



A S C E N D
MANAGEMENT INNOVATIONS

SUPPORT COORDINATOR USER GUIDE VIRGINIA SIS®

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Ascend provides this user guide as an overview of system operations. If you have specific questions about how to perform a function of your responsibilities, speak with your supervisor. If you have a specific question about how to maneuver through the system that is not outlined in this user guide, contact your Regional Support Supervisor.

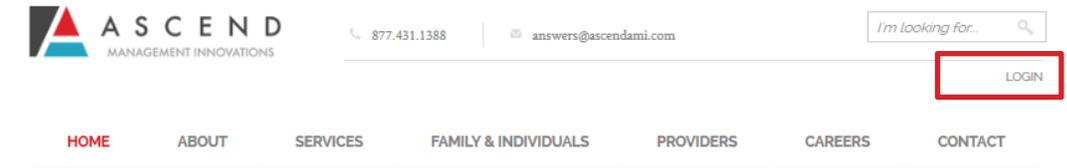
Ascend will always support the current and most recent versions of Internet Explorer and Mozilla Firefox.
Ascend recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.

Log In

Visit www.ascendami.com.

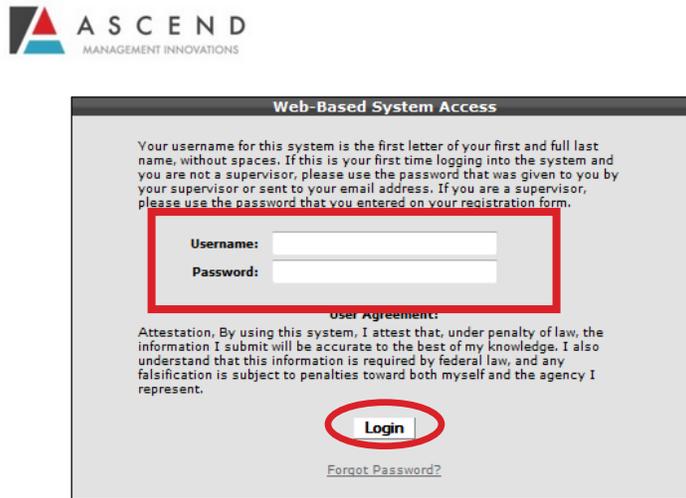
Click **Log In** to access the login screen (Fig. 2)



Ascend Management Innovations Home Page—Figure 1

Enter **Username** and **Password**.

Click **Login**.

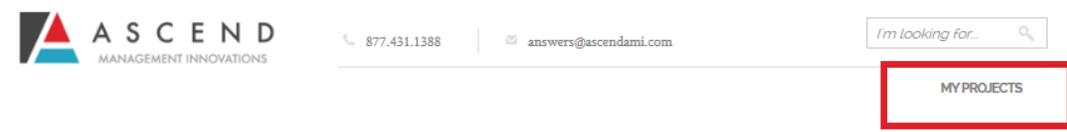


Login Screen—Figure 2

The system will bring you back to the Ascend Management Innovations Home page (Fig. 1).
The **Log In** link becomes the **My Projects** menu (Fig. 3).

Click **My Projects**.

Select **Virginia Support Coordinator** to open the **VA SIS CSB Support Coordinator Queue** (home page) (Fig. 7).



Ascend Management Innovations Home Page—Figure 3

Navigation

Home

Figure 4

Return to the CSB Point Person Queue

Search

Figure 5

Search for an Individual

Sorting: Click any table column header to sort the table by that field.

Search for Individual

To search for a specific person

Click **Search** in the navigation menu to open the search query (Fig. 12).



Navigation Menu—Figure 6

Enter the **Individual's last name to search**.

Click **Search** to run the search.



Search Query—Figure 7

All records associated with your search will appear. Only those you have access to will have a **View** link to open the record.

Total Records: 27

| Last Name | First Name | SSN | CSB | Support Coordinator | |
|---------------|------------|------|-------------------------|---------------------|----------------------|
| 1h(0 g2n7i3s) | dchna | 2170 | ALLEGHANY HIGHLANDS CSB | | |
| ansed | a thnoy | 1111 | ALLEGHANY HIGHLANDS CSB | Stephanie Pettitt | View |
| aphsred | jsei ca | 3968 | ALLEGHANY HIGHLANDS CSB | | |

Search Query—Figure 8

Click **View** to open the individual's record.

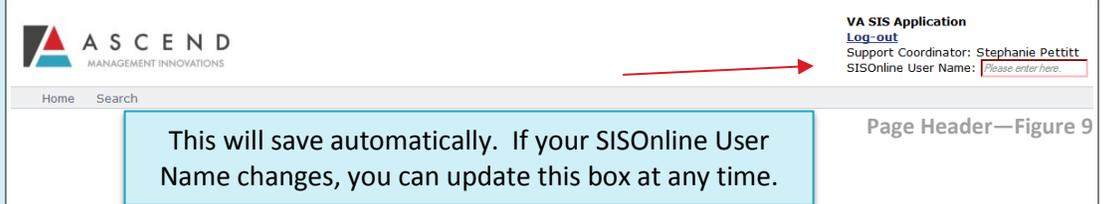


Enter SISOnline User Name

Only complete once or with a change

Enter your **SISOnline User Name** in the **red box** in the upper right corner of the page.

This will save automatically.



Page Header—Figure 9

This will save automatically. If your SISOnline User Name changes, you can update this box at any time.

Accessing the Individual's Record

From the CSB Support Coordinator Queue (Home page):

Click **View** to open the record.



Total Records: 2

| Individual First Name | Individual Last Name | SSN | Assign New SC | Sent To Scheduling Date | Send To Scheduling | |
|-----------------------|----------------------|------|----------------------|-------------------------|--------------------------|----------------------|
| rd beun | iknc | 3185 | <input type="text"/> | | <input type="checkbox"/> | View |
| dnl ya | dwons | 8924 | <input type="text"/> | | <input type="checkbox"/> | View |

CSB Support Coordinator Queue—Figure 10

Complete the **demographic information**.

INDIVIDUAL INFORMATION

INDIVIDUAL: RD BEUN IKNC

Provide the following information for the selected Individual:

Address:

City: State: Zip:

CSB Tracking #: SSN: 000-00-3185 Medicaid ID: 005011969013

Individual Information—Figure 11

Enter a new **respondent**. Follow the instructions in the **Enter Respondent Information** section (Figs. 17–23).

+ Enter a new respondent

| First Name | Last Name | Relationship | Provider Type | Service Type | Phone | Email |
|------------------------|-----------|--------------|---------------|--------------|-------|-------|
| No records to display. | | | | | | |

Individual Information—Figure 12

Enter the **Likely Location of Interview** information.

LIKELY LOCATION OF INTERVIEW

Location Name:

Address:

City: State: Zip:

County: Phone: Ext:

Contact Name:

Location Type:

Individual Information—Figure 13

Indicate if you have **known the person** more than 3 months.

Indicate if an **interpreter** is needed, and for **which language**.

Indicate if **other accommodations** are needed and **describe the accommodations**.

Has the Support Coordinator known the individual more than 3 months? Yes No

Will the individual require an interpreter for the SIS interview? Yes No

Interpreter Language:

Will the individual require any other accommodations to participate in the SIS interview? Yes No

Other Accommodations Description:

Describe accommodations needed.

Individual Information—Figure 14

Enter any **notes** to save to the record.

Type the note in the **New note**: box. After saving, the note will move to the **Notes**: box above.

Click **Save** to save all added information.

Notes:

Notes will move to this box after saving

New Note:

Type new notes here: all users who access the individual information page will have access to the notes.

Save

Individual Information—Figure 15

Enter Respondent Information

From the Individual Record

Click **Enter a new respondent** to open the respondent grid (Fig. 17) to add respondent information.

| + Enter a new respondent | | | | | | |
|--------------------------|-----------|--------------|---------------------------------------|---------------------|------------|--|
| First Name | Last Name | Relationship | Provider Type | Service Type | Phone | Email |
| sdsds | sdsds | Advocate | Res support in home (5hrs + per week) | Sponsored Placement | 1111111111 | test@test.test Delete Edit |

Individual Information—Figure 16

Select the **Respondent Type** from the dropdown.

| First Name | Last Name | Relationship | Provider Type |
|--|-----------|--------------|---------------|
| Respondent Type: | | | |
| <div style="border: 1px solid black; padding: 2px;"> Residential Day Guardian </div> | | | |

The form options are dynamic, and will change based on the respondent type selected. **Be sure to complete all fields.**

Respondent Grid—Figure 17

Enter the respondent's **first and last name**.

First Name: Last Name:

Respondent Grid—Figure 18

Select the respondent's **relationship** to the individual from the dropdown.

Relationship:

Advocate
 Behavior Specialist
 Child Welfare Staff
 Day Provider
 Direct Support Staff

Respondent Grid—Figure 19

Enter the respondent's **contact information**.

Ascend will confirm and schedule the Respondents participating in the SIS® using the provided contact information.

Address Information or Email is required.

Address:

City: State: Zip:

Relationship:

Phone: Phone Ext: Phone Type:

Phone 2: Phone 2 Ext: Phone 2 Type:

Email:

Respondent Grid—Figure 20

Indicate how long the respondent has **known the individual**.

How long has the respondent known the individual?

less than 3 months
 3 months to 1 year
 more than 1 year
 Do Not Know

Respondent Grid—Figure 21

Select the number of **direct contact hours** with the individual over the past 3 months.

How many hours of direct contact has the respondent had with the individual over the past 3 months?

0 - 5 Hours
 5 - 10 Hours
 10 - 40 Hours

Respondent Grid—Figure 22

Indicate if the respondent **resides** with the individual.

Does the respondent reside with the individual? Yes No

Submit Record for Scheduling

From the CSB Support Coordinator Queue (home page).

After entering demographics, respondent information, and likely location of interview, submit the information to Ascend scheduling using these steps:

Click the **Send to Scheduling** checkbox in the **CSB Support Coordinator Queue** (home page).

Click **Save** to send the completed information to Ascend for scheduling.

CSB SUPPORT COORDINATOR QUEUE

Total Records: 2

| Individual First Name | Individual Last Name | SSN | Assign New SC | Sent To Scheduling Date | Send To Scheduling | |
|-----------------------|----------------------|------|----------------------|-------------------------|-------------------------------------|----------------------|
| rd beun | iknc | 3185 | <input type="text"/> | | <input checked="" type="checkbox"/> | View |
| dnl ya | dwons | 8924 | <input type="text"/> | | <input type="checkbox"/> | View |

CSB Support Coordinator Queue—Figure 25

The **Sent to Scheduling Date** will be saved on the grid.

Your changes have been saved.

CSB SUPPORT COORDINATOR QUEUE

Total Records: 2

| Individual First Name | Individual Last Name | SSN | Assign New SC | Sent To Scheduling Date | Send To Scheduling | |
|-----------------------|----------------------|------|----------------------|-------------------------|-------------------------------------|----------------------|
| rd beun | iknc | 3185 | <input type="text"/> | 04/03/2015 | <input checked="" type="checkbox"/> | View |
| dnl ya | dwons | 8924 | <input type="text"/> | | <input type="checkbox"/> | View |

CSB Support Coordinator Queue—Figure 26

Log Out

Click **Log-out** to end your session.

Failure to logout can cause a record to remain locked for up to two hours. This means that no one else can work in the individual's record during that time.




 Application
 Support Coordinator: [Stephanie Pe](#)
 SISOnline User Name: [Please enter here](#)

Home Search

Failure to logout can cause a record to remain locked for up to **two hours**.

Page Header—Figure 27