

# **APPENDIX C**

## **Client Information and Registration Tracking System (CIRTS)**

**DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANDBOOK**  
**Appendix C: Client Information and Registration Tracking System (CIRTS)**

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**INTRODUCTION AND LEGAL AUTHORITY:**

The Client Information and Registration Tracking System (CIRTS) is the database for client, program and service information. Data entry requirements are based on federal and state mandates. The following programs require client data to be collected for reporting purposes:

- A. Older Americans Act (OAA);
- B. Community Care for the Elderly (CCE);
- C. Alzheimer's Disease Initiative (ADI);
- D. Local Services Programs (LSP);
- E. Emergency Home Energy Assistance for the Elderly Program (EHEAP);
- F. Home Care for the Elderly (HCE).

**Specific Legal Authority:**

**Program:                      Reference:**

- |    |       |  |
|----|-------|--|
| A. | OAA   | Refer to specific legal authority cited in Chapter 4 |
| B. | CCE   | Refer to specific legal authority cited in Chapter 5 |
| C. | ADI   | Refer to specific legal authority cited in Chapter 6 |
| D. | LSP   | Refer to specific legal authority cited in Chapter 3 |
| E. | EHEAP | Refer to specific legal authority cited in Chapter 3 |
| F. | HCE   | Refer to specific legal authority cited in Chapter 7 |

**REPORTING REQUIREMENTS:**

- A. Case-managed clients, OAA or LSP clients receiving Registered Services, all individuals receiving services through OAA Title III E programs, and individuals receiving transportation through LSP and OA3B must be entered in CIRTS.
- B. Unless otherwise specified in contract, AAAs are responsible for establishing timeframes for CIRTS data entry which are as close to real-time as possible. **AAAs and providers are responsible for ensuring CIRTS data accuracy.**
- C. Demographic information required in CIRTS can be found on the top portion of the Screening Form (DOEA Form 701S), Condensed Assessment (DOEA 701A), Comprehensive Assessment (DOEA 701B) and Congregate Meals Assessment (DOEA 701C).
- D. Assessment information must be entered in accordance with the Assessment Instructions (DOEA 701D).
- E. Program/Service Codes are found in Appendix A-Service Descriptions and Standards.
- F. Program Enrollment information must be entered on all clients receiving case management or OAA and LSP Registered Services, all individuals receiving services through OAA Title III E, and LSP and OA3B clients receiving transportation services. Additionally, effective January 1, 2018, congregate and home-delivered meal services provided through LSP and C1 or C2 must be reported using the Monthly Aggregate Reporting by Client method.
- G. All clients receiving case management must have care plan data entered in CIRTS (see Attachment 1).
- H. Reporting services on the “Services by Provider – Individual SSN”, “Services by Provider - Aggregate” or the “Services By Client” screen is required for all DOEA programs except Emergency Home Energy Assistance for the Elderly Program (EHEAP) and waiver programs. Reporting methods are:
  - 1. **Monthly Aggregate Reporting by Client:**
    - a. Each client must be enrolled.
    - b. Individual service units are entered monthly at a minimum for each client; if the service has a variable cost, the billed amount is required.

**2. Monthly Aggregate Reporting:**

- a. Enter total units for all services not requiring “by client” reporting.
- b. These entries are made on the “Services by Provider – Aggregate” screen.
- c. If the service has a variable cost, the billed amount is required. Clients only receiving services which require aggregate reporting do not need to be in CIRTS.

**3. Monthly Aggregate Reporting – Annual Unduplicated Count: For programs and services requiring an unduplicated client count:**

- a. Each client must be enrolled. If the client is already enrolled, verify demographics and enrollment information.
- b. To count a client as unduplicated on the “Services by Client” or “Services by Provider – Individual SSN” screen, enter the SSN, program and service received once per fiscal year (October through September for federal programs or July through June for state programs). Enter "0" in the Units field.
- c. Actual units of service are entered monthly on the “Services by Provider - Aggregate” screen.

Program/Service Codes and the reporting method required for each service are located in Appendix A — Service Descriptions and Standards.

**Electronic Completion of Client Assessment in CIRTS**

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***ELECTRONIC COMPLETION OF CLIENT ASSESSMENT IN CIRTS:***

- A.** Electronic assessment includes the following:
1. Direct on-line completion of client/caregiver information in CIRTS during the assessment through the use of an Air Card and VPN (Virtual Private Network); or
  2. Completion of client/caregiver information in an alternative electronic format and entering or transmitting the information into CIRTS, based on timeframes established by the Area Agency on Aging.
- B.** The client assessment instrument may be completed electronically, provided the following conditions are met:
1. The electronic assessment format must contain all of the data elements of the DOEA 701S, 701A, 701B or 701C, depending on the type of assessment being conducted.
  2. Comments relevant to client/caregiver conditions must be completed.
  3. All of the required fields, must be completed in CIRTS. “Notes and Summary” sections provided throughout the assessment forms are to be used to document relevant elaborations or details.
  4. Handwritten notes on the paper screening or assessment forms must be entered in the appropriate CIRTS field.
- C.** The case narrative in the client’s file must document the date of the assessment and the type of instrument completed. A hard copy of the completed client assessment instrument must be made available to DOEA upon request.

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**Attachment 1: Care Plan Comparison to CIRTS**

Care Plan information must be entered on the Care Plan screen and the client must be registered in CIRTS. If a reassessment is done, the Care Plan screen must be updated; this includes the annual reassessment

The chart below compares the paper Care Plan fields to the corresponding CIRTS fields on the Care Plan screen. A CIRTS Care Plan screen example showing an annual reassessment update is on the following page.

CARE PLAN FIELD	CIRTS FIELD
<b>Social Security #</b>	<b>SSN</b>
<b>Client Name</b>	<b>First/Last Name</b>
<b>Case Manager</b>	<b>Owner/provider</b>
<b>SERVICES NEEDED BLOCK</b>	
<b>Date</b> (from the problem column)	<b>Date</b> (located next to the Srvc Column)
<b>Service</b>	<b>Service</b>
<p><b>Frequency and Duration:</b> Frequency and Duration NEEDED column on the Care Plan indicates NEEDED service units to enter into CIRTS. Do not enter information from the Care Plan PLANNED column on the Care Plan screen, Services Needed Column. <b>Examples:</b> If a client needs <u>personal care for 4 hours per week</u> per the Care Plan, the Care Plan screen Services Needed block would indicate <b>4</b> in the "Units" field. CIRTS will insert "<b>HRS</b>" in the "<b>Typ</b>" field. Enter "<b>Wk</b>" for "<b>Frq</b>", since weekly is indicated on the Care Plan. If a client needs <u>respite 4 hours 2 times a week</u>, enter <b>8</b> in the "Units" field. CIRTS will insert "HRS". Indicate "<b>Wk</b>" in "<b>Frq</b>" field, since weekly is indicated on the Care Plan.</p>	<p><b>Units</b> (number of units of service to be delivered each frequency period)</p> <p><b>Type</b> (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p><b>Frq</b> (Increment of time such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p>
<b>Service Began/Ended</b>	<b>End Date</b>
<b>SERVICES PLANNED BLOCK</b>	
<b>Provider/Program</b>	<b>Prog</b> (program from which the client will receive services - one service can have multiple programs)
<p><b>Frequency and Duration:</b> Frequency and Duration PLANNED column on the Care Plan indicates PLANNED service units to enter into CIRTS. Do not enter information from the Care Plan NEEDED column on the Care Plan screen, Services Planned column. <b>Examples:</b> If a client receives <u>personal care 3 hours per week</u> per the Care Plan, the Care Plan screen Services Planned block would indicate <b>3</b> in the "Units" field. CIRTS will insert "<b>HRS</b>" in the "<b>Typ</b>" field. Enter "<b>Wk</b>" for "<b>Frq</b>", since weekly is indicated on the Care Plan. If a client receives <u>respite 3 hours 2 times a week</u>, enter <b>6</b> in the "Units" field. CIRTS will insert "HRS". Indicate "<b>Wk</b>" in "<b>Frq</b>", since weekly is indicated on the Care Plan.</p>	<p><b>Units</b> (number of service units delivered each frequency period)</p> <p><b>Type</b> (CIRTS will insert the unit type associated with the service, i.e., EPS, HRS, etc.)</p> <p><b>Frq</b> (Increment of time used such as month or week)</p> <p>NOTE: DURATION IS NOT ENTERED IN CIRTS</p>
<b>Date Service Began/Ended</b>	<b>Start Date/End Date</b>

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To update the Care Plan annually in CIRTS, terminate all current service lines, effective the date of the annual reassessment. Enter a new service line for each service determined appropriate based on the annual reassessment using the following day's date. If it is determined that the services will continue as they did the previous year, the same information regarding units, type, and frequency may be added in the corresponding columns. See screen shot below for an example of a care plan updated in CIRTS at the annual reassessment.

SERVICES NEEDED							SERVICES PLANNED					
PSA	Date	Service	Units	Typ	Frq	End Date	Prog	Units	Typ	Frq	Start Date	End Date
02	12/18/2015	CA	2	HRS	YR		CCE	2	HRS	YR	12/18/2015	
02	12/18/2015	CM	8	HRS	YR		CCE	8	HRS	YR	12/18/2015	
02	12/18/2015	EAR	365	DAY	YR		CCE	365	DAY	YR	12/18/2015	
02	12/18/2015	HDM	10	MEL	WK		CCE	10	MEL	WK	12/18/2015	
02	12/18/2015	HMK	4	HRS	WK		CCE	4	HRS	WK	12/18/2015	
02	12/18/2015	PECM	1	EPS	MO		CCE	1	EPS	MO	12/18/2015	
02	12/17/2014	CA	2	HRS	YR	12/17/2015	CCE	2	HRS	YR	12/17/2014	12/17/2015
02	12/17/2014	CM	6	HRS	YR	12/17/2015	CCE	6	HRS	YR	12/17/2014	12/17/2015
02	12/17/2014	COMP	2	HRS	WK	12/17/2015	CCE	2	HRS	WK	12/17/2014	12/17/2015
02	12/17/2014	EAR	365	DAY	YR	12/17/2015	CCE	365	DAY	YR	12/17/2014	12/17/2015
02	12/17/2014	HDM	5	MEL	WK	12/17/2015	CCE	5	MEL	WK	12/17/2014	12/17/2015
02	12/17/2014	PECM	1	EPS	MO	12/17/2015	CCE	1	EPS	MO	12/17/2014	12/17/2015
02	06/17/2015	OTH	1	EPS	YR	06/17/2015	CCE	1	EPS	YR	06/17/2015	06/17/2015
02	06/17/2015	SCSM	1	EPS	YR	06/17/2015	CCE	1	EPS	YR	06/17/2015	06/17/2015
02	06/15/2015	SCSM	1	EPS	YR	06/15/2015	CCE	1	EPS	YR	06/15/2015	06/15/2015
02	12/19/2013	CA	6	HRS	YR	12/16/2014	CCE	6	HRS	YR	12/19/2013	12/16/2014
02	12/19/2013	CM	12	HRS	YR	12/16/2014	CCE	12	HRS	YR	12/19/2013	12/16/2014
02	12/19/2013	COMP	2	HRS	WK	12/16/2014	CCE	2	HRS	WK	12/19/2013	12/16/2014
02	12/19/2013	EAR	365	DAY	YR	12/16/2014	CCE	365	DAY	YR	12/19/2013	12/16/2014
02	12/19/2013	HDM	5	MEL	WK	12/16/2014	CCE	5	MEL	WK	12/19/2013	12/16/2014
02	11/12/2014	PECI	1	EPS	YR	12/16/2014	CCE	1	EPS	YR	11/12/2014	12/16/2014
02	11/12/2014	PECM	1	EPS	MO	12/16/2014	CCE	1	EPS	MO	11/12/2014	12/16/2014
02	12/19/2013	TRS	1	TRP	DA	12/16/2014	NDP	1	TRP	DA	12/19/2013	12/16/2014
02	12/20/2012	CA	12	HRS	YR	12/18/2013	CCE	12	HRS	YR	12/20/2012	12/18/2013
02	12/20/2012	CM	12	HRS	YR	12/18/2013	CCE	12	HRS	YR	12/20/2012	12/18/2013