



VOLUME 1
ISSUE

10

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MONTHLY
UPDATE
FROM
PROJECT STARship
SAMS

STARSHIP STRATEGIES

Systems

Transformation

And

Rebalancing

SAMS

Helps

Information

Processing

Social

Assistance

Management

System



this issue

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PROJECT UPDATE

Next Generation of Harmony Coming Soon – HARMONY FOR AGING!!!

The next generation of Harmony products – Harmony For Aging - is scheduled for release in Spring. DACS staff is presently working with Harmony to develop a roll out plan/ schedule for New Jersey's upgrade to the Next Generation software.

Once the planning process is complete, DACS/Harmony will work with all counties to implement the upgrade. I am confident that most, if not everyone, will be pleased with the new Harmony For Aging. For starters, the new product eliminates the need for a Citrix download and will eliminate AN.com spreadsheet submissions! I'm sure some of you just smiled.

Bill Caldwell



RECORDING CAREGIVER SERVICES IN SAMS

Caregiver and grandparent services are funded under Title III E. The National Family Caregiver Support Program (NFCSP), is a distinct and separate “care program” within SAMS, in which the caregiver/care recipient must be enrolled.

A consumer record must be created for both the caregiver and the care recipient.

Within the records of the Caregiver and Care Recipient there are three important areas that must be documented:

- **Age of the Caregiver and Care Recipient**
The age of the caregiver/care recipient and grandparent/grandchild is a very important piece of the National Aging Program Information System (NAPIS) reporting requirements. Therefore, it is essential to ascertain an accurate date of birth for both the caregiver/care recipient in their respective records.
- **Relationship of the Caregiver and Care Recipient**
The relationship is the caregiver’s relationship to the care recipient that needs to be recorded in SAMS. Once the relationship has been entered within the Caregiver and Care Recipient records, their records are linked in SAMS. The relationship of the caregiver to the care recipient is then viewable in both the caregiver and care recipient summary screen record.
- **Service Records**
Any “delivered” services using Title III E funds must be recorded within the caregiver record.

Patricia Dunn

QPR-B REPORTING FOR GROUP DATA ENTRY

When entering units of service through a consumer group, only the **new consumers** served that month should be entered on the client line of the consumer group.

Each month you deliver a service through a consumer group only new unduplicated clients are reflected. When you run a QPR-B report based on services delivered, the report will calculate the new consumers as the total amount of consumers entered in each month of the quarter.

Bruce Sutton

Area Plan Contract Renewals in SAMS

SAMS APC contracts should be renewed each year in December. When renewing your contracts in SAMS, be sure to change the **contract identifier** to reflect the correct year. **Contract identifiers** are set up in a specific way to allow the QPR-B report to work properly in SAMS. It is important to follow the numbering system developed by DACS. **Contract identifiers** are developed in the following format:

01 (2 Digit County Number) – 11 (2 Digit Calendar Year) – 123 (3 Digit Program Number) – 02 (2 Digit Allocation Code)

Any variation from this established numbering system will cause problems entering data and from getting the QPR-B report to print accurately. When renewing contracts in SAMS, the contract identifier will automatically carry forward with the same number. You must then change the second 2-digit number to reflect the correct year of the contract.

Bruce Sutton

Area Plan Contract Limits in SAMS

SAMS has been set up to allow providers to exceed the line items of a contract. Since most providers are entering units on one specific line of the contract and allowing the AAA fiscal staff to re-distribute the units to the appropriate funding stream, it is necessary to allow providers to exceed these contract limits. If contract limits are enforced in SAMS, providers would then be responsible for determining which fund identifier they are charging to each unit of service at the time of the service delivery entry. For payment purposes, it is the responsibility of the AAA to monitor their providers to ensure that the contract limits are not exceeded. This can be accomplished through communication with the provider and by using the unit distribution feature in SAMS.

Bruce Sutton

BEST PRACTICE--OCEAN COUNTY AAA MEETS WITH SAMS USERS

The Division of Aging and Community Services provided SAMS training to Ocean AAA staff and providers in the Fall of 2010. Ocean AAA staff then met with all their service providers on December 1, 2010. All Project Directors and SAMS users were invited to participate.

Opening discussion focused on the benefits of networking together, as well as sharing services among one another. Ocean's SAMS Administrators prepared several handouts for distribution.

The handouts included:

1. *SAMS* (meeting announcement and welcome)
2. *Frequently Asked Questions*
3. *Issues That Have The Potential To Become A Major Headache And How To Avoid Major Headaches*
4. *Stop! This Means You*

The handouts are available for review on My NJPortal. (**Note:** The Ocean AAA handouts are for reference purposes only. Please adapt according to your AAA business processes.)

The SAMS Administrators encouraged the Users to openly discuss the handouts, identify agency issues and share solutions. This dialogue led to multiple topics discussed among the Users and SAMS Administrators. SAMS Administrators encouraged the Users to keep sending in their questions. A second meeting is planned for the early part of 2011.

Sydelle Norris

ATTENTION - SAMS ADMINISTRATORS

New Access Role Created in SAMS = "Assessment Only"

A new access role, "Assessment Only", was recently created in SAMS. This new access role has privileges related to the assessment function within SAMS. The "Assessment Only" role will allow a user to access (view), create, and update assessments and access only basic consumer details. This role does not allow a user to create or update any data in the consumer record except for assessments. Therefore, this role may be added to a user's login account to supplement another role, such as service delivery, which does not have privileges to assessments.

Bill Caldwell

Question and Answer Corner

Question from a SAMS User: *“I believe there is a category in the “Characteristics” field for “Abused/Neglected/Exploited.” If one answers “yes” here, what are the ramifications? Does the consumer get “flagged?” What if anything, happens next?”*

AAA Administration Response: “SAMS records the information in the consumer record only; it does not automatically notify anyone. The SAMS user obtaining the information should inform the caller that he or she will promptly report the information to the AAA's I&A staff or care manager. The AAA's I&A person or care manager will follow up with the consumer to obtain as much information as possible and determine if APS should be contacted. (A similar procedure is followed when a consumer's response to the nutrition questions indicates that the person is in need of nutrition services. In this case, the SAMS user should contact the AAA's nutrition coordinator for his or her follow-up.)

If a consumer is in a crisis situation, i.e., currently being physically abused, the provider should call 911 and inform the AAA's I&A or Care Management staff for their follow-up.

Follow-up is recommended when a consumer responds “yes” to the SAMS question/characteristic regarding “Abused/Neglected/Exploited.”

Sydelle Norris