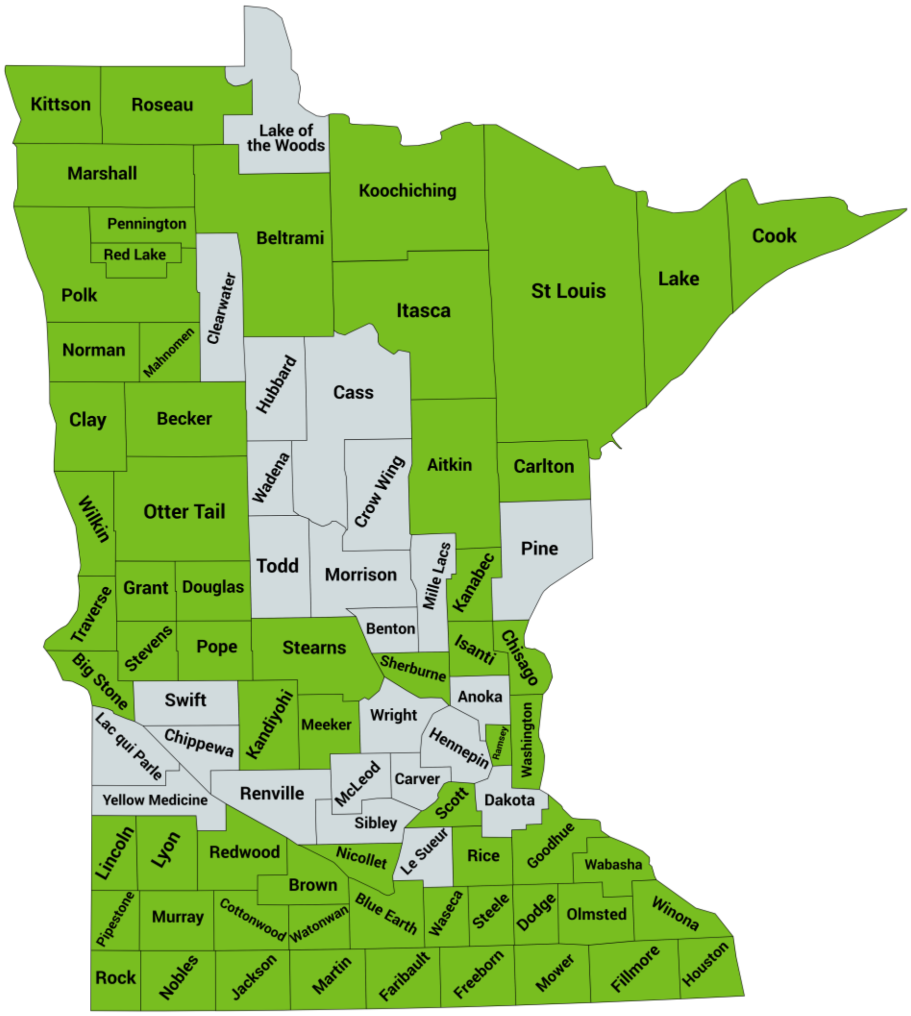
NCT

CaseWorks™

Advanced Document & Process Management

User Manual

The 63 CaseWorks™ Counties



This is a CaseWorks County Map list only and should not be used as a list for Case Transfers.

- Aitkin
- Becker
- Beltrami
- Big Stone
- Blue Earth
- Brown
- Carlton
- Chisago
- Clay
- Cook
- Cottonwood
- Dodge
- Douglas
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Grant
- Houston
- Isanti
- Itasca
- Jackson
- Kanabec
- Kandiyohi
- Koochiching
- Kittson
- Lake
- Lincoln
- Lyon
- Mahnomen
- Marshall
- Martin
- Meeker
- Mower
- Murray
- Nicollet
- Nobles
- Norman
- Olmsted
- Otter Tail
- Pennington
- Pipestone
- Polk
- Pope
- Ramsey
- Red Lake
- Redwood
- Rice
- Rock
- Roseau
- Scott
- Sherburne
- Steele
- Stearns
- St. Louis
- Stevens
- Traverse
- Wabasha
- Waseca
- Washington
- Watonwan
- Wilkin
- Winona

Using the CaseWorks User Manual

Purpose of this Document

This User Manual was created for CaseWorks Users to provide step-by-step instructions for features used *in the Social Services Edition*.

This specific user manual is to instruct on specific features and nuances that are found within this CaseWorks Edition.

Table of Contents

By hovering over each topic in the User Manual Table of Contents, you can skip to that section. To get back to the Table of Contents, click on the footer link Back to Top located on the bottom left of each page.

Hyperlinks

In this document, you will see hyperlinks in blue underlined font. This indicates that there is related content that is located in another section of the document. Click on the blue underlined link to go to that section of the document.

Table of Contents

Social Services Edition Specific Material

Court and County Attorney Document Processing

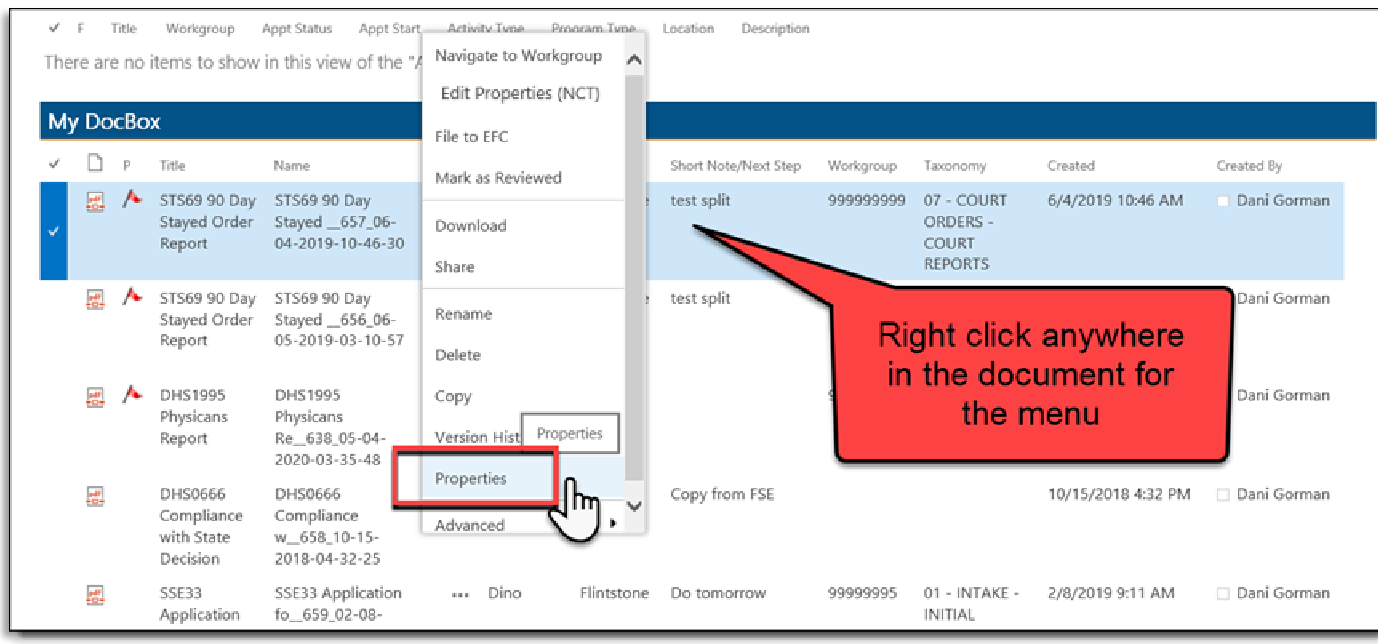
Tagging Documents

The purpose of tagging documents is to provide the ability to group and easily retrieve and visualize all necessary documents relating to a case. The common uses of this functionality include:

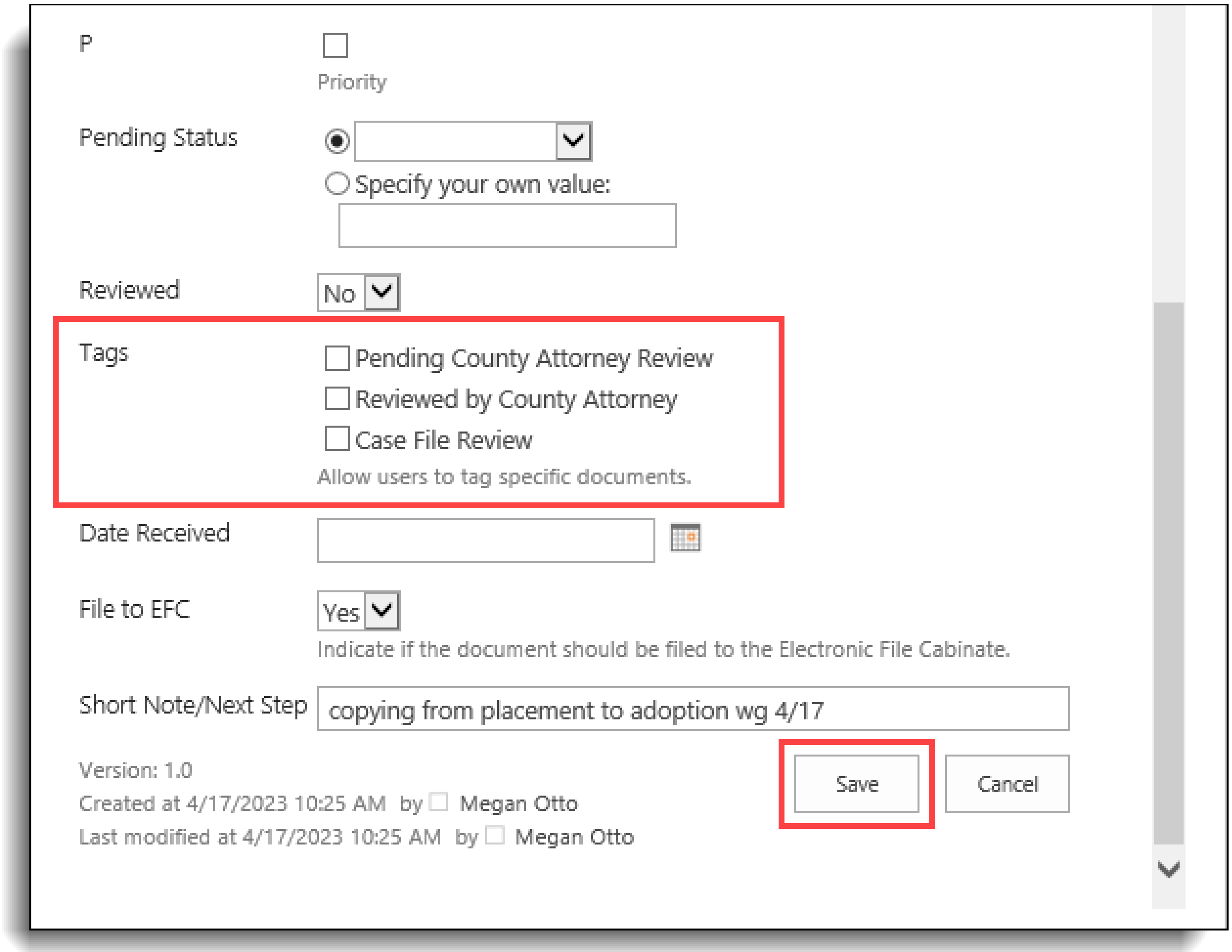
- Providing an easy visualization of case documents in preparation for court.
- Selecting and identifying specific case documents that are Pending County Attorney Review (for counties whose County Attorneys use CaseWorks).

Tagging a Single Document

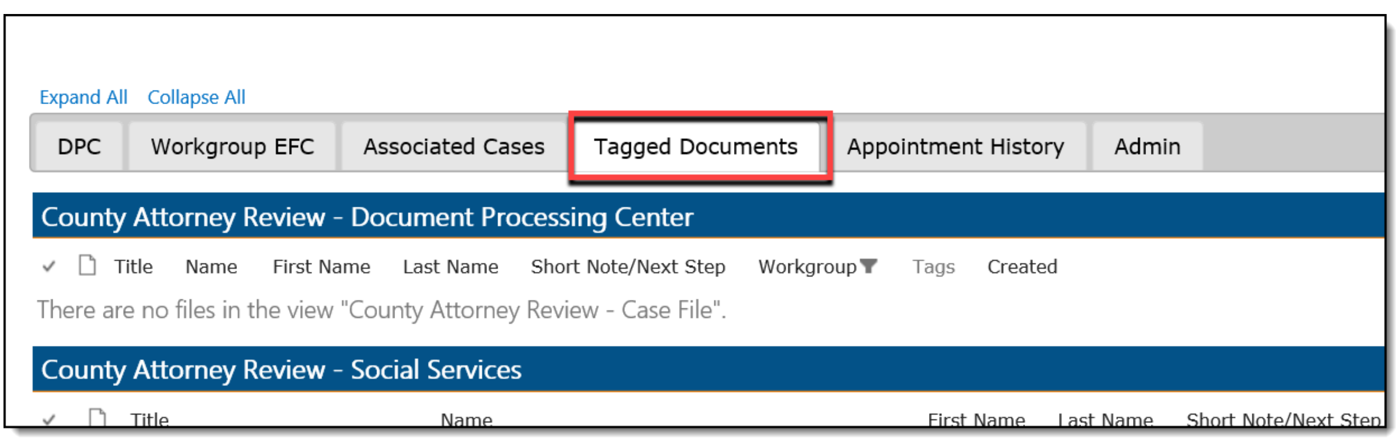
1. Navigate to the document you wish to tag. This can be from any DocBox (individual or team) or from the Electronic Case File.
2. Right Click on the document then select Properties to open the Properties dialog box.



3. Check any of the desired tags.
4. Click **Save.**

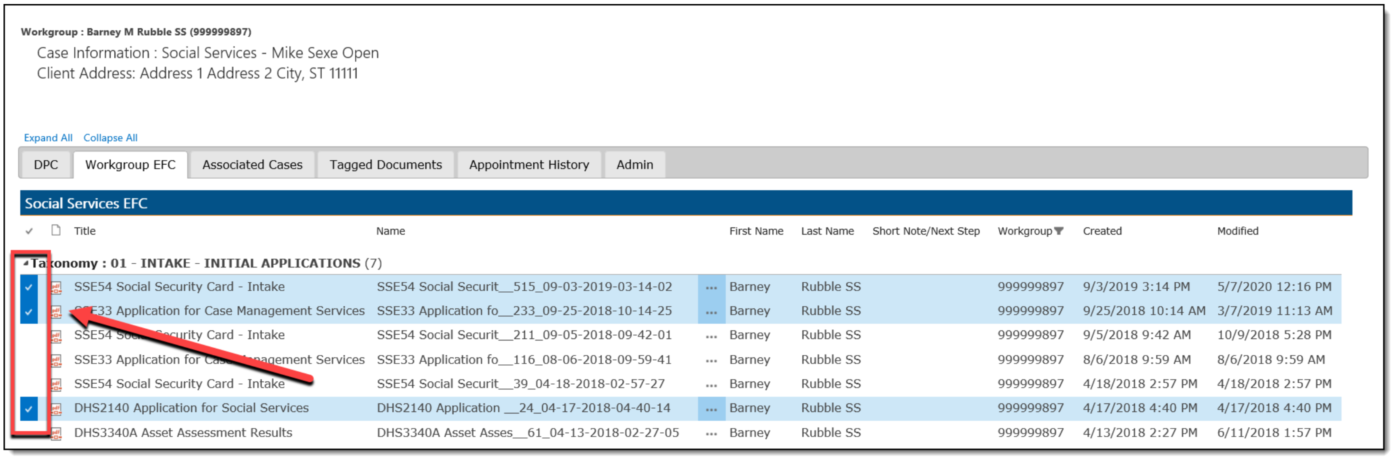


5. All the tagged documents will show under the **Tagged Documents** tab in the casefile.
6. To view the document(s) that have been tagged, navigate to the client's casefile.
7. Click the **Tagged Documents** tab. The resulting display shows all documents that have been tagged.

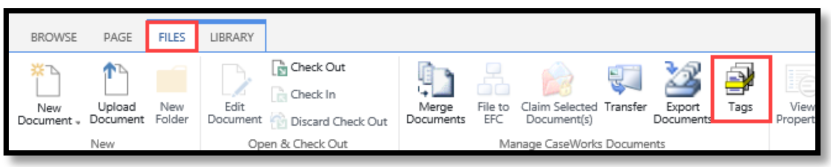


Tag/Untag Multiple Documents

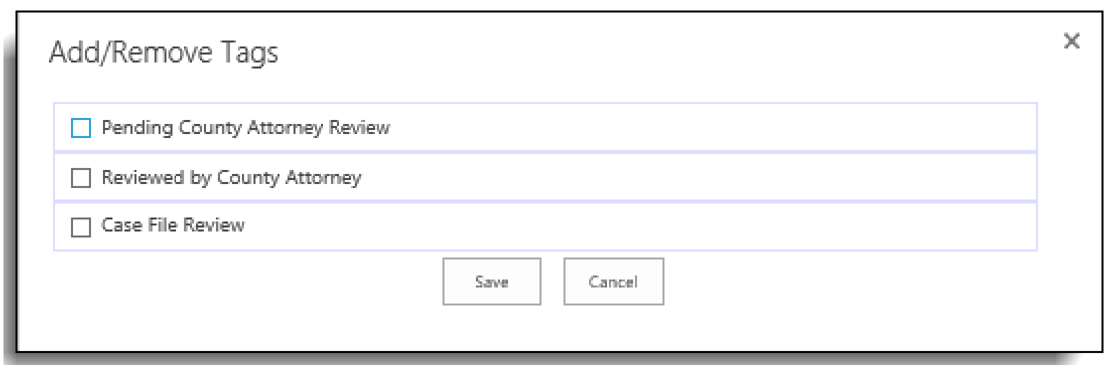
1. Navigate to the client's casefile page and select the **check mark** to the left of the documents that you wish to **add or remove a tag**.



2. Click the **Tags icon** in the Top Ribbon Toolbar.



3. Select or de-select the desired tags.
4. Click **Save**.



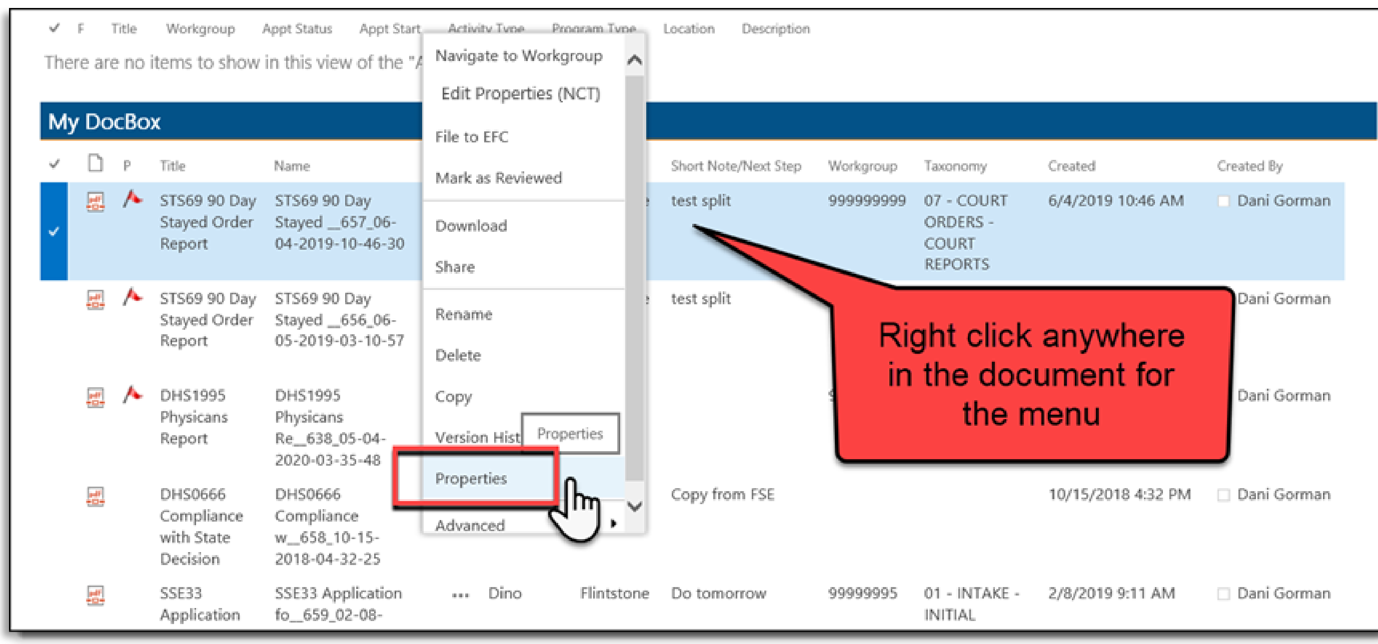
Note: All tagged documents are displayed on the Tagged Documents tab **in addition to** their original location. They remain viewable in the location they were tagged from. If all tags are de-selected, the document will no longer be viewable on the Tagged Documents tab.

County Attorney Review

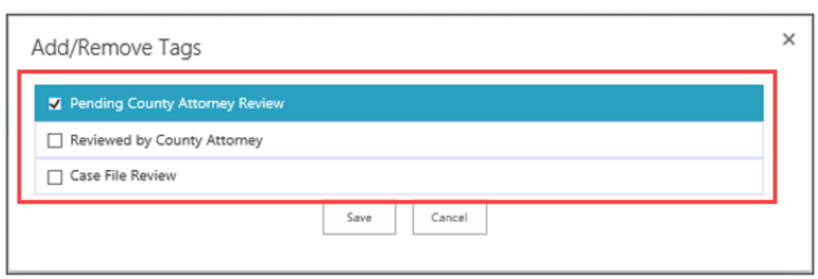
The purpose of "County Attorney Review" is to provide an easy, consistent way for the County Attorney to review documents that Caseworkers have designated to be reviewed by the County Attorney. The highlights of this functionality are:

- Provide an easy way for workers to designate documents to be reviewed.
- Provide a consistent, easy interface for a County Attorney to see any documents that have been designated to be reviewed.

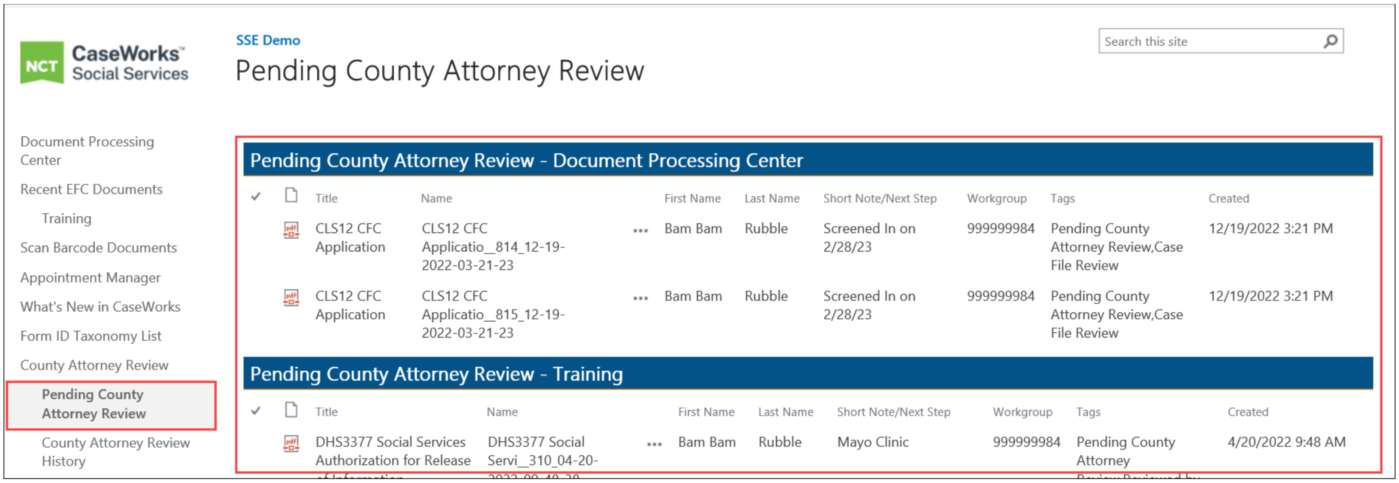
1. Navigate to the document(s) you wish to tag for County Attorney Review. Documents can be tagged from the DPC or EFC.
2. If tagging a single document, Right Click on the document and select Properties to open the Properties dialog box. If tagging multiple documents, select the blue check mark and select the Tags icon from the Top Ribbon Bar (steps shown above).



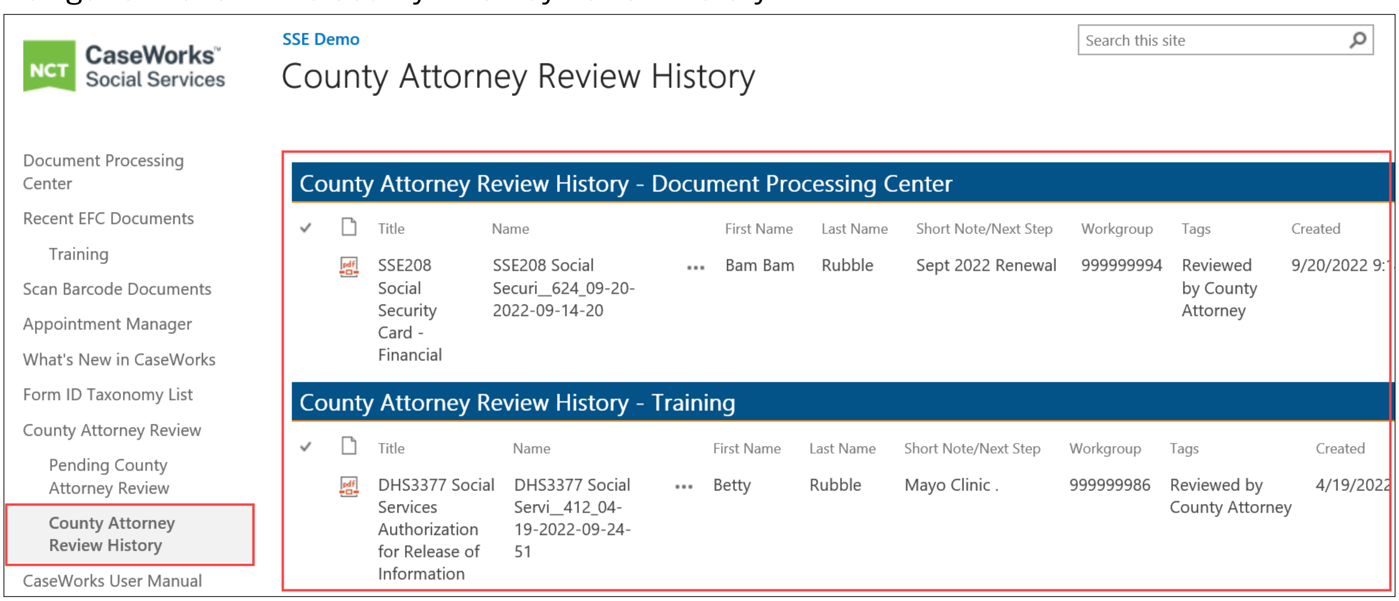
3. Whether tagging a single document (left image) or multiple documents (right image) select the **Pending County Attorney Review** box and click **Save.**



4. Documents tagged as 'Pending County Attorney Review' are viewable on the Pending County Attorney Review tab in the Left Navigation Panel.



5. Documents that have been reviewed by the County Attorney (and indicated as such by the County Attorney changing the Tag to 'Reviewed by County Attorney') will be viewable in the Left Navigation Panel in the County Attorney Review History link.

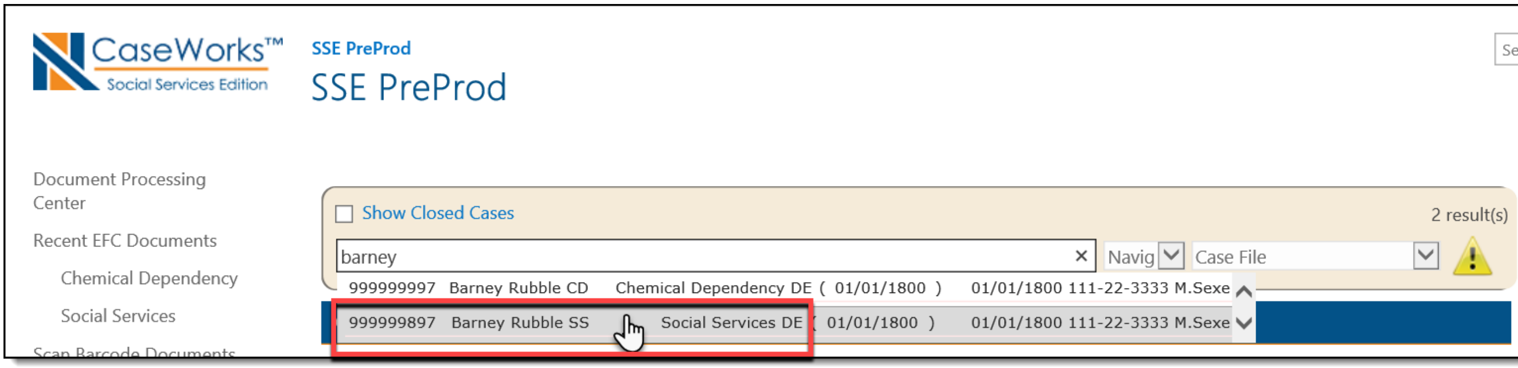


Note: Documents can be filtered based on the tags added. Tagged documents can be filtered by tag in the Casefile 'Tagged Documents' tab, the Pending County Attorney Review tab, and in the County Attorney Review History tab. See section in the User Manual on filtering for instruction.

Workgroup Casefiles

Navigating the Case File

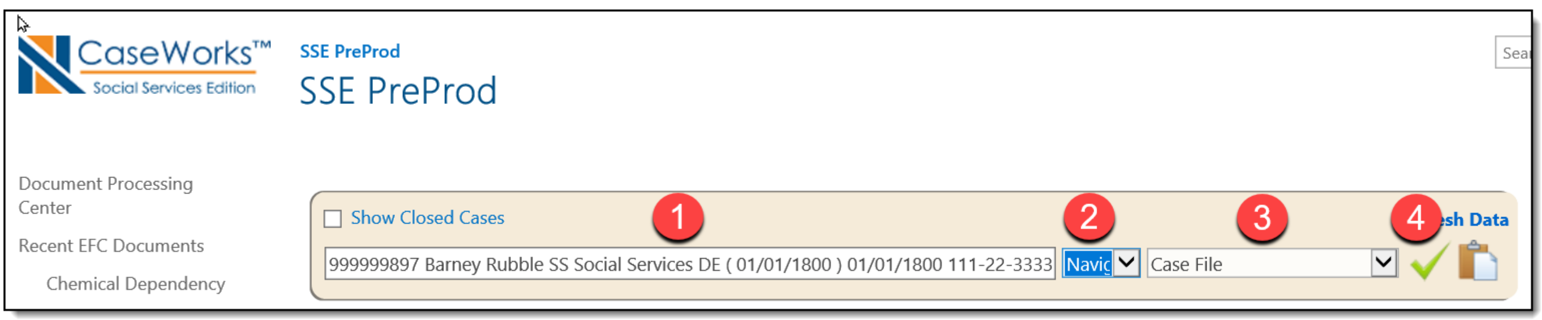
1. Enter the **Workgroup Number** or **Client Name** into the ***All Purpose Navigation (APN)***
    a. Choose the appropriate client file based on the program you are processing – **Social Services (SS)** or **Chemical Dependency (CD)**



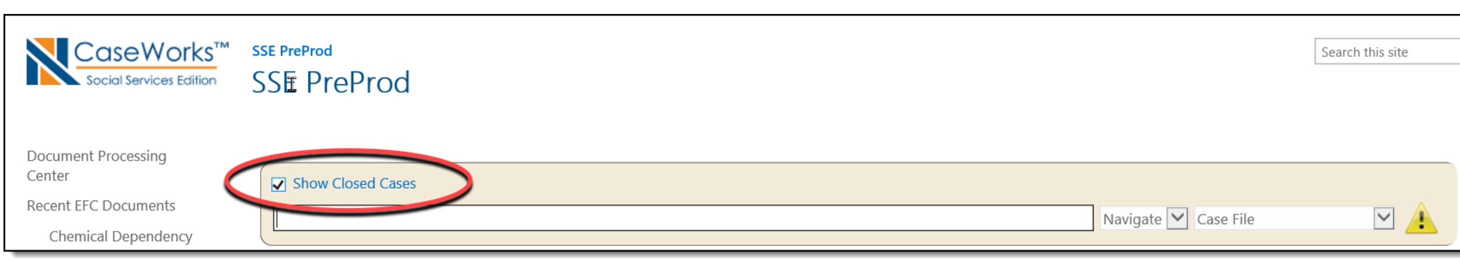
Then select ***Navigate*** from the drop-down menu in the next field.

From the next drop-down menu, select ***Case File***

Click on the ***Green Check Mark***.



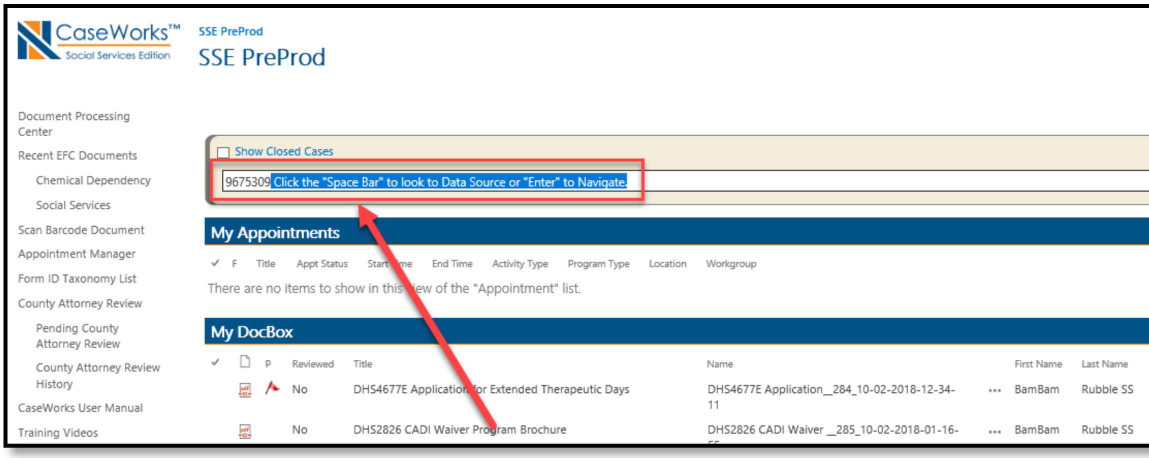
If you are searching for a case that has been closed in SSIS, click the checkbox next to **Show Closed Cases** at the top left corner of the **All Purpose Navigation** panel.



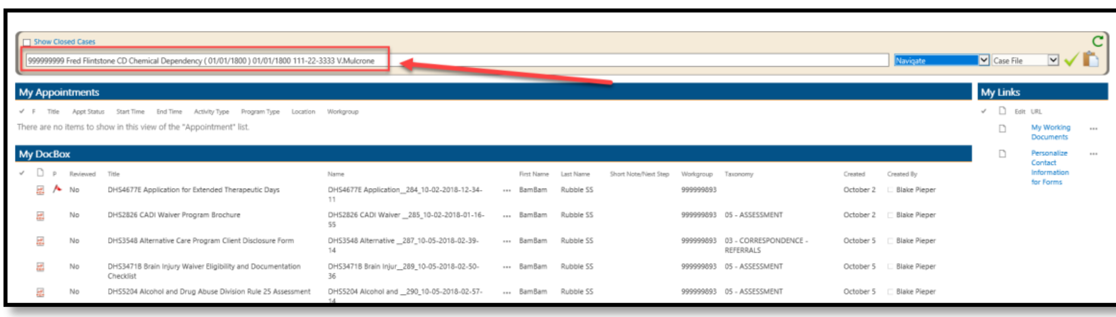
Use the Spacebar to Lookup Cases in SSIS

The Social Services Edition of CaseWorks allows data to be pulled directly from SSIS.

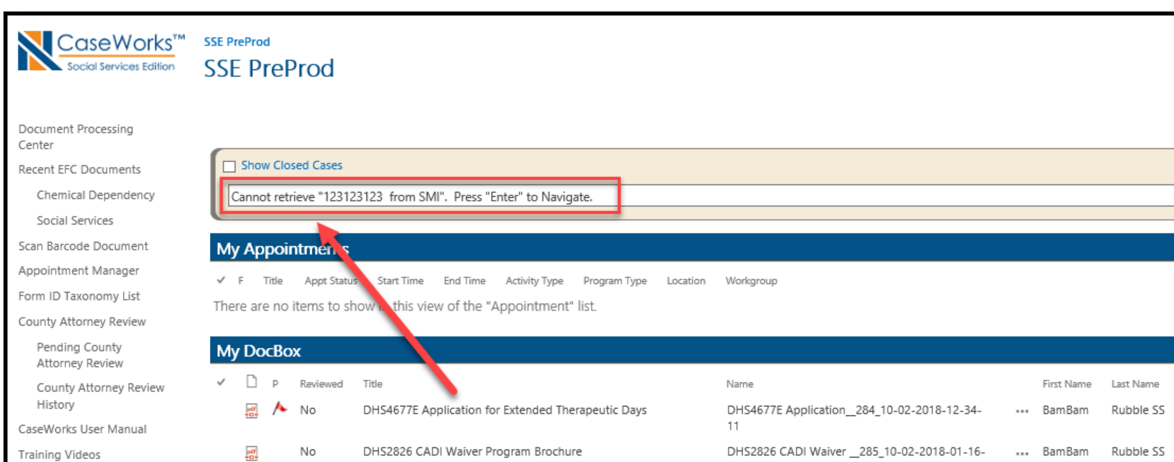
1. Enter in the desired case number.



2. Press the **Space Bar** to pull in new data from SSIS.
3. CaseWorks will pull any new information from SSIS.



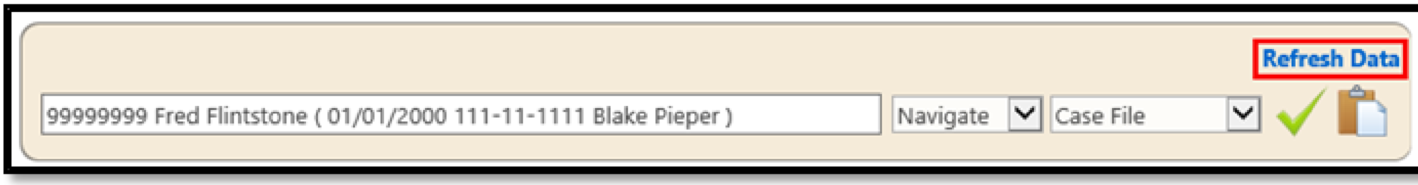
4. If the case number is incorrect or the connection is not established, CaseWorks will display the message "Cannot Retrieve."



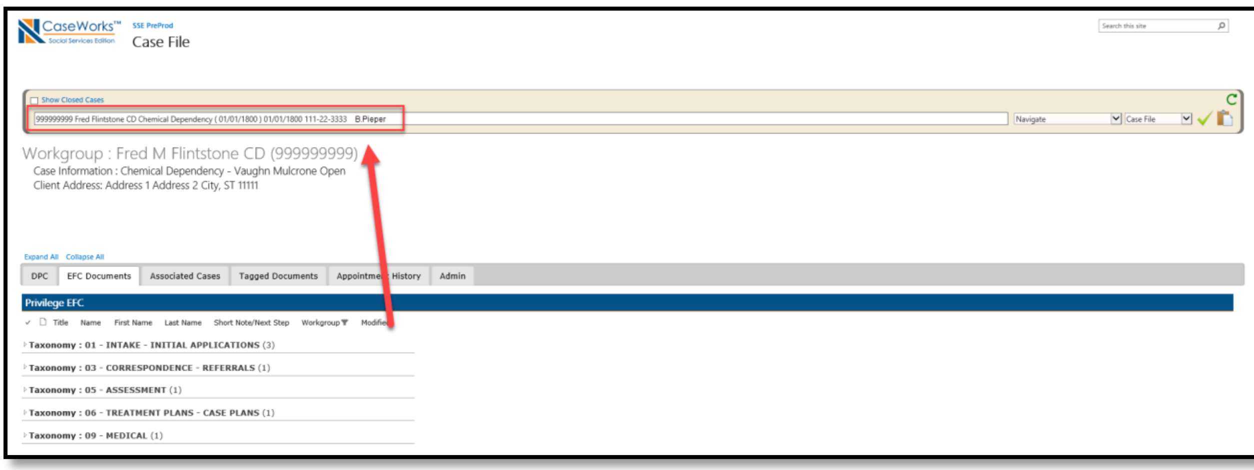
Refresh Search in All Purpose Navigation

CaseWorks can pull in new information in the *All Purpose Navigation*. If a client's information has changed in the System of Record (SSIS) refreshing it will pull in the new data entered in SSIS.

1. Enter in the client's identifying information in the *All Purpose Navigation* and select it.
2. Click **Refresh Data** in the upper right hand corner of the *All-Purpose Navigation* to refresh the information.



3. CaseWorks will pull any new information from the System of Record.



Client is Not found in All Purpose Navigation Search Results

If client information does not autofill, or a client does not appear in CaseWorks as expected, verify that the following information is entered correctly in SSIS:

1. The Client's ***Physical address*** must be entered in SSIS for client data to be pulled into CaseWorks.

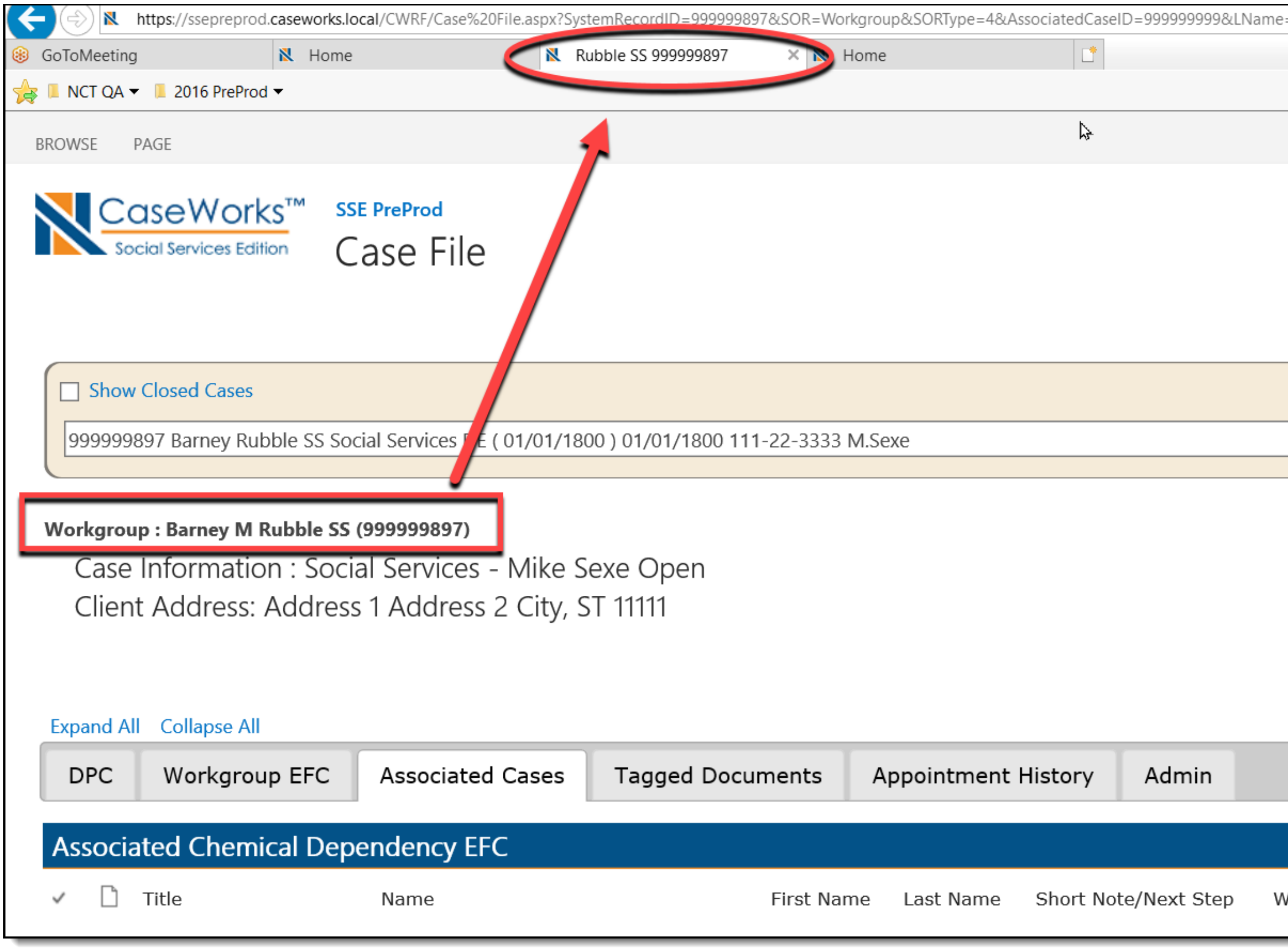
2. The Client's name must be displayed in the Description field in SSIS. In the event a workgroup has more than one participant (e.g., a perpetrator and a victim) the name displayed in the Description field in SSIS will be the name displayed in CaseWorks.

3. The Client must be assigned to the proper ***Unit*** in SSIS. If the client is assigned to a unit that is no longer active in your county, the client will not display in CaseWorks. (*see your Supervisor if you have questions regarding active/inactive Unit assignments*)

4. The ***Agency of Service*** must be set to your county.

5. Ensure that a Case Manager is assigned to the Case in question.

6. The user conducting the search must have the proper permissions within CaseWorks to view client and case data. If 1-4 above are all correct, check with your Supervisor or CaseWorks mentor to make sure you should have access to details for that client.



Case File Page Tabs

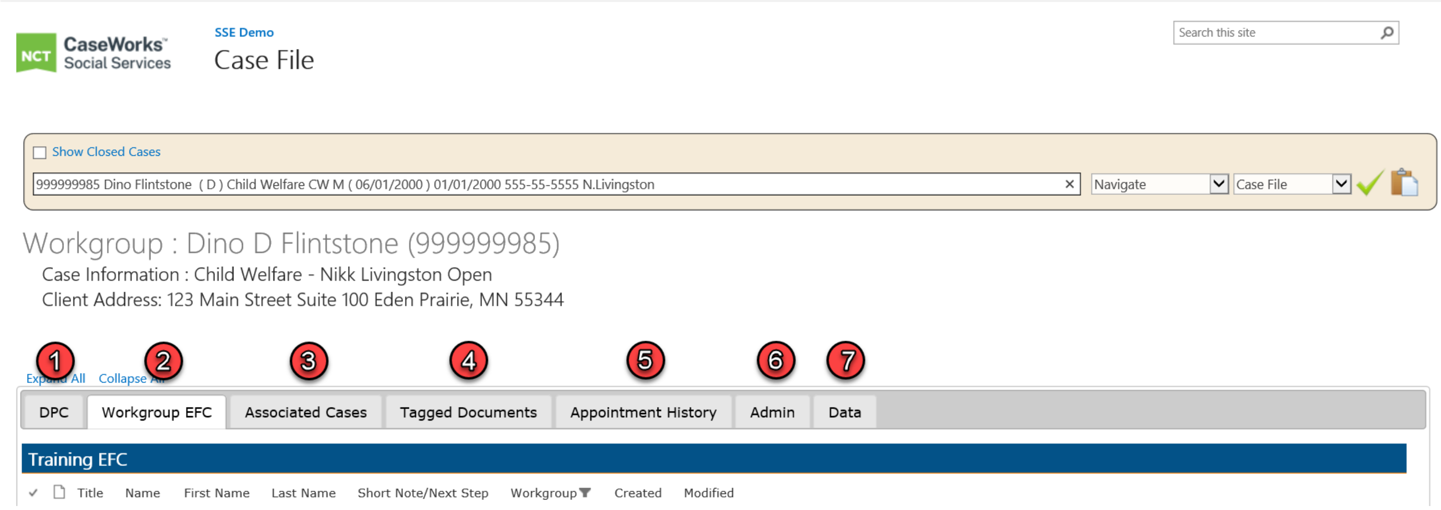
After navigating to a Case File, you will see a page in CaseWorks with all of the clients information and documents. Below you will find a description of the tabs on the Case File page.

Note: Workgroups in CaseWorks are generated when the workgroup is created in SSIS.

From this screen you can:

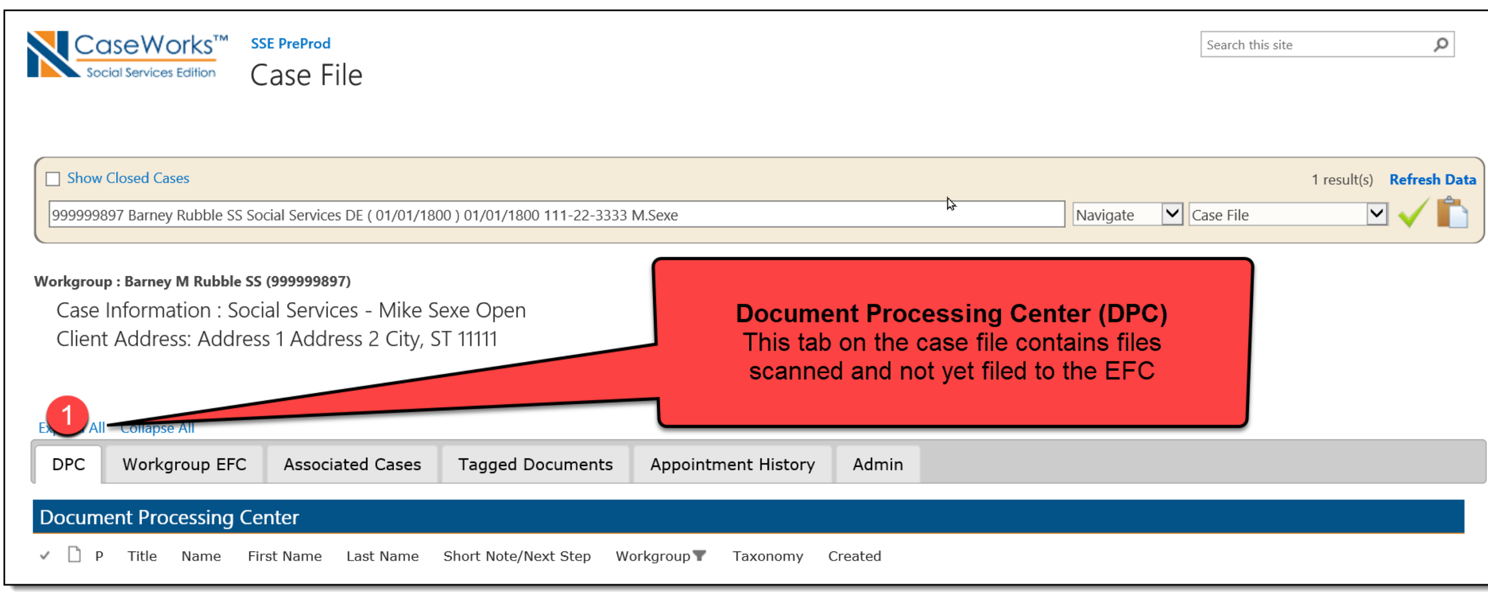
- **DPC tab** - View all current **DPC Documents** on the ***DPC*** tab. These documents have been scanned to a ***DocBox*** but have not been filed to the ***Electronic Filing Cabinet (EFC)***. You can see DPC documents for the client here regardless of which ***DocBox*** it is currently in.
- **Workgroup EFC tab** - View all **filed** documents on the ***EFC Documents*** tab. These documents have already been filed to the ***Electronic Filing Cabinet (EFC)***.
- **Associated Cases tab** - View Associated case documents on the ***Associated*** **Cases** tab.
- **Tagged Documents tab** - View documents that have been **Tagged** for court review.
- **Appointment History tab** - View the client's appointment history, if applicable to your county.
- **Admin tab** - Create a Priority status for the client or a specific document for the client.

- **Data tab** – Create client's relatives' information.



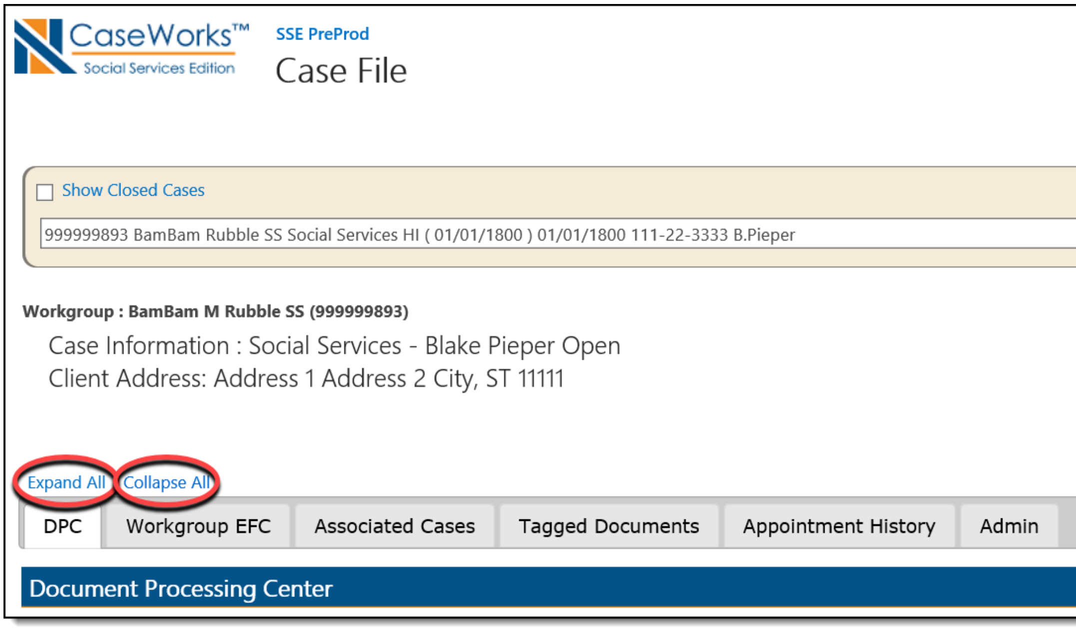
Document Processing Center (DPC) tab

1) View all current **DPC Documents** on the ***DPC*** tab:
   - These documents have been scanned to a ***DocBox*** but have not been filed to the ***Electronic Filing Cabinet (EFC)***. You can see DPC documents for the client here regardless of which ***DocBox*** it is currently in.

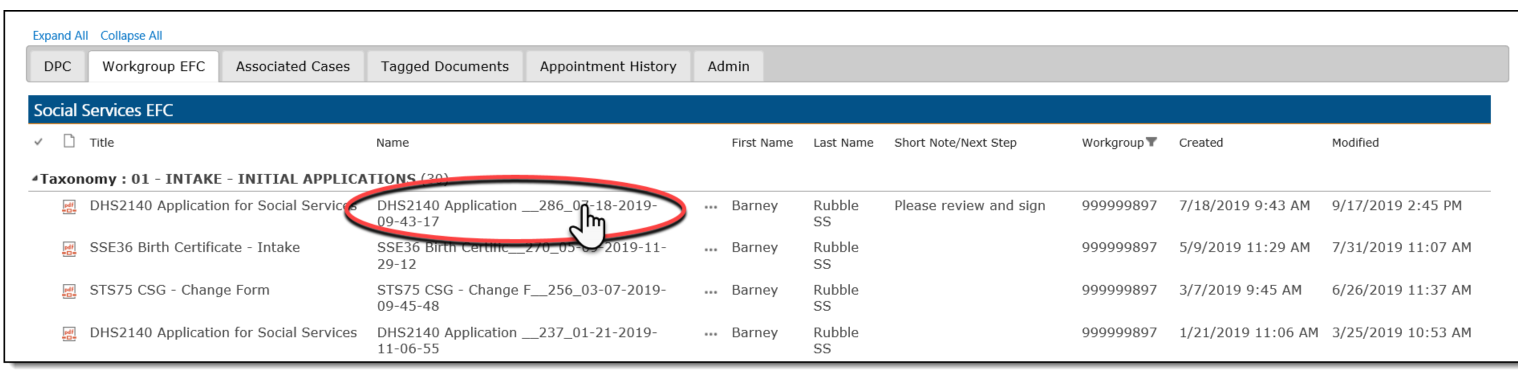


Click **Expand All** to view all documents that have been scanned into a ***DocBox*** but have not been filed to the **Electronic Filing Cabinet**.

Click **Collapse All** to close the documents previously expanded.



Display a document by clicking on the document **Name.** The selected document will open and display in **Adobe Reader**.

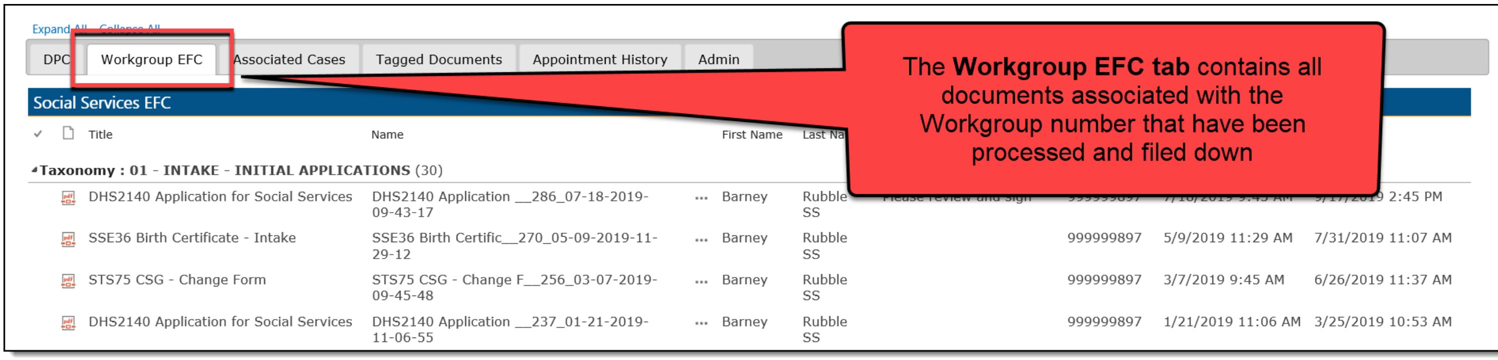


Please note, clicking on the Name of the document will *not open* the **Edit Properties (NCT)**. Editing Documents in the Edit Properties (NCT) page is covered in the section linked here.

Workgroup Electronic Filing Cabinet (EFC) Tab

2) View all **filed** documents associated to the **Workgroup** # on the **Workgroup *EFC Documents*** tab.

- These documents have already been processed and filed to the **Workgroup Electronic Filing Cabinet (EFC).**
- **Workgroup numbers** are generated when the Workgroup is created in **SSIS**.
- Click on **Taxonomy** to reveal documents classified under the Taxonomy code. Alternatively, to show all documents select **Expand All**.

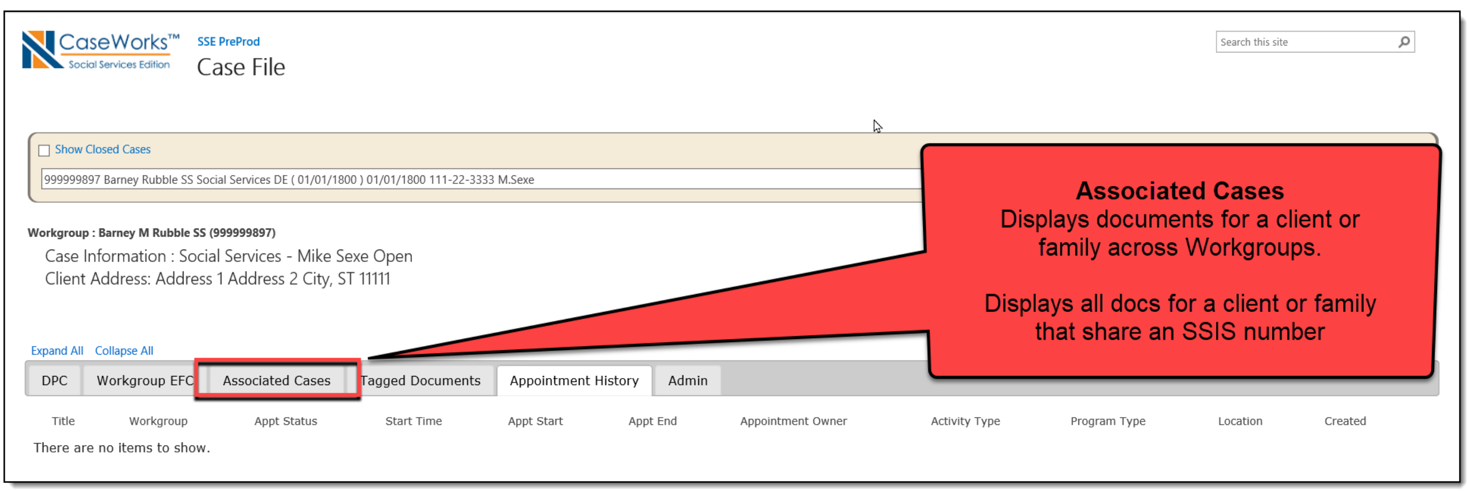


Associated Cases Tab

3) The Associated tab displays documents for a client or family across workgroups. This tab displays all documents for a client or family that share the same SSIS case #.

The two most common uses for this tab are to:

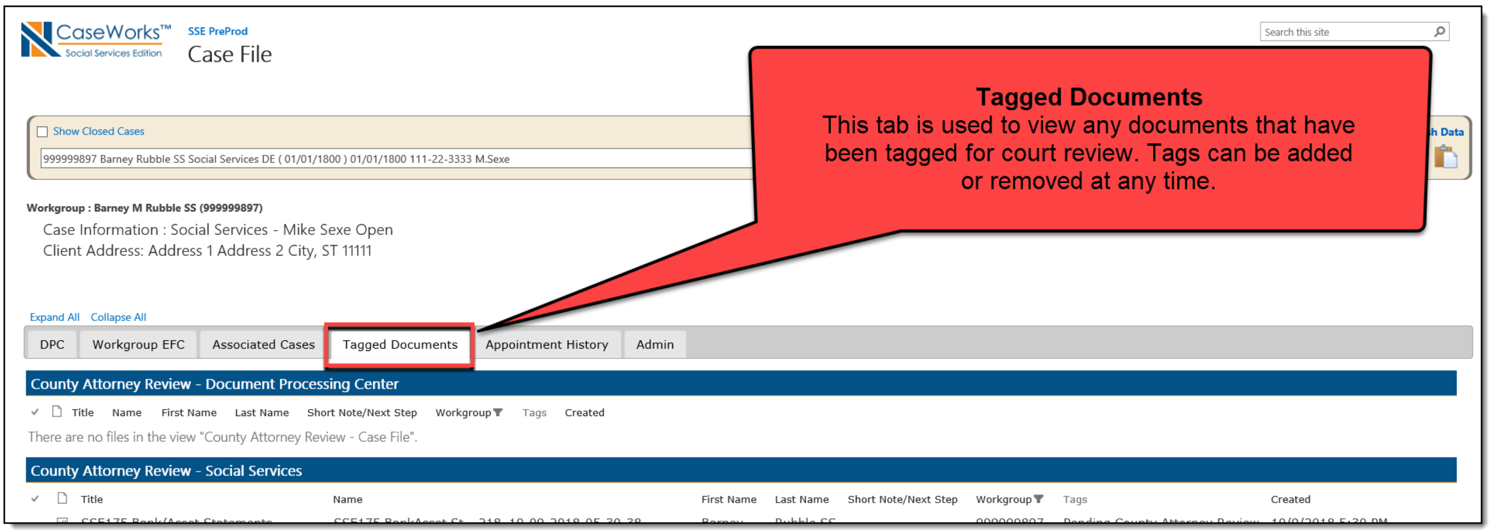
- View all Police Reports for a family across all children and workgroups.
- View all Releases for a client across workgroups.



Tagged Documents

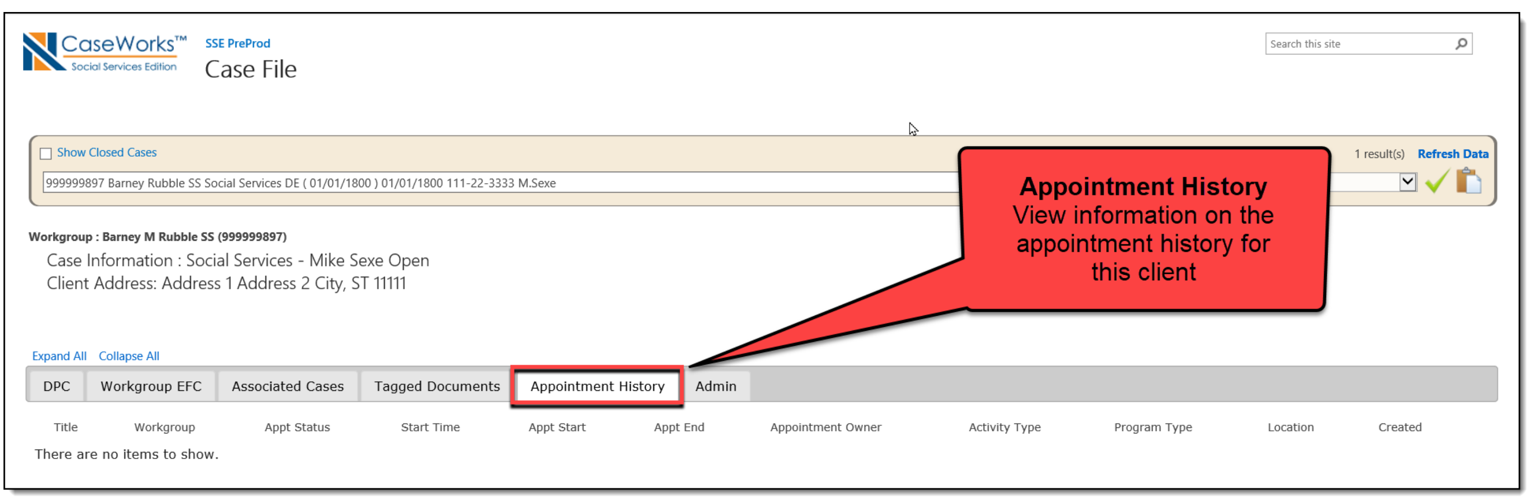
The purpose of **tagging court documents** is to provide the capability for defining documents as court documents that can be grouped by Workgroup number.

The **Tagged Documents** tab on the Case File shows any documents that are currently tagged. Tags can be added or removed at any time. Please see the section in the user manual for Tagging Court Documents for further instruction.



Appointment History Tab

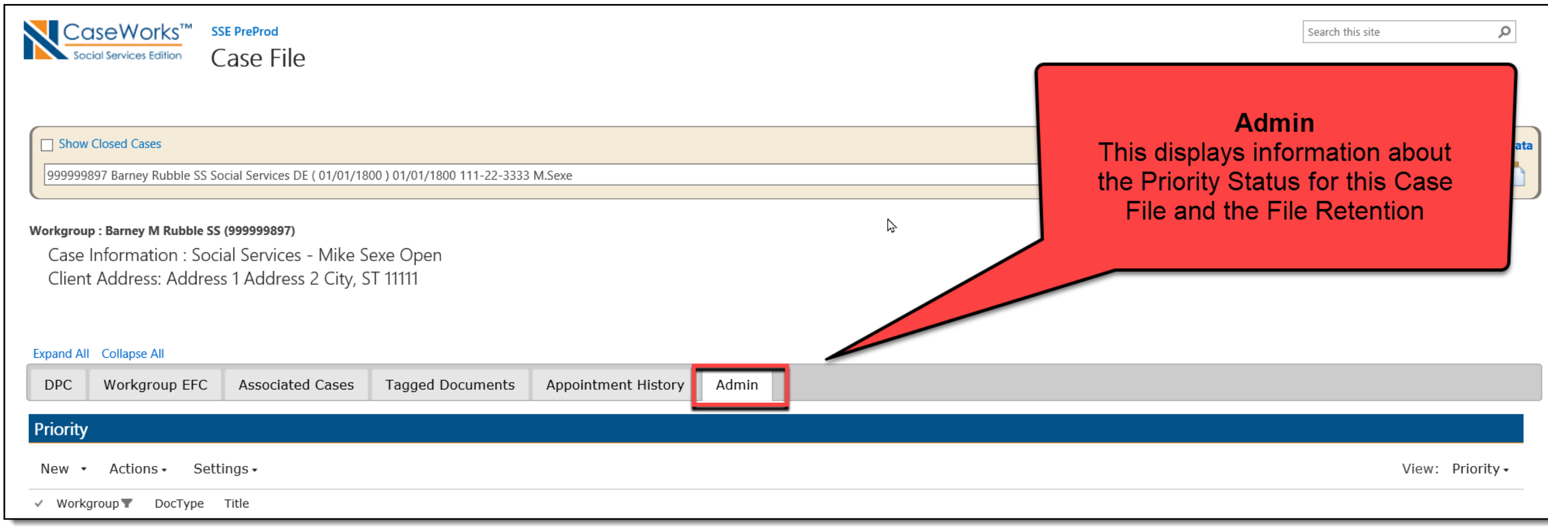
4) View the client's appointment history on the corresponding ***Appointment History*** tab, if applicable to your county. Please see the section in this User Manual for Creating and Managing Appointments.



Admin Tab

5) View information relating to the **Priority** and **File Retention** and status on the ***Admin*** tab.

6) Please see the EFC section in this manual to see instructions for adding priority status for a client and the File Retention to a case file.

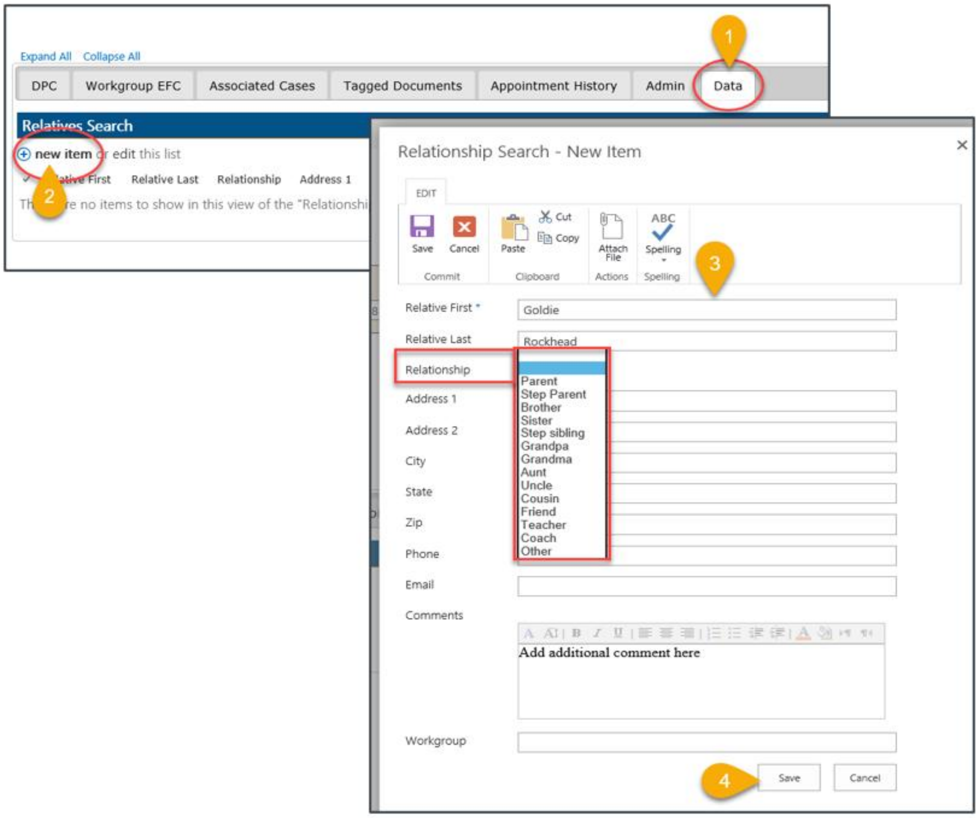


Data Tab

7) The Relative Search feature is accessible on the Data tab. This allows county staff to add contact information as well as any helpful comments for client relatives or other pertinent individuals for the case.

To add a relative search:

1. Click on Data Tab
2. Click New Item
3. Fill out appropriate fields
4. Save


Expand All Collapse All
DPC
Workgroup EFC
Associated Cases
Tagged Documents
Appointment History
Admin
Data
Relatives Search
new item or edit this list
Relative Last
Relationship
Address 1
Relationship Search - New Item
EDIT
Save
Cancel
Paste
Cut
Copy
Attach File
Spelling
Commit
Clipboard
Actions
Spelling
Relative First *
Goldie
Relative Last
Rockhead
Relationship
Parent
Step Parent
Brother
Sister
Step sibling
Grandpa
Grandma
Aunt
Uncle
Cousin
Friend
Teacher
Coach
Other
Address 1
Address 2
City
State
Zip
Phone
Email
Comments
Add additional comment here
Workgroup
Save
Cancel
1
2
3
4

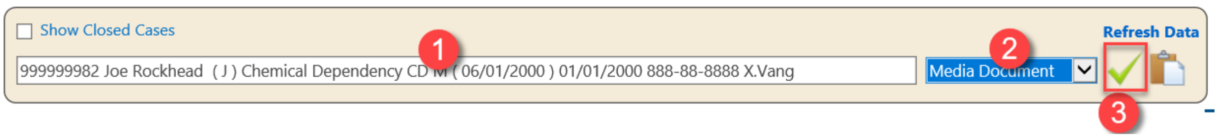
Upload Media Documents

Workers may upload Media Document files through the All Purpose Navigation (APN). Workers can select media document files from their computer and upload them to the selected case. The media document is uploaded directly to the County's AWS file storage and a file stub is automatically generated and filed to the EFC.

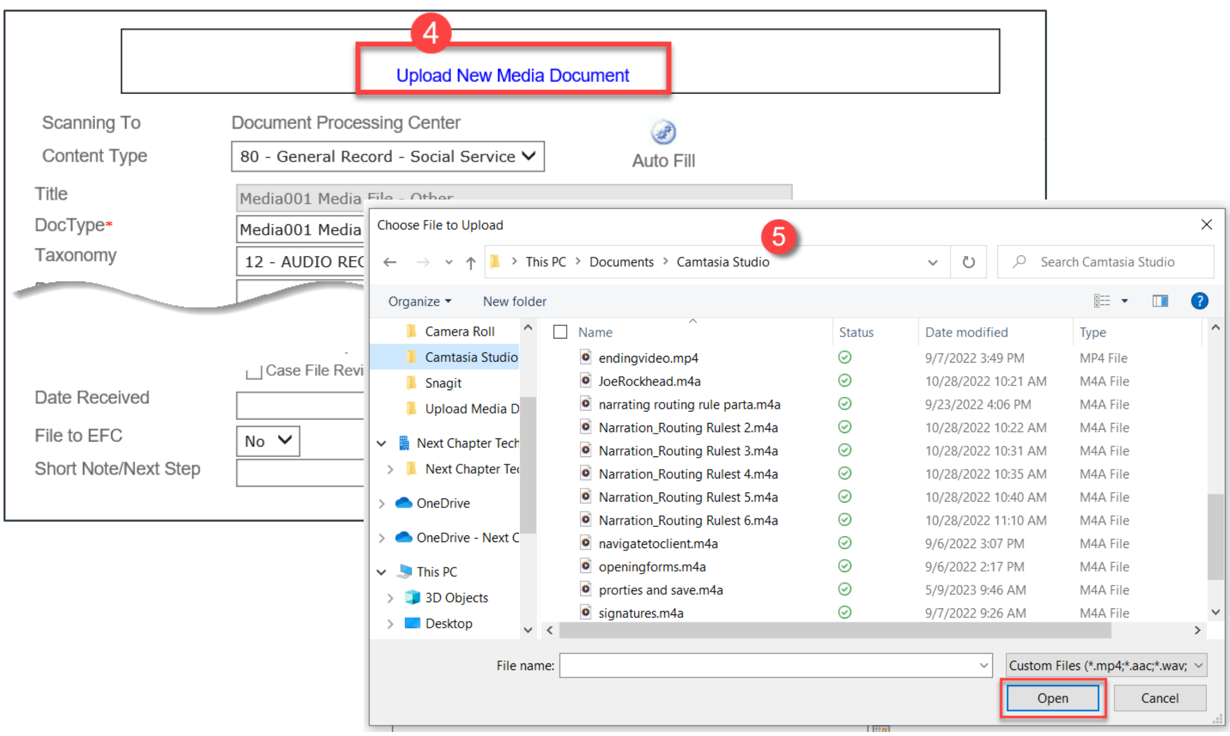
Workers can preview the media from the client's Case File page. You can Download or Delete the file directly from AWS when required.

Upload Media Documents in the APN

1. Select the case from the All Purpose Navigation (APN).
2. Select *Media Document* from the drop down options.
3. Select the green checkmark. The webpage will redirect to the scan page for you to upload the media file.

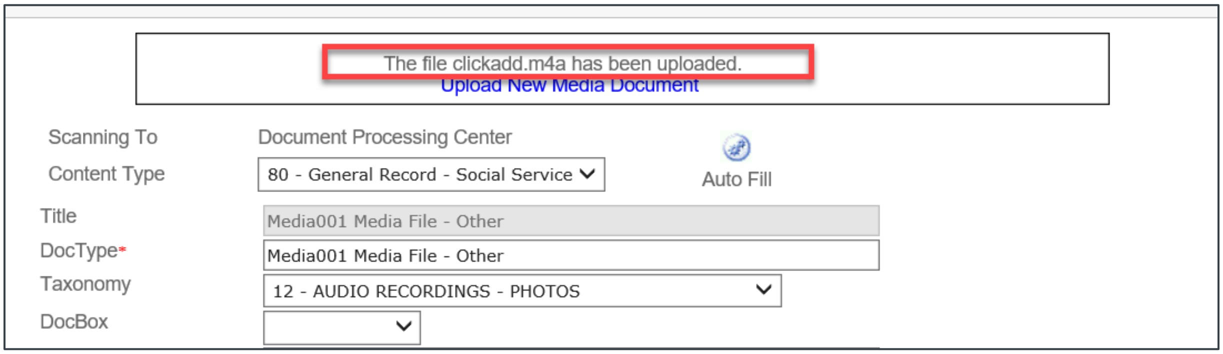


4. On the scan page, select *Upload New Media Document.* A window will now appear for you to select the media file from your computer.



5. In the pop-up window, navigate to the file on your computer. Select file and click *Open.*
   a) Please note: Only the following types will be available to select in this window:
      i) Audio Formats: AAC, WAV, MP3, WMA, M4A
      ii) Video Formats: MP4, MOV, AVI, WMV

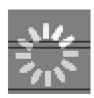
6. You will now see the following message at the top of the scan page:



7. The properties will autofill on the scan page associated with the Media Document. Workers may make any necessary changes to properties if necessary.
   a) The DocType and Taxonomy will be defaulted to be:
      i) **Media101 Media File – Other** and will file to Taxonomy *12 – AUDIO RECORDINGS - PHOTOS*
8. When workers are done making any changes to the properties, select *Save* at the bottom of the scan page.

   Note: All media documents uploaded through the APN will automatically be filed to the EFC.

9. You will see a spinning icon while the document is uploading to AWS.



It may take 5-10 seconds to upload the media file and create a reference file (or stub) in the case's electronic filing cabinet (EFC). This stub links the media file (which is stored in the cloud [AWS]) to CaseWorks.

Once the save is complete, CaseWorks will re-direct you to your previous page.

To play the media file, **Delete** or **Download** the file, please review the steps here.

Subscriptions

Please follow this link to review our section on Subscriptions.

Adoption Add-On Library

CaseWorks utilizes add-on libraries that can be added to upload adoption records with client information and scan documents into the adoption file for the records that have been added.

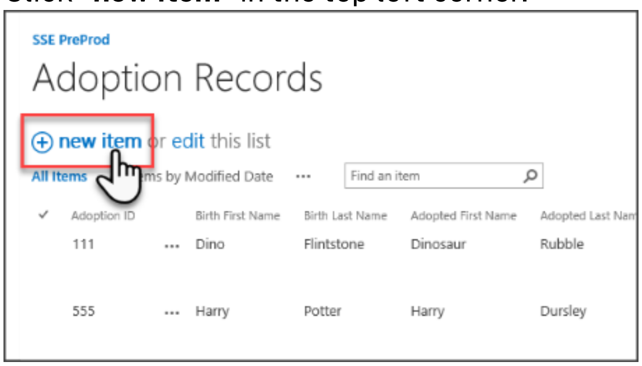
If you would like the Adoption Add-On Library installed at your county, please contact NCT and include the names of users who should be able to view the Adoption links and Adoption Records library.

They are located on the Left Navigation Panel (LNP) at the bottom of the page.

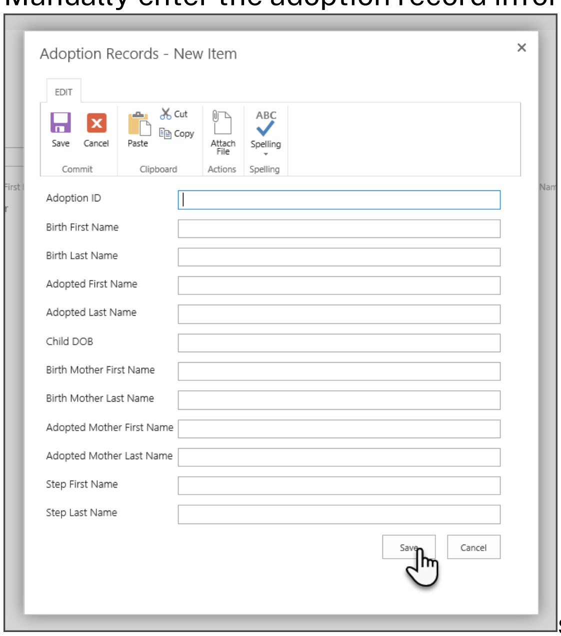
With this add on library, you can:

Add Adoption Records

1. Click on “**Adoption Records**” in the LNP.
2. Click “**new item**” in the top left corner.



3. Manually enter the adoption record information and click “**Save**”.

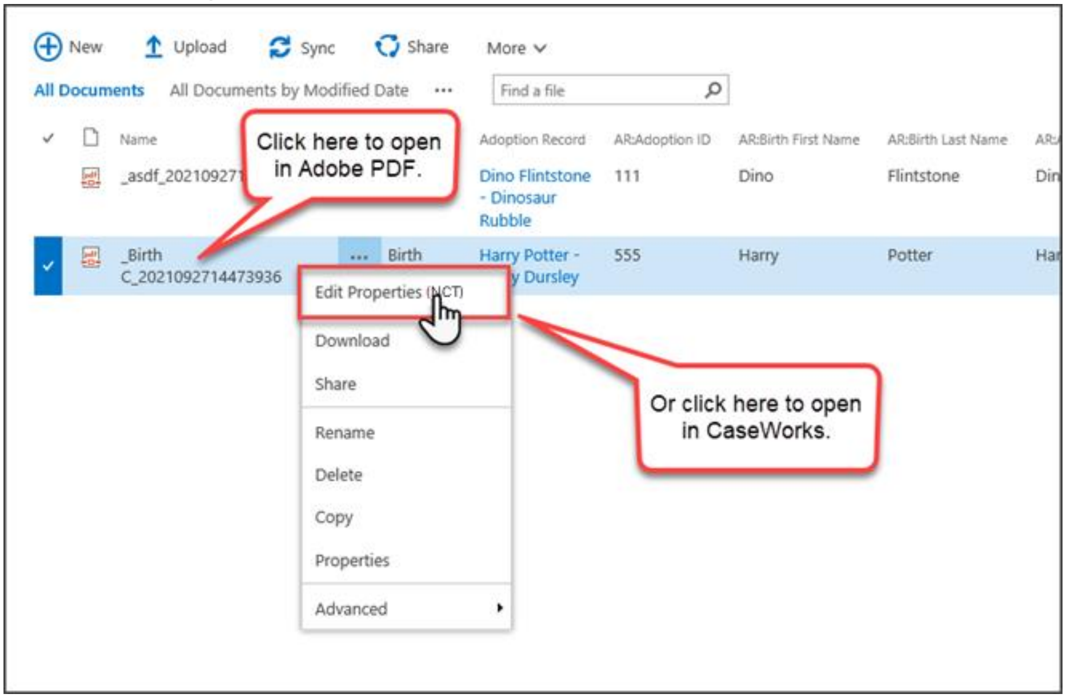


show

Note: Adoption Record must be created before a file can be scanned and assigned to a record in this library.

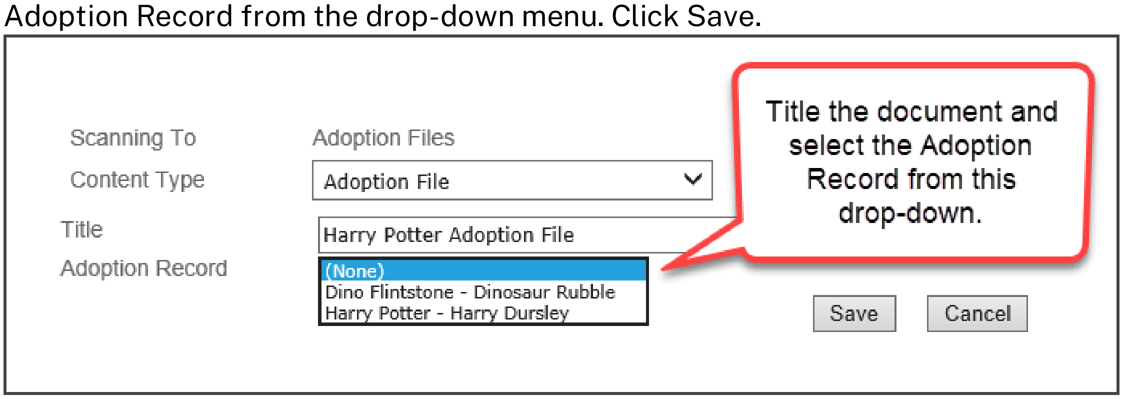
View Adoption Files

1. Click “**Adoption Files**” in the LNP.
2. All adoption files will be available to view.
3. Click the “Name” of the file to open in Adobe PDF or right-click and select “Edit Property (Scanner)” to open in CaseWorks.



Scan documents into CaseWorks to be stored in the Adoption Files

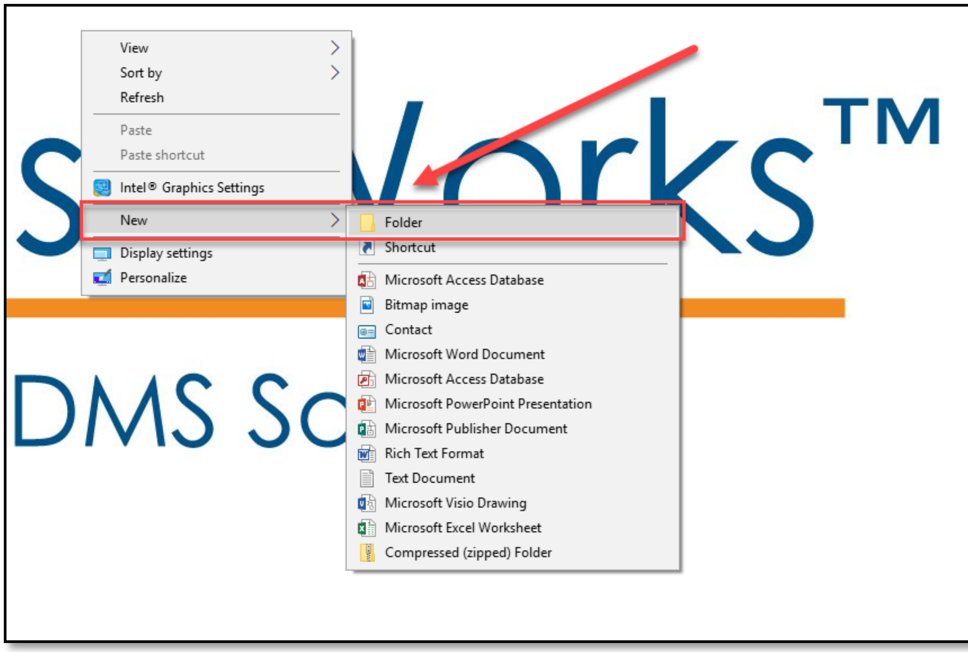
1. Click “**Scan Adoption File**” in the LNP.
2. The “Edit Properties (NCT)” will open.
3. Scan or upload the file as usual.
4. Scroll to the Properties at the bottom of the page. Manually add a Title and select the Adoption Record from the drop-down menu. Click Save.



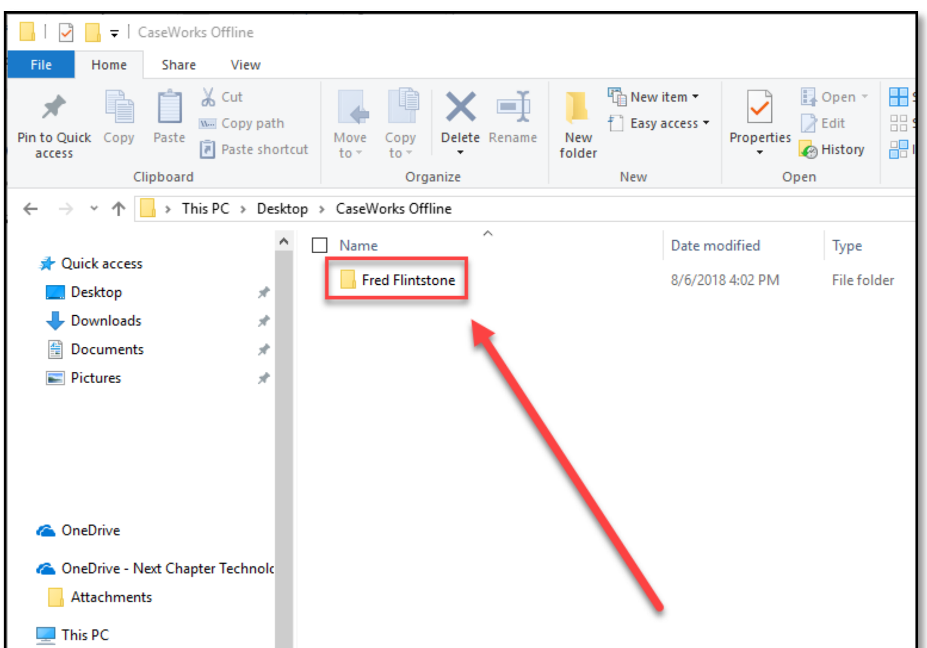
CaseWorks in the Field

Pre-Visit Setup

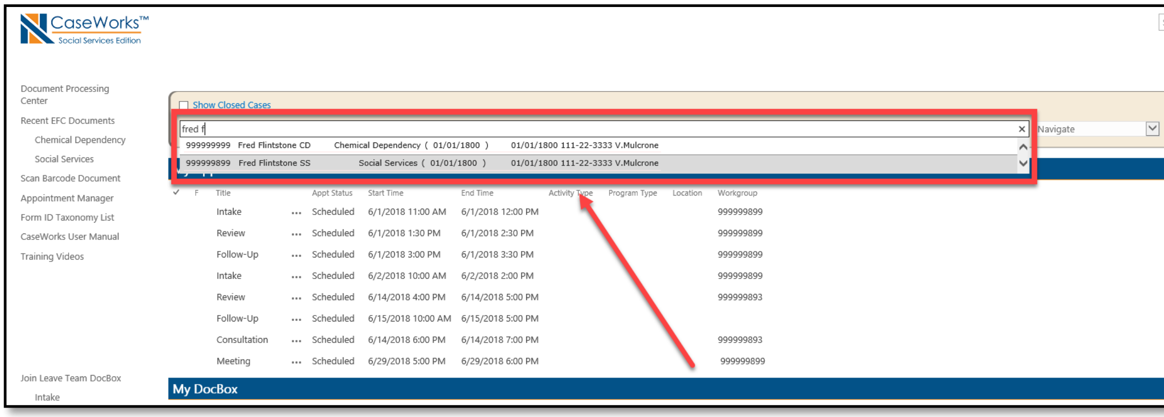
1. Create a folder on the Desktop titled “CaseWorks Offline” by right-clicking and selecting **New** > **Folder**. This step only needs to be ***completed once*** and the “CaseWorks Offline” folder will remain on the Desktop.



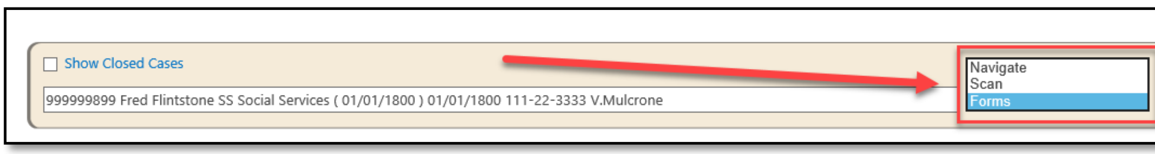
2. Open the “CaseWorks Offline” folder and create a sub-folder for the client(s) for this visit (**Note**: only create a folder for the client(s) if one does ***not*** already exist).



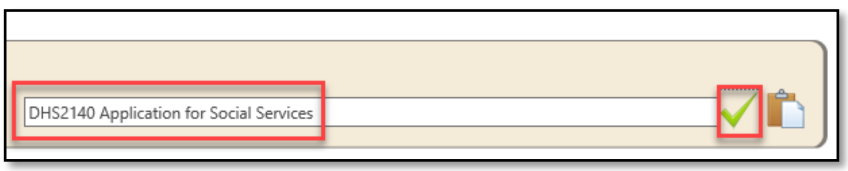
3. Use the **CaseWorks Forms** feature to generate any forms for the visit.
    a. In the **All Purpose Navigation**, enter the name or identifying information for the client.



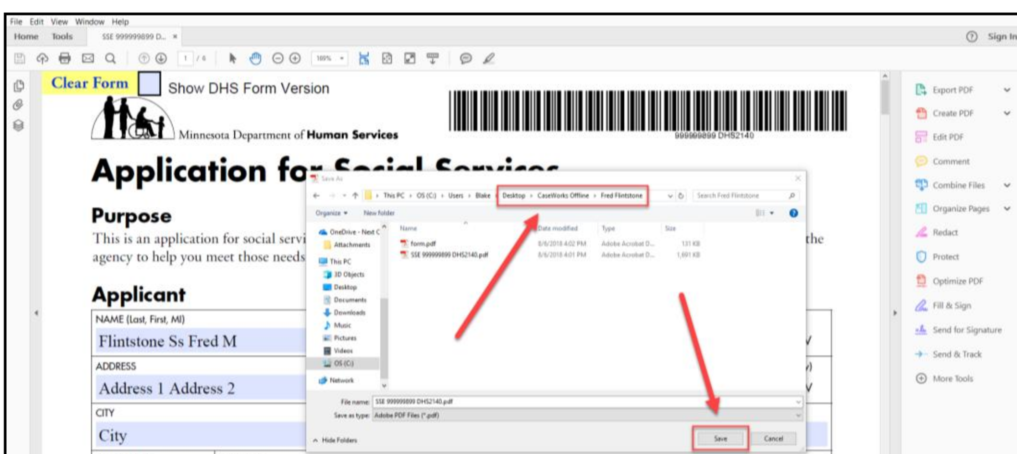
    b. In the drop-down menu, select **Forms**.



    c. Type in the name or number of the form and select it from the list after it appears.
    d. Click the **Green Check Mark** to generate the form.



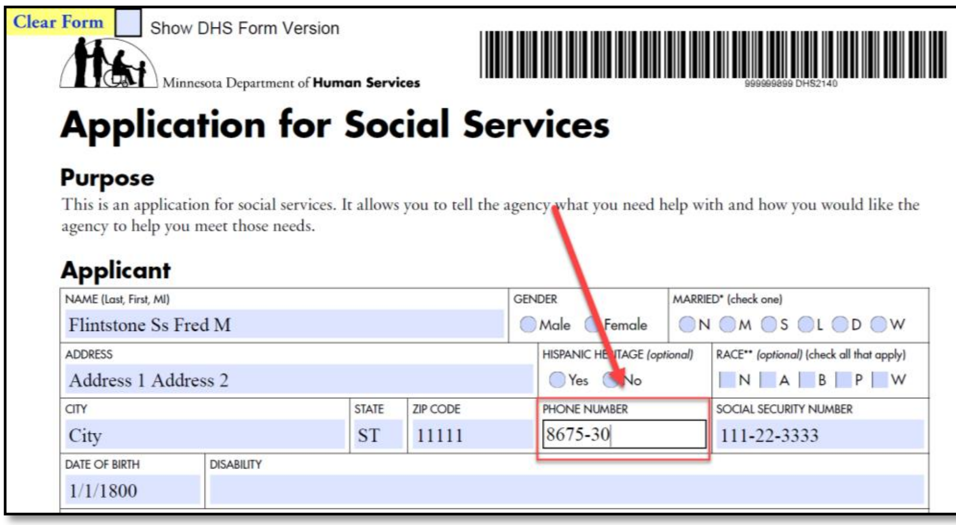
    e. In the form, select **File** > **Save** and select the client folder within the “CaseWorks Offline” folder on the Desktop as the save location.



4. Download any required DHS eDocs.

During the Field Visit

1. Use a portable scanner to scan in any physical documents that are received.
    a. Plug in the scanner into a USB port on the laptop.
    b. Turn the scanner on.
    c. Open the scanning application (if it does not automatically open after powering the scanner on).
    d. Select scan a multi-page PDF in the Scanner settings and begin scanning any physical documents received from the client.
2. Fill and sign any required digital documents.
    a. Open the document in Adobe Reader DC and enter in any necessary information.



Clear Form Show DHS Form Version

Minnesota Department of **Human Services**

999999899 DHS2140

Application for Social Services

Purpose

This is an application for social services. It allows you to tell the agency what you need help with and how you would like the agency to help you meet those needs.

Applicant

NAME (Last, First, MI)	GENDER	MARRIED* (check one)
Flintstone Ss Fred M	Male Female	N M S L D W

ADDRESS	HISPANIC HERITAGE (optional)	RACE** (optional) (check all that apply)
Address 1 Address 2	Yes No	N A B P W

CITY	STATE	ZIP CODE	PHONE NUMBER	SOCIAL SECURITY NUMBER
City	ST	11111	8675-30	111-22-3333

DATE OF BIRTH	DISABILITY
1/1/1800	

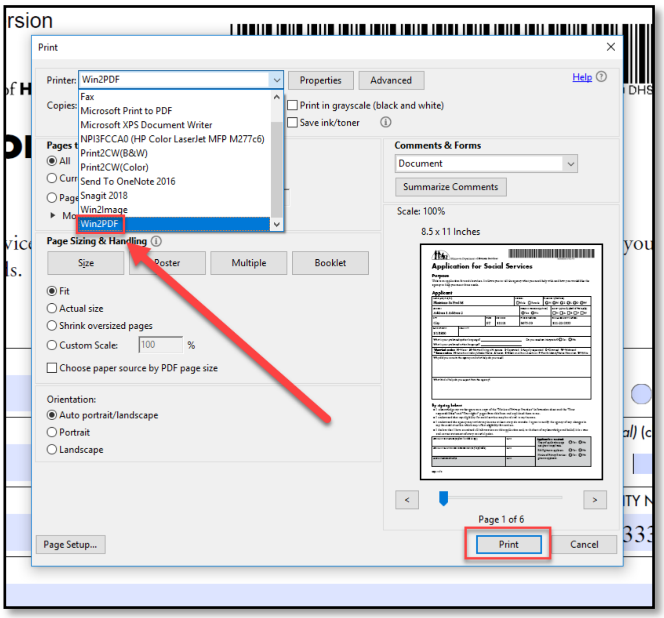
    b. When all necessary information is entered, have the client sign the document using either a signature pad or a touch screen device.

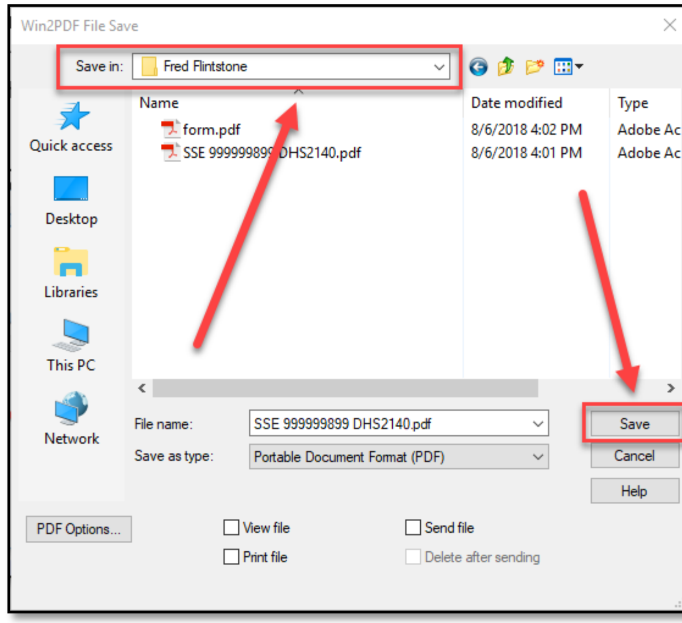
Signing with a USB Signature Pad

1. Plug in the signature pad to the USB slot in the laptop or mobile device.
2. Select the field to be signed and click **OK** on any pop-up windows.
3. Have the client sign the document using the USB signature pad.
4. When finished, don't forget to save the document.

Signing a Touch Screen Laptop

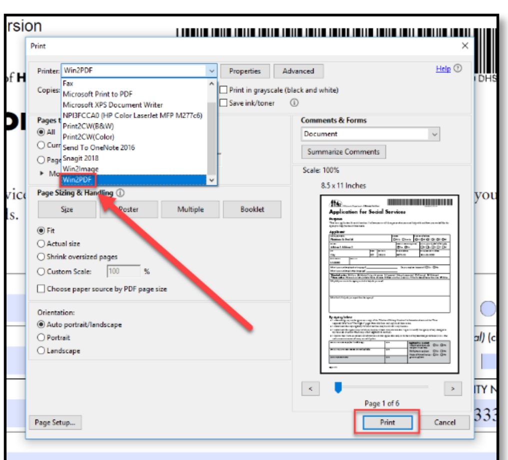
1. After entering all necessary information, select **File** > **Print** and choose **Win2PDF** as the printer. Select **Print** and a new window will appear. In the new window, select the “CaseWorks Offline” folder and select the correct client folder. Click save to “flatten” the form and save it to the client folder.

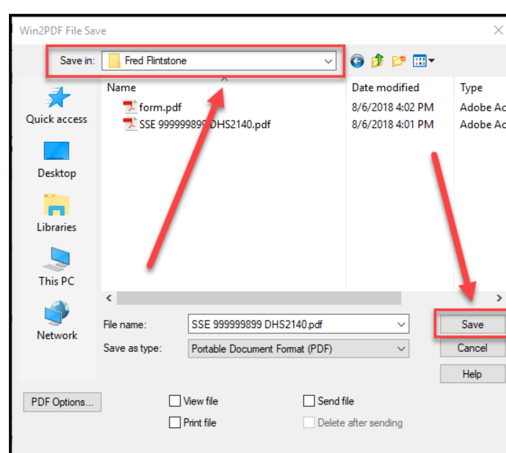




2. Close the editable form (without saving) and open the newly saved and “flattened” form from the client folder. Navigate to the signature section and have the client sign using a stylus (or index finger if a stylus is unavailable).

3. After all signatures are complete, select **File** > **Print** and choose **Win2PDF** as the printer. Select **Print** and a new window will appear. In the new window, select the “CaseWorks Offline” folder and select the correct client folder. Click **Save** to “flatten” the form and save it to the client folder (this will create a version of the PDF with the client’s signature that can’t be edited).

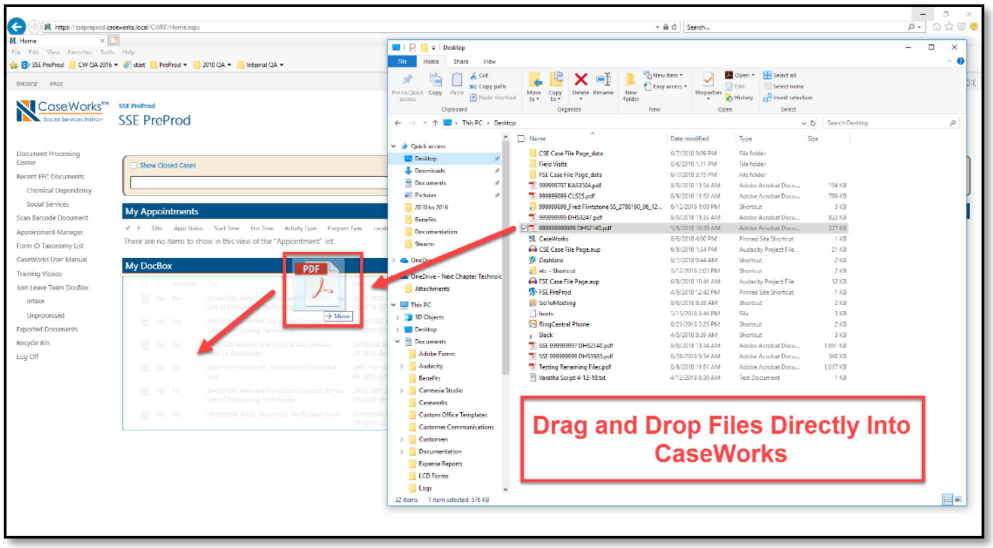




4. Close the open PDF that the client just signed without saving (so the client's signature can't be edited).

After the Field Visit

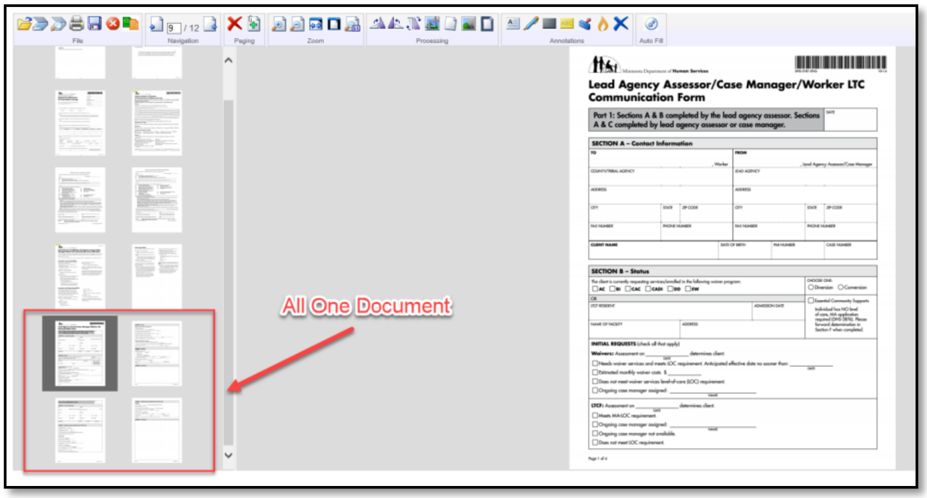
1. Any forms that were generated using the CaseWorks forms feature can be immediately imported into the CaseWorks DocBox. Import CaseWorks generated forms by selecting, dragging, and dropping into your DocBox.



2. In the client folder, there should now be a single PDF with several client documents that were previously scanned in. If you are importing digital documents that were not generated in CaseWorks, see the section titled "*Importing Digital Documents*" below.
    a. Open this document and select **File** > **Print**. Change the printer to **Print2CW** and select **Print** (See the section below, "*Using Print2CW on a Multi-Page Scan*").
    b. A new window will appear with the **All Purpose Navigation**. Enter in the correct client information for the document and select the client from the list.
    c. The drop-down menu will automatically be set to "Print" and no changes are required for the drop-down menu.
    d. Enter in **BULK** as the name of the document in the second text field and select the first bulk option from the list.
    e. Select the **Green Check Mark** and the scanned document will now appear in the **Edit Properties (NCT)** interface. From here, split off documents that need to be separated into individual documents.
        i. **Note**: see the section below, "*Advanced Edit Properties (NCT) – Splitting*" for the steps to split off multiple documents from a multi-page PDF.
3. After importing all documents into CaseWorks by using **Print2CW** or by dragging and dropping, finish processing the documents. If necessary, file any processed documents to the **Electronic Filing Cabinet (EFC).**

Advanced Edit Properties (NCT) – Splitting

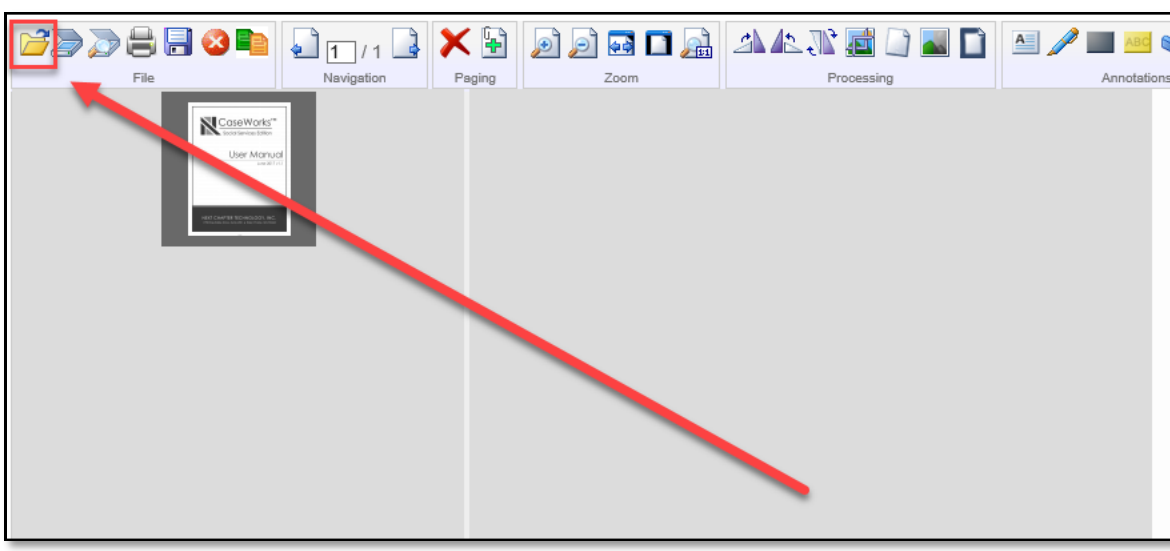
1. After using **Print2CW**, review the scanned documents and make any necessary modifications (rotate, delete, etc.).
2. Scroll to the bottom of the multi-page PDF and find all pages associated with the last document. Select the first page of the last document (highlighted in dark grey in the image below) and Split the documents. Please review Splitting Documents for further instruction.



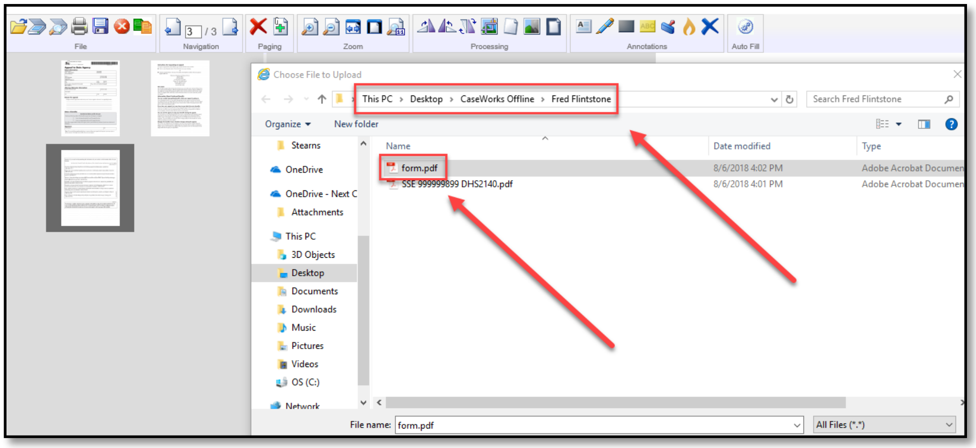
Uploading Digital Documents

For Digital Documents That Were Not Generated from CaseWorks

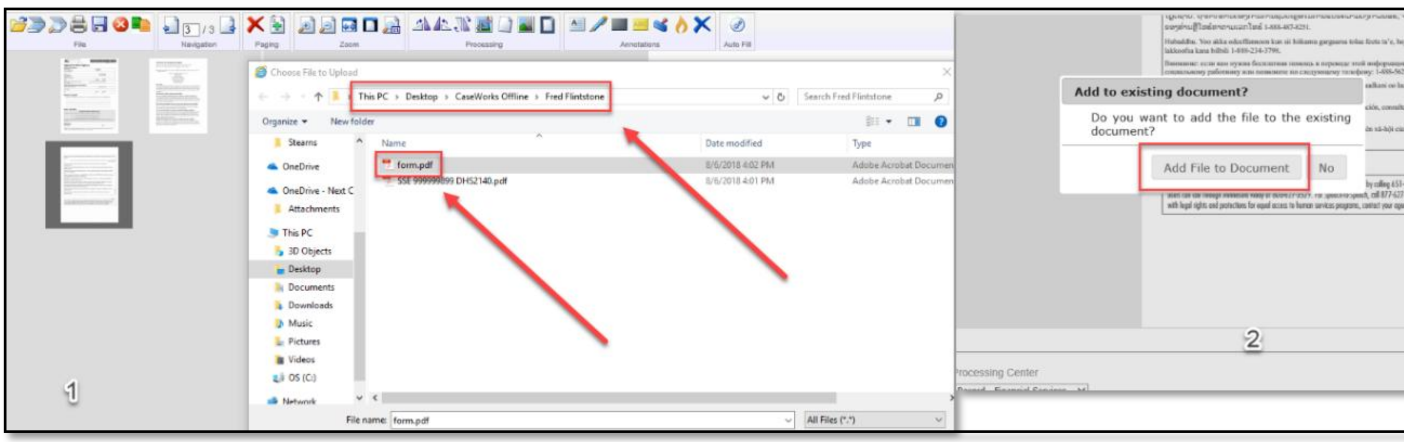
1. Use Print2CW for documents in the "CaseWorks Offline" folder.
2. On the next page (the Edit Properties (NCT) page) click the folder icon in the upper right-hand corner of the page to continue Uploading documents from the "CaseWorks Offline" folder.



3. In the pop-up window, navigate to the client folder in the "CaseWorks Offline" folder and select the second document in the folder that is not a CaseWorks generated form.



4. Select Open after selecting the second document then you will see a pop-up window asking, "Add to Existing Document?" Select Add and you will see each page of the document that was just added in the window.



5. Continue to split large PDF if necessary. Please review Splitting Documents in this section.