

CAPS Pre-Training Study Guide

Purpose	<p>This guide is an introduction to using CAPS for:</p> <ul style="list-style-type: none"> • New workers • Those who have not yet attended formal training
Contents	<p>This guide contains information about:</p> <ul style="list-style-type: none"> • How CAPS is organized • How CAPS processes information • How to log on and log off • Security and access • Keyboard functions and system signals • How to navigate through screens • Codes, alerts, error messages and other communication features • Notes and Document Generation (DocGen) features
Before you arrive at training	<p>This guide is intended to introduce you to the concepts used in the CAPS system. The guide serves only as an <u>introduction</u> to using CAPS. You will receive more specific training on these concepts during the training session. You will also acquire the greatest amount of knowledge about CAPS as you actually see and use the system. However, if you spend some time studying the information in this pre-training guide, you will gain an understanding of the functional foundation on which CAPS is built.</p>
Questions?	<p>You may find it helpful to discuss the information in this guide with others in your office. If you have questions that cannot be solved in your office, please write them down and bring them to training when you attend. You may email any questions to Kim Cross, Northrop Grumman CAPS Trainer: kim.cross@ngc.com.</p>

GENERAL CAPS INFORMATION

“CAPS” stands for:

Child and Adult Protective Services



BENEFITS OF CAPS

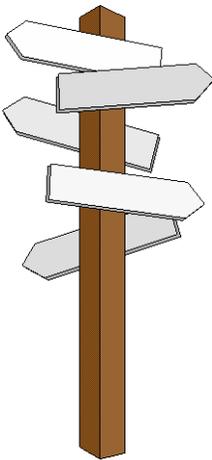
- **CAPS facilitates case management**
 - Data is current at all times on every case, as entered by staff
 - Assists in timely working of caseload by generating alerts (reminders) to workers
 - Data can be shared, transferred or read-only access granted at your request
- **CAPS helps decrease paperwork**
 - Case notes are stored online (Activity Details - ACTD)
 - 90% of documents are generated by CAPS
- **CAPS is adaptable to changing rules and regulations**
 - Allows the standardization of policy application across Montana
 - CAPS will change as regulations change
 - A change control committee prioritizes and initiates enhancements/changes to CAPS required by current policy changes
- **CAPS is a ‘menu driven’ system**
 - Menus offer easy access to desired screen, even if you don't know the screen acronym
- **CAPS screens are organized to facilitate case entry and maintenance**
 - Screens that capture related data are grouped together in an automatic sequence
 - Critical data is passed from screen to screen
 - Ensures timely working of case
- **CAPS is user friendly**
 - Entering and editing data is easy
 - Generates error/warning messages to assist with entry and to improve accuracy
 - On-line field/screen help provides instant assistance while entering data

CAPS PROCESSING

- **CAPS processes most information online**
The online part of CAPS is what you see on your screens. When you press ENTER, processing is immediate. The system validates the entry and displays the new information, generates error or warning messages if necessary, and moves to the next screen, if applicable.

- **CAPS also uses “batch” processing**
Batch processing means that the work is done after the system is taken down in the evening. Much of this processing is done “behind the scenes”. This is used for:
 - Overnight processing of large reports
 - Data processed in groups or batches (e.g., payment processing, etc.)
 - Time consuming processes (e.g., interfaces, month-end processing, etc.)

NAVIGATION



On each screen:

- The **cursor** is the flashing marker that indicates your position on the screen. Generally, when you first access a screen, the cursor will be set in the PATH (bottom right hand corner) field.

- As you enter information in each field, the cursor may advance automatically to the next enterable field.

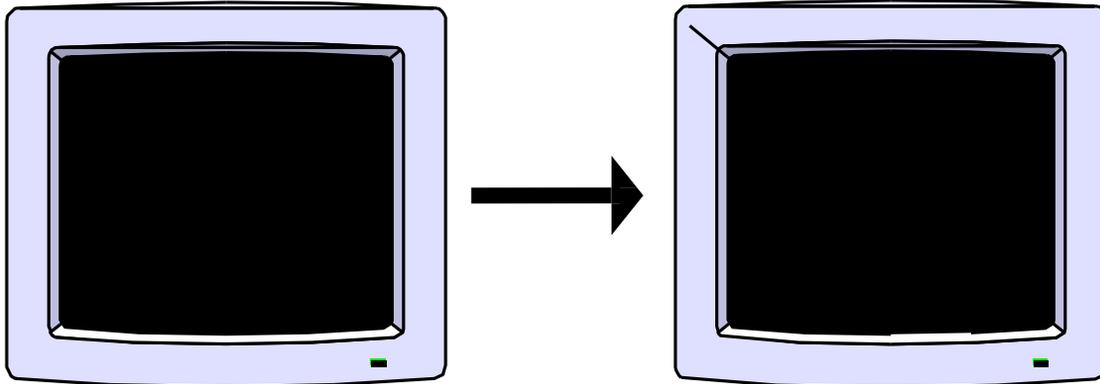
- To move the cursor manually, use the **TAB** key or the **CTRL** key:
 - TAB advances the cursor to the next enterable field from left to right;
 - CTRL acts as a ‘return’ key to move the cursor down one line into the next enterable field (right CTRL key only.)

NOTE:

Arrow keys and the **mouse** are generally not used in mainframe applications. Use TAB and CTRL to move from field to field instead. This is much faster, and it also ensures that the cursor moves to the first enterable space in a field.



NAVIGATION (continued): FROM SCREEN TO SCREEN



There are basically three ways to navigate from screen to screen:

1. Selecting screens from menus
2. Using the default screenflow (when in a flow like a child support referral), and
3. Using the PATH

MENUS:

- On a menu, TAB to the select line to the left of the screen name, and press ENTER to access that screen. Once you access the screen, if it is not already displayed, you will need to enter the CAPS ID, Provider ID, or Report/Referral Number that you want to work with.

DEFAULT SCREENFLOW:

- The system is programmed to display certain screens in a default flow based on certain details that you are going to enter (e.g., child support referrals, report/requests, provider entry.) When updating a screen that is part of a default screen flow, pressing ENTER will automatically take you to the next screen (as long as all system edits have been passed on the current screen.)

PATH FUNCTION:

- To navigate directly from one screen to another, enter the four-letter screen acronym in the PATH field in the bottom right corner of each screen. If the requested screen is not valid or cannot be accessed directly from the PATH, or you do not have access to the requested screen, an error message will display.
- Because CAPS follows a “list-detail” screen concept, if you type a detail screen in the PATH, and there is a corresponding list screen, you will first be taken to the list screen with the message “this screen must be accessed before the requested screen.” Detail screen functionality is always initiated from the list screen, if one exists.

KEYBOARD FUNCTIONS



Navigation Keys, Key Combinations and Miscellaneous Keys

TAB	Moves cursor to the next enterable field from left to right
HOME	Moves cursor to the first enterable field on the screen
SHIFT+TAB	Moves cursor <i>backward</i> to previous enterable field
HOME,SHIFT+TAB	Moves cursor to the PATH field
CTRL (right side)	Acts as a “return” key – moves cursor down to next line*
ENTER	Sends command to mainframe (update screen, go to screen in PATH, pull in information when an ID is entered)* * <i>CTRL and ENTER functions may be reversed on your keyboard. Keyboards can be remapped to your specifications. Contact the DPHHS Help Desk for assistance in this area.</i>
END	Erases from the cursor’s position to the end of the field
ESC	Unlocks the screen when it will not respond, i.e. X NotHere 
PRINT SCREEN	Makes a copy of the current screen that can be pasted into a Word document (handy for sending information to the Help Desk)
PAUSE/CLEAR	First step in logging off from CAPS (Shift+ESC for tablets)
NUM LOCK	Activates number function on the number keypad
CONTROL+N	Print screen – sends to printer



ARROW KEYS & MOUSE

Recommended do not use! Using arrows and “point and click” with the mouse, rather than using the TAB key (or other appropriate navigation keys) means you are guessing where the first space of the enterable field is – this can cause errors.

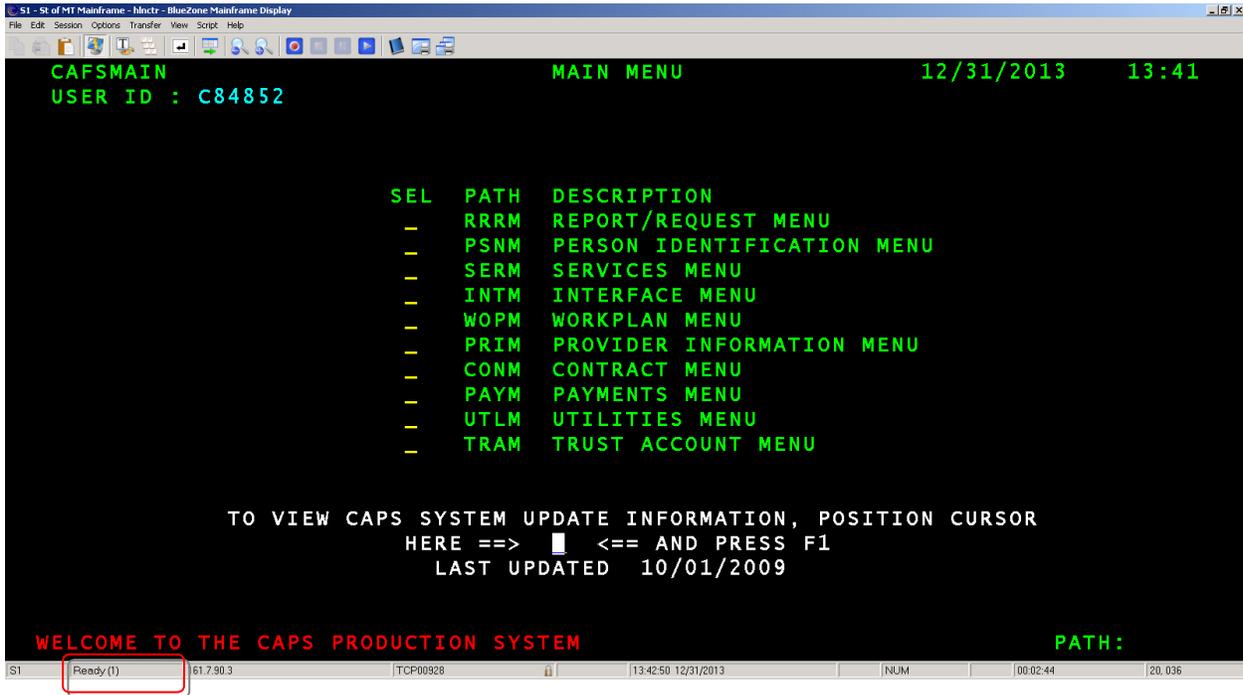
KEYBOARD FUNCTIONS (continued)



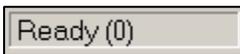
Function Keys (F Keys)

- F1** HELP - accesses field help when cursor is placed in any enterable field; accesses screen help when cursor is placed in any non-enterable part of the screen
- F2** RETURN TO PREVIOUS SCREEN – takes you to the previously viewed screen (the exception is detail screens where you must first access the list screen before you can get to the detail)
- F3** MAIN MENU – will take you to the Main Menu from whatever screen you are currently on in CAPS
- F4** CASELOAD LIST (CSLL/FCLL) – will take you to an alphabetical list of all clients/reports or facilities/reports that are assigned to you (or that you have shared or read-only access to)
- F5** REFRESH/RESET – will reset all data you have typed on the screen (prior to pressing ENTER to update)
- F6** PRINT – primarily used by Central Office staff. Generates reports that are generated overnight and available for viewing in RDS the following day
- F7** SCROLL BACKWARD – used to scroll from one page to another (page 2 to page 1)
- F8** SCROLL FORWARD – used to scroll from one page to another (page 1 to page 2)
- F10** COPY – takes you to RELL (Relationship List) to copy information from one client to another
- F11** ADD A DETAIL – from a list screen, pressing F11 will take you to the detail screen in ADD mode
- F12** LOOKUP – many fields in CAPS require a code, and F12 will take you to the list of valid codes for a particular field. F12 will also take you to the appropriate screen in order to perform a person search (PERS) or provider search (PROS) when your cursor is on a CAPS ID or Provider ID field
- SHIFT+F1 (F13)** CONFIRM – payment and trust account screens. Pressing F13 balances adjustments made to a payment or totals entered for trust account expenditures
- SHIFT+F4 (F16)** CONFIRM – will ask you to confirm any delete you request or any function you request on AXED (Assignments/Transfer Detail)
- SHIFT+F10 (F22)** RENEWAL – used on FALD (Facility Licensing Detail) to renew a license when no other details for the license have changed
- SHIFT+F12 (F24)** PREVIEW – allows you to preview a screen without updating

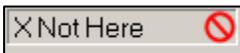
SCREEN INDICATORS



The lower left area displays some important symbols:



This tells you that CAPS is working or processing your command. You do not need to keep pressing ENTER.



This means that the screen is locked because you may have attempted to enter information in an invalid location on the screen. If this is displaying, press ESC to clear it and unlock your keyboard. Then use tab to access an enterable field.

SECURITY AND ACCESS



Objectives of CAPS Security Design:

- Your C-number (C71234) is assigned by the Security Officer to:
 - Prevent and detect unlawful access and investigate security problems
 - Maintain confidentiality
 - Protect Montana’s system and data integrity
- Your security profile is tied to your C-number
 - Security will allow you to view clients or reports assigned to your county (region if you have regional access) only. You may only view other clients or reports outside your region if the assigned worker allows you access (share or read-only).
 - Security is based on job requirements (e.g., supervisor screens will not be accessible if you do not have that level of security.)

Each worker chooses his/her own password

- This code is used to sign onto the system and is tied to activity done for a client, provider or report - Do not write it down or let others know your password!
- Your password must eight characters long and must contain at least one letter and one number. The system will require you to change your password every 60 days, and the same password cannot be reused until the sixth time. Messages will guide you, if you try to set a password that will not be accepted. More password information available at: <http://web.hhs.mt.gov/tsc/passwords.shtml#Mainframe>
<http://web.hhs.mt.gov/tsc/passwords.shtml#MOM>

System time-out

- CAPS will display a password screen if there is no activity on your machine for 15 continuous minutes. You will need to enter your password to regain access (you will return to the CAPS screen you visited last). This is to help prevent unauthorized use of your computer if you are away from your desk.
- After an hour of inactivity, you will see the password screen described above, but when you enter your password and re-access CAPS, if you press ENTER, you will receive the message “RE-SIGNON FAILURE.” There is a limited number of mainframe “sessions” available, and if your session is not used for one hour, you will be automatically logged out. You can simply press ENTER when the message appears and re-select CAPS from the State of Montana menu.

MENUS

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TN3270 - EXTRA! Personal Client
File Edit View Tools Session Options Help
CAPSMAIN                MAIN MENU                01/20/2005    11:13
USER ID : CS4566

      SEL  PATH  DESCRIPTION
      -   -   -
      -   RRRM  REPORT/REQUEST MENU
      -   PSNM  PERSON IDENTIFICATION MENU
      -   SERM  SERVICES MENU
      -   INTM  INTERFACE MENU
      -   WOPM  WORKPLAN MENU
      -   PRIM  PROVIDER INFORMATION MENU
      -   CONM  CONTRACT MENU
      -   PAYM  PAYMENTS MENU
      -   UTLM  UTILITIES MENU
      -   TRAM  TRUST ACCOUNT MENU
      -   JPSM  JUV P/P SYSTEM MENU

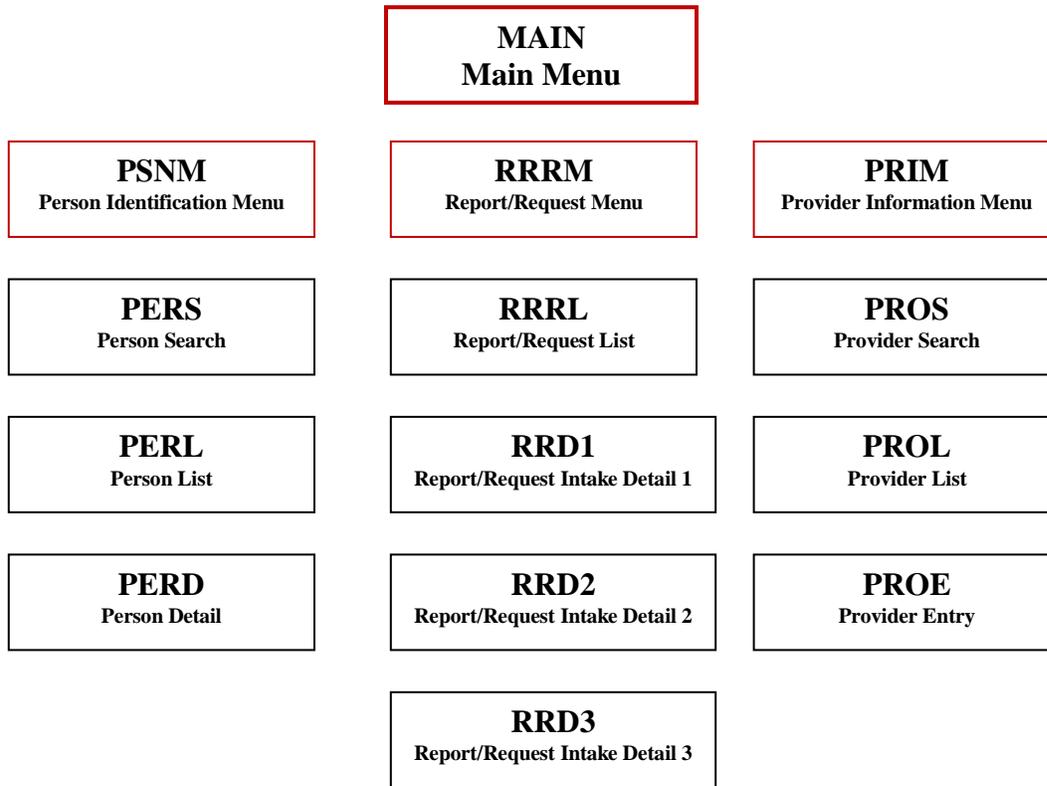
      TO VIEW CAPS SYSTEM UPDATE INFORMATION, POSITION CURSOR
      HERE ==>  _  <== AND PRESS F1
      LAST UPDATED 11/26/2004

WELCOME TO THE CAPS PRODUCTION SYSTEM                PATH: █
:00.1                24/76
Connected to host 161.7.90.3                NUM 11:45 AM
  
```

Menus provide quick access to relevant screens from a single location. There are several different menus in CAPS that are useful for different purposes and by different groups of workers. The above is an example of the MAIN MENU. Notice all of the other menus that are available.

- Your access to certain menus and screens is based on your security clearance.
- The screen is selected from the list by pressing your TAB key to the select line in front of the desired screen and pressing ENTER.
- Depending on the screen selected, you may have to enter a CAPS ID, Provider ID or Report/Request Number.
- Menus will always direct you to the LIST screen. From the list you can access the DETAIL in inquire, modify or add mode.

EXAMPLE OF SCREEN HIERARCHY



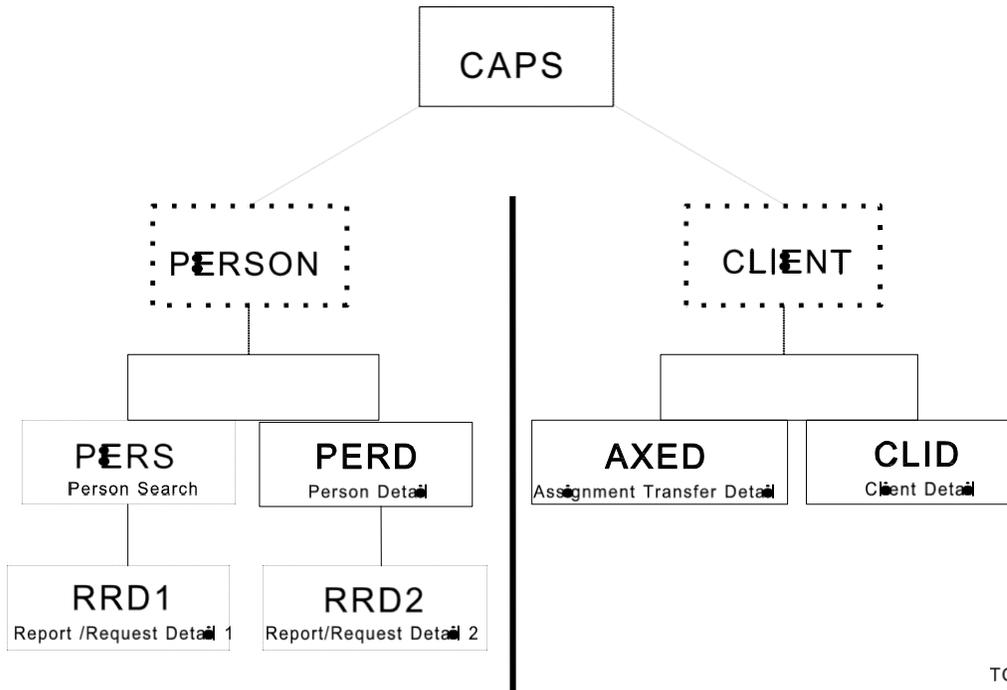
Default Screen Flow

- Certain groups of screens are chained together in sequence so that you need to complete a series of screens (screen one must be completed before screen two, etc.) Once the first screen is updated, the system will automatically advance you to the next screen (e.g. in the above screen hierarchy, once RRD1 is updated, the system will advance you automatically to RRD2.)
- You can exit the default screen flow by pressing F3 (to return to the MAIN menu), by pressing F2 (to go back to the last screen accessed) or by typing another screen name in the PATH.

Using the PATH

- The PATH function allows navigation directly from one screen to another, outside of the default screen flow. (Not all screens can be “pathed” to directly – remember the list-detail concept!)
- The PATH field is always located in the lower right corner of each CAPS screen. Simply type the desired screen name in the PATH and press ENTER.

Person vs. Client Screens



TG-08

- A person can be entered on CAPS without becoming a client
- A worker would search for a person on PERS (Person Search) and select them if they already exist in the database, or add them as a new person.
 - A CAPS ID **does not** make a person a client
- A person is made a client in CAPS by assigning their CAPS ID to a worker on the AXED (Assignments/Transfers Detail) screen. The worker initiates this process.
- Client related screens carry key client information from screen to screen
 - CAPS ID, name, etc.
 - You may change from one client to another client by typing in a different CAPS ID.



- Once you have made someone a client, you can begin building the puzzle with all the information for that individual (e.g., court orders, employment, relationships, financial information, etc.)

CODES / ONLINE HELP

SEL	CODE	DESCRIPTION
—	F	FEMALE
—	I	IN UTERO
—	M	MALE
—	U	UNKNOWN/UNBORN

Code Table

Field: P/S

Updated on screen(s): PERD

Notes: select with a "P" if it is the primary social security number, or with an "S" if it is the secondary number.

Online Help

Using Codes in CAPS

There are many fields in CAPS that require codes to be entered. All valid codes for each field are stored in a *table* within CAPS. When a code is entered, CAPS compares the code to the values on the table, and determines if it is valid for that field. If it is not, an error message will display.

- The valid codes for each field, such as the sample above, are accessed by pressing F12 (Code Table Lookup) on your keyboard.
- To select a code from the code table, TAB to the select line in front of the desired code, type an "S", then press ENTER. The system will bring the code back to the field.
- For fields where multiple codes may be selected you can type an "S" on more than one code at a time and bring multiple codes back to the field.

Using Online Help in CAPS

When workers use CAPS, they can access online help, such as the sample above. Online help assists workers in entering information without having to exit the system or find paper manuals.

- To access "field help", place the cursor in the desired field and press F1. To return to the field, press F3. (If the help is longer than one page, you can use your F7 and F8 keys to scroll backward and forward.)
- To access "screen help", place the cursor in any non-enterable part of the screen and press F1. To return to the screen, press F3. (If the help is longer than one page, you can use your F7 and F8 keys to scroll backward and forward.)

CAPS MESSAGES

Warning Messages:



- Messages at the bottom of the screen give advice to the worker or warn of possible problems
- Warning messages do not prevent the worker from proceeding

Error Messages:



- The CAPS system has built-in edits to check for valid information (valid dates, valid codes, etc.)
- Messages and fields that contain an error will be highlighted in red
- Message text at the bottom of the screen indicates the nature of the error
- The cursor will be placed on the first field in error
- The system will prevent the worker from further processing until the error is corrected



Critical Error Messages (ABORT or ABEND):

- Indicates a problem with the mainframe ('ABEND' is an **AB**normal **ENDING** to the process – something is preventing the program from completing the process. An abend is NOT your fault! If you do something “wrong” you should receive a warning or error message as detailed above.)
- If you receive an abort or abend message, try the same steps again. If the problem persists, the CAPS Help Desk must be notified. Email a screen shot along with the sequence of actions you took just before you got the message, to the Help Desk (hhsngchelpdesk@mt.gov).

ALERTS AND EVENTS

Alerts:

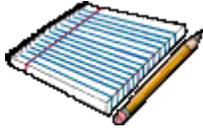


- Advise workers of tasks coming due, actions to be taken or changes to cases from interfaces
 - Serve as a reminder to workers of timeliness requirements, information that is due or approvals that need to be made
 - Mostly system-generated; workers may set alerts for themselves
 - Assists in caseload time management
 - Serves as a communication tool when a client or report is transferred to a different worker
- Alerts are a *valuable tool* to help workers keep track of timely requirements.
 - Alerts should be viewed **DAILY** to help prevent overlooking required updates or actions.
 - Examples of automatic/system generated alerts: to the supervisor when a report is completed, to the worker when a client is assigned or transferred, to the worker when a review is due, to the worker and supervisor when a payment sits unapproved for five days.
 - Examples of worker set alerts: for any important event that you want to receive a reminder, for non-system generated reviews/due dates.

Events:



- Events connect the activities of a client – enables the system to track the history of a client or provider.
 - Events are created by client or provider actions that occur on the various screens in CAPS.
 - Certain documents created through the Document Generation feature will create an event.
- Examples of events: when a client transfer occurs, when a CPS removal is made, when a court event occurs, when an Interstate Compact request is entered, when interface information from TEAMS or SEARCHS is accepted.

NOTES AND DOCUMENT GENERATION**Notes:**

- The CAPS system gives you the ability to scan/save your case notes or other case documentation (letters, scanned court documents, investigation photos) directly into the CAPS Document Generation system.
- Notes can be associated to a client, report/request, provider/facility or person.
- Security for Notes follows the same security as the entity the Notes are associated with. For example, in order to read Notes that have been associated to a client, the worker has to have access to the client.
- All Notes associated with a client or report will remain if the client or report is transferred to another worker. That worker will have immediate access to all case documentation that has been attached in Notes.
- Regional Administrators have the ability to remove Notes that have been attached in error or that are incomplete.

Document Generation (DocGen):

- The CAPS system contains many documents that can pull the information that you have entered into the system onto “ready made” forms for you to print directly in your own office.
- Examples of documents that can be generated are: provider license, foster care review, request for medical records, request for verification of tribal status and provider mailing labels.



Summary

You have now been introduced to several concepts that you will use in the CAPS system. I hope that this guide helped you to understand the basic framework and functions of the CAPS system. It will help you to review this guide one or two times prior to attending your CAPS training session. If you have any questions regarding the information contained in this pre-training guide, please contact Kim Cross, Northrop Grumman CAPS Trainer, at kim.cross@ngc.com or 443-8600.

I look forward to seeing you at your training session!

