor
			  o Director
			  o Admin
				Phase 1	**~~In progress~~**
					Completed(S)

FR138	Admin	Manage Service Types	The system shall allow the Admin Role to manage Services provided by ILO o ILS o BS o BA o BP	**Phase 1**	**Completed(J)**

ID	Module	Function	Description	Target Date	Status
FR139	Admin	Manage Service Rates	The system shall allow the Admin user to enter or edit a rate for each of the Services provided by ILO, as well as the effective date for the range. The rate used in calculations throughout the system shall be the rate that corresponds with the effective date of the service. The services currently offered are mentioned in FR 138.2.	**Phase 1**	**~~In progress(J)~~** **Completed(J)**
FR140	Admin	Manage Activity Types	The system shall allow the Admin to Add/Edit/Delete Activity Types. The current Activity types (and descriptions) are as follows: • Administrative *(description required)* • Training *(description required)* • Billable Collateral *(description required)* • Billable Direct *(description not allowed)* • Billable Collateral-Training *(description required)* • Billable Direct-Training *(description required)* • PTO *(description not allowed)* • Holiday *(description not allowed)* • Travel *(description required)* The activity type is used when Entering Timesheet values.	**Phase 1**	**~~In progress(J)~~** **Completed(J)**
FR141	Admin	Manage Activity Type Descriptions	The system shall offer the following descriptions for the *Administrative* Activity Type. *(Description required)* o Quarterly o Plan Revision o Plan Creation o Staff Meeting o BS Meeting o Expenses o Case Notes o BA meeting o Time Management Assistance o Working Day o 1:1 Time o CM Contact o Other o (If other, then user must complete a Comments/Description field explaining "Other")	**Phase 1**	**~~In progress(J)~~** **Completed(J)**

ID	Module	Function	Description	Target Date	Status
FR142			The system shall allow the Admin to Add/Edit/Delete the descriptions for the *Training* Activity Type. Current descriptions options are as follows*:* o Plan Training o BIB Training o BA Training o MA/SSA Training o Refresher Training o Client Shadow o Orientation o BS General Training o BBP Training o VA Training o MOM Training o Other o (If other, then user must complete a Comments/Description field explaining "Other")	**Phase 1**	**~~In progress(J)~~** **Completed(J)**
FR143			The system shall allow the Admin to Add/Edit/Delete the descriptions for the *Billable Collateral* Activity Type. Current descriptions options are as follows*:* o Data/Paperwork o BP Consults o Client Specific Staff Training o Team Contact o Other o (If other, then user must complete a Comments/Description field explaining "Other")	**Phase 1**	**~~In progress(J)~~** **Completed(J)**
FR144			The system shall allow the Admin to Add/Edit/Delete the descriptions for the *Billable Collateral Training* Activity Type. Current descriptions options are as follows*:* o Other o (If other, then user must complete a Comments/Description field explaining "Other")	**Phase 1**	**~~In progress(J)~~** **Completed(J)**

ID	Module	Function	Description	Target Date	Status
FR144.5			The system shall allow the Admin to Add/Edit/Delete the descriptions for the *Billable Direct Training* Activity type. Current descriptions options are as follows*:* • Client Shadow • Other o (If other, then user must complete a Comments/Description field explaining "Other")	**Phase 1**	**~~In progress(J)~~** **Completed(J)**
FR145			The system shall allow the Admin to Add/Edit/Delete the descriptions for the Travel. . Current descriptions options are as follows*:* • A Free form text box.	**Phase 1**	**~~In pr. (J)~~** **Completed(J)**
FR146	Admin	Manage ILO Information	The system shall allow the Admin to manage the following ILO specific Information (used on report headers, system messages to users): • Company Name • Company Address Line 1 • Company Address Line 2 • Company City • Company State • Company Zip code • Company Contact/Representative (owner/manager/director?) 1 • Company Contact/Representative Title 1 • Company Contact/Representative 2 • Company Contact/Representative Title 2 • Company Contact/Representative 3 • Company Contact/Representative Title 3 • Company Phone Number (Main)	**Phase 1**	**In Pr. (S) 10% work done.**

<table>
<tr><th>ID</th><th>Module</th><th>Function</th><th>Description</th><th>Target Date</th><th>Status</th></tr>
<tr><td>FR147</td><td>Admin</td><td>Manage Pay Period Information</td><td>The system shall allow the Admin to define the Pay Period time values, based on the following settings:
Pay Period Setting
Bi-Weekly (every two weeks)
Work Week runs: (user picks one)
Sunday—Saturday
Monday—Sunday
Monday through Friday
Twice Month, with the default Pay Periods of
Pay Period 1: Date Range (1st of Month through 14th of the Month
Pay Period 2: Date Range of 15th of Month through end of month)
Pay Period Effective Date (used for Calculating Dates going forward)
The system shall default to the’ Bi-weekly Pay Period and the Workweek of Sunday—Saturday options.

The Pay Period Effective Date shall default to 09/22/2013 so that the Pay Period date ranges calculate as follows:
9/22 - 10/5, 10/6 - 10/19, 10/20 - 11/2,11/3 - 11/16, 11/17 - 11/30, 12/1 - 12/14, 12/15 - 12/28.</td><td>Phase 1</td><td>In pr. (S)</td></tr>
</table>

2.5. Additional Reporting Requirements (across multiple modules

ID	Module	Function	Description	Target Date	Status
FR148	Reporting	Reports	The system shall provide the following Client or Services-related reports: • All Active Client • Expansion • Discontinued Clients • Caseload • Service Agreements	**Phase 3**	
FR149	Reporting	Reports	The system shall provide the following Staff Reports: • Billing • Staff Billing Details • Client Billing Details • Remaining Hours • Individual Staff • Timesheet • Division Payroll • Coverage Complete list is TBD	**Phase 2**	
FR150	Reporting	Cheat Sheet Summary Report	The system shall allow the user to be able to create a 'Cheat Sheet.' This read only, printable report will include the following information: • Client bio (what is this/where is this entered? Long text field?) • Client Contact info (Address Line 1 and 2, City, State, Zip, Phone, Email) • Client Bio fields • Client Preferences • Client Availability • All Client Goals • All Client Objectives for each Goal • Notable Dates (free form text field Stored in the Managing Client Module)	**Phase 3**	

<table>
<tr><th>ID</th><th>Module</th><th>Function</th><th>Description</th><th>Target Date</th><th>Status</th></tr>
<tr><td>FR151</td><td>Reporting</td><td>Reports</td><td>The system shall enable the user to create a Plan Adherence Report with the following features:
The user shall be able to enter
a date range as criteria.
The report will then display the following information:
Staff members with Clients whose Objectives that have been worked on less than 50% of the frequency in the plan, within that date range.
the actual % the Objective was worked within that date range.
The report will be organized by Staff Member Last Name (alphabetically), then by Client Name (alphabetically), and then by the Objectives that have been worked on less than 50% of the frequency in plan.</td><td>Phase 3</td><td></td></tr>
<tr><td>FR152</td><td>Reporting</td><td>Reports</td><td>The system shall enable the user to create a To Do List report.
This report will display
Client names with outstanding items (Based on what?)
all outstanding items due for each client (e.g. current month or selected quarterly reports, plan revisions, as well as other items added by administration. What is this based on?)
Due date for each item
Date each item was added
a notification (e.g. a flag) to draw attention to older (how old) items
Staff Member assigned to each item
The report will be grouped/organized in the following manner:
Client Last Name (alphabetically)
Item 1 /Due Date / Staff Assigned
This list will allow for staff assigned to be changed. (on this screen, or by the user at a later time in different screen?)</td><td>Phase 3</td><td></td></tr>
</table>

ID	Module	Function	Description	Target Date	Status

FR153	Reporting	Reports	The system shall enable the user to create a **Client Roster**.
			• This report shall display
			  o All (active and discontinued?) clients, (alphabetical by last name),
			  o Each client's service
			  o Each client's waiver type.
			• The report will also provide a summary (at the top of the report (?) which includes the following information:
			  o Total number of clients
			  o Total number of clients for each waiver type
			  o Total number of clients for each service type
			  o Total number of residential clients (?)
				Phase 3	

FR154	Reporting	Reports	The system shall enable the user to create a **Staff Contact List** report, which will display the following information:
			• Administrative persons and ILO office/email provider information at the top (where is this stored?)
			• All staff members (displaying First and Last Names), listed alphabetically by first name.
			• The following contact information for each staff member:
			  o Phone number (1)
			  o Phone number (2)
			  o Email Address
				Phase 3	

FR155	Reporting	Reports	The system shall enable the user to create an **Agency Contact List** report, which shall display:
			• All agencies, listed alphabetically
			• The street address lines 1 and 2, City, State and Zip of the agency, and
			• Phone numbers and Emails for the following:
			  o Case managers
			  o Social workers
			  o Public health nurses
			  o Guardians, and
			  o Rep payees.
			(how are these contacts stored? By name and title?)
				Phase 3	

ID	Module	Function	Description	Target Date	Status
FR156	Reporting	Reports	The system shall enable the user to create an **All Active Client Report**, which shall display: • all active clients (listed alphabetically), • the following information about each client: o Assigned staff member, o Assigned case manager, o Availability, o hours per week assigned/adjusted to each staff, o SA # o Client Phone number o Client Email. o (other contact info?)	**Phase 3**	
FR157	Reporting	Reports	The system shall enable the user to create a **Monthly Audit** Report with the following features: • The user shall be able to enter a specific expiration date range. • The report shall then display o All plans #s (?) expiring within that date range –and—any plans without an expiration date. o The Staff Member/s who created the plan. o The client name associated with the plan o The service type associated with the plan o Team contact (?) for the client • For all plans expiring within the given date range, the report shall display the following information: o plan notes, o the last date the bio. was updated (?), and o last shadowing date. (?) Where is this recorded?	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR158	Reporting	Reports	The system shall enable the user to create an **Annual Audit Report** with the following features: • The user shall be able to enter a date • The system shall then display: o Clients with a CSP, RRP, or assessment with a due date falling before the given date criteria. o Staff member assigned to the respective clients. o Service type assigned for each of the respective clients.	**Phase 3**	
FR159	Reporting		The system shall enable the user to create an **Expansion Report** with the following features: • The user shall be able to enter a date range • The system shall then display: o Clients referred during that date range, o Referral source (?) of the relevant clients, o Service type/s assigned to the relevant client o Total number of hours/week for which the client is eligible. , e The reported items shall be sorted in in order of referral source and service type (?)	**Phase 3**	
FR160	Reporting	Reports	The system shall enable the user to create a **Discontinued Report** with the following features: • The user shall be able to enter date range. • The system shall then display: o All clients with a discontinued status o The total number of hours served per week (is this an average, or is this for every week?) o Referral Source of Client o Service Types assigned to the Client The report shall be sorted in order of Referral Source (of the clients) and Service type (within the Service).	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR161	Reporting	Reports	The system shall enable the user to create a **Client Face Sheet** report, which will the following features: • The user shall be able to search for and select a Client Name, or the user shall be able to select All (active?) clients • The system shall then display the following information: o Client Name o Client DOB, o Client referral date, o Client address Line 1 & 2, City, State, Zip o Client phone number 1 and 2 o MA status, o Waiver information, o Ambulatory, o Preferences, o Diagnosis, o All contacts linked to them (?) o Availability, and o Releases (?). o Other fields? Users shall have the ability to view and/or print a Face Sheet report for a specific client, or all clients. 'Is this the cheat sheet?'	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR162	Reporting	Reports	The system shall enable the user to create a **Caseload Report** with the following features: • The report will display, by staff member, the client names assigned to that staff member, and the information displayed for each client will include: o Client service/s, o Client county (?), o Client city, o Residence (?), o Hours authorized o Hours adjusted, and o Hours per week assigned to that staff (?) o Clients are arranged on each client's caseload report by location (? Not alphabetically/) • The report shall provide a total number of caseload hours per week (hours assigned/adjusted?) • The report shall insert a page break at the start of each new staff member (i.e. each staff member's caseload report shall print on a separate page).	**Phase 3**	
FR163	Reporting	Reports	The system shall enable the user to create a **Quarterly Due Dates** Report with the following features: • The report shall present each (Active) client's next quarterly report due date. • The report shall be sorted in order of month of the due date (with imminent due dates listed on top). • Within each month (due date), the items shall sort by staff member first name. • Within each staff member first name, the items shall sort by the client's last name. (e.g. the report shall display as follows: October Quarter Due Dates, Alice Smith Jane Baker… Sam Cooper… Betty Hanks Susie Anderson… Mike Johnson…)	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR164	Reporting	Reports	The system shall enable the user to create a **Service Agreements** Report with the following features: • The user shall be able to enter an upcoming date as search criteria. • The report shall display: o expired SAs for active clients, o clients without SA's, o SA's expiring by the given upcoming date criteria, and o former (?) SA's without an actual end date /with incomplete date range?) • For each SA included, the report will display: o Client's name, o MA # (status) o SA information (which?) o Referral date, o Intake date (?) o First billable date, and o Hours recommendations (?) • This reported items should be arranged as follows: o First, in order of primary contact (?), and o Then by expiration date. • Users shall also have the capability to also optionally run a report for all (Active?) clients SA's.	**Phase 3**	
FR165	Reporting	Reports	The system shall enable the user to create a **Diagnosis Report** with the following features: • The report shall displays the diagnoses for all (active) clients, • The report shall provide two presentations of the returned items: o All active clients' diagnoses, sorted by client last name, o Each diagnosis reported by the active clients, with each client assigned that diagnosis grouped below in a list sorted by Client Last name.	**Phase 3**	

ID	Module	Function	Description	Target Date	Status

FR166	Reporting	Reports	The system shall enable the user to create a Billing Report with the following features:
			• The user shall be able to enter a date range.
			• The report will then display the (active) clients, sorted alphabetically.
			• For each client, the report shall provide:
			  o DOB,
			  o MA number and status (?)
			  o county,
			  o primary contact,
			  o procedure code,
			  o modifier, and
			  o diagnosis code.
			  o grouping of each service type for which the client was assigned, and the total hours and 15 minute units (worked) for each service type.
			
			Within each service type, the report will also indicate:
			    ▪ The date range of billable hours,
			    ▪ The staff that served (assigned to) the client,
			    ▪ The SA information (which parts?)
			    ▪ The total billable dollars.
			
			This report will list every (active or all?) client, including those with 0 billable (based on a 'billable' description) hours.
			
			This report will flag potential billing errors including:
			• (Billable) hours entered prior to the Service Agreement start date (?)
			• Overages (?) on authorized hours,
			• Billable hours entered after a SA end date,
			• Missing client information (DOB, MA #/status, SA #, etc.).
				Phase 2	

ID	Module	Function	Description	Target Date	Status

FR167	Reporting	Reports	The system shall enable the user to create a **Staff Billing Detail**s Report with the following features:
			• The user shall be able to specify a date range.
			• The report will then display all staff members. For each staff member, the report shall include:
			    o Client receiving billable hours
			    o The service/s provided,
			    o The dates of the service, and
			    o The total number of billable hours.
			• The report will provide total hours in the following places:
			    o For each client's service
			    o For each client (all services)
			    o For each staff member (including all clients).
				Phase 2	

FR168	Reporting	Reports	The system shall enable the user to create a **Client Billing Details Report** with the following features:
			• The user shall be able to specify a date range.
			• The report will then display
			    o Each client with billable hours.
			    o Within each client, the returns will be grouped by the type of service provided (e.g. ILS, BS, etc). Within each type of service provided, the returns will include:
			        ▪ The dates of service for that client (sorted with most recent on top),
			        ▪ The billable hours entered for those dates, and
			        ▪ Staff member/s logging those hours.
			• The report shall provide total hours in the following places:
			    o for each service group (within a client)
			    o for each client.
				Phase 2	

ID	Module	Function	Description	Target Date	Status

FR169	Reporting	Reports	The system shall enable the user to create a **% of Billable Hours** report with the following features:
			• The user shall be able to specify a date range.
			• The report will then display:
			  o a total percentage of billable hours (compared to non-billable hours?) for all staff, and,
			  o a total percentage of billable hours (compared to non-billable hours?) each staff individually.
			o The report will also show for each staff, the percentage of billable hours for each client that is assigned to them using the adjusted hours (?)
				Phase 3	

ID	Module	Function	Description	Target Date	Status

FR170	Reporting	Reports	The system shall enable the user to create a **% of Billable Hours Discrepancy Report** with the following features:
			• The user shall be able to specify a date range.
			• The user shall be able to specify a %.
			• The report will then display:
			  o Staff members with clients assigned to them that did not receive the given percentage of billable hours, within the given date range.
			  o Within each Staff member grouping, the results shall display:
			    ▪ The clients assigned to the Staff member that did not receive the given % of billable hours.
			    ▪ Within each client, the report shall display:
			      • The service types the client received.
			      • The hours per week that were assigned/adjusted for that staff member and that service.
			      • Hours required (?) for the given date range.
			      • Total hours billed for the given date range.
			      • % of billed hours (compared to what?)
				Phase 3	

ID	Module	Function	Description	Target Date	Status
FR171	Reporting	Reports	The system shall enable the user to create a **Remaining Hours Report** with the following features: • This report shows the adjusted hours/week for each client's remainder of their SA in the following circumstances: o if they have fewer hours/week remaining than what is authorized, o for each client whose SA ends in the next 2 months, and o for each client with adjusted hours/week are more than a given amount greater than the authorized hours/week. • This report should show: o per client that this is relevant to, o the client's SA information o the client's authorized hours/week, o the client's total hours remaining, and o the client's actual remaining hours/week. • There should also be an option to run a report to show remaining hours for all clients.(?)	**Phase 2**	
FR172	Reporting	Reports	The system shall enable the user to create a **View All Clients** report/screen**,** with the following features: • The report shall provide a list of all clients grouped by: o Active clients, listed in alphabetical order by Client Last Name, o Discontinued clients, listed in alphabetical order by Client Last Name • The user shall have the ability to change a client status from this screen/report. Client status options are: o Referred o Active o Inactive.	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR173	Reporting	Reports	The system shall enable the user to create a **View All Contacts** report, providing a list of all contacts (?) sorted alphabetically by the contact's Last Name. *(This does not display full contact information (which the Agency Contact List does) but simply shows which contacts have been input into the system.)*	**Phase 3**	
FR174	Reporting	Reports	The system shall enable the user to create a **Individual Staff Timesheet** Report with the following features: • We will need to identify when staff have "submitted/completed" their time entries and then print for all staff. • This timesheet report will include: o a total for week 1, o week 2, and o total payroll for the following: ▪ total hours, ▪ division of total hours between billable and all other activity types, ▪ further division of billable hours into service type. • A print out showing: o all details of entries per day (client, date, start/end times, total times, etc.). • Flag percentage of billable hours that is greater or less than a given percentage.	**Phase 2**	
FR175	Reporting	Reports	The system shall enable the user to create a **Division Payroll Report** with the following features: ▪ The report shall display all staff per pay period in the following categories: o Regular hours, o BS hours, o Admin. hours tabulated as BS for BS-only staff or regular for all other staff, o Travel, o Holiday, o PTO, and ▪ The report shall provide total hours of…. ▪ The report shall allow the user to provide comments for...	**Phase 2**	

ID	Module	Function	Description	Target Date	Status
FR176	Reporting	Reports	The system shall enable the user to create a **Case notes** with the following features: ▪ For all billable entries of staff time, there needs to be an option to print all case note when their timesheet report prints. ▪ This will include staff electronic signature (?)	**Phase 3**	
FR177	Reporting	Reports	The system shall enable the user to create a **FT Status Report** with the following features: ▪ Total hours for all staff for a given date range ▪ Along with FT/PT status for that date range and notes section.	**Phase 3**	
FR178	Reporting	Reports	The system shall enable the user to create a **Travel/Admin./Training Hour Report** with the following features: ▪ Per payperiod per staff, ▪ And all staff ▪ This will show: o The % of admin. Time, as well as o Total billable, o Admin time o Travel time. o Training time. For all training time entries, the information shall include: ▪ The time of the training (?) ▪ The topic of training	**Phase 3**	
FR179	Reporting	Reports	The system shall enable the user to create a **Training Log** with the following features: ▪ The user shall be able to provide a date range. ▪ The system shall display: ▪ all training hours logged during the given time range ▪ All topics covered during the date range (?), and ▪ Total hours (?) for a given date range.	**Phase 3**	

ID	Module	Function	Description	Target Date	Status
FR180	Reporting	Reports	The system shall enable the user to create **a Coverage Report** with the following features: ▪ The user shall have the ability to search by: o Staff o Date (date range?) o Client Name ▪ The system shall then display: o Show when it (?) is posted, o Who requested coverage (?), o Who viewed coverage (?), and o Who provided coverage(?).	**Phase 3**	
FR181					
FR182					