



**A S C E N D**

A MAXIMUS COMPANY

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## **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.

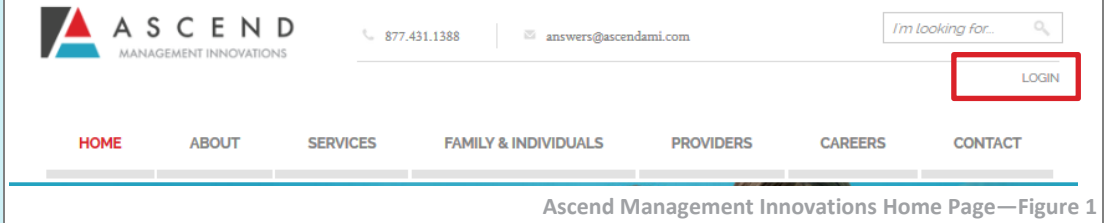
Ascend will always support the current and most recent versions of Internet Explorer and Mozilla Firefox.  
Ascend recommends Adobe Reader 10 or later.

Ensure that your firewall does not block our URL.

## Log In

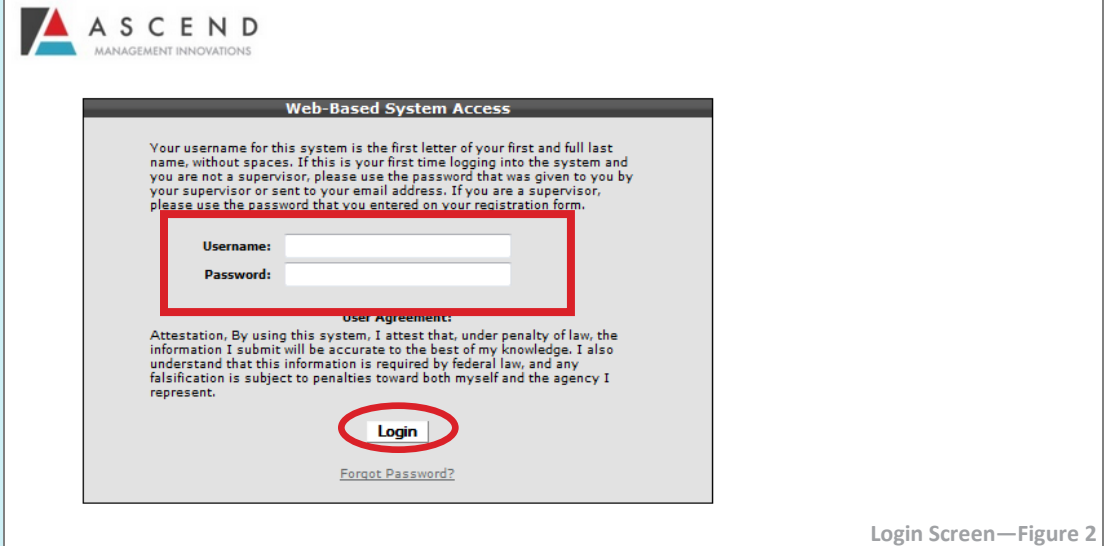
Visit [www.ascendami.com](http://www.ascendami.com).

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



Enter **Username and Password**.

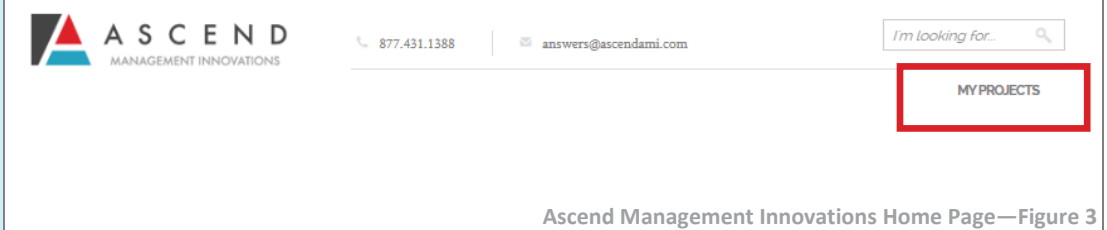
Click **Login**.



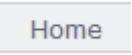
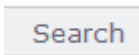
The system will bring you back to the Ascend Management Innovations Home page (**Fig. 1**).  
The **Log In** link becomes the **My Projects** menu (**Fig. 3**).

Click **My Projects**.

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



## Navigation

 Home Figure 4	 Search Figure 5
Return to the CSB Point Person Queue	Search for an Individual

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

### Search for Individual

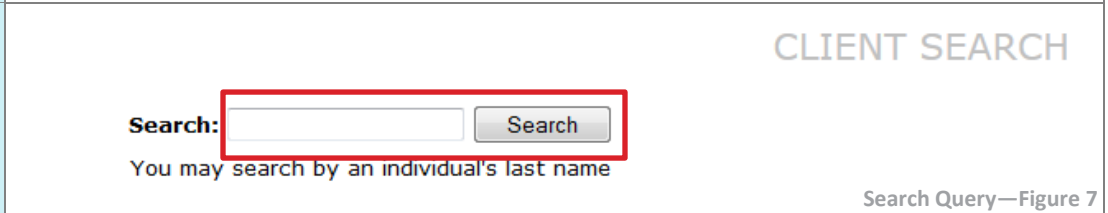
To search for a specific person

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



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

Click **Search** to run the search.



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	<a href="#">View</a>
aphsred	jsei ca	3968	ALLEGHANY HIGHLANDS CSB		

Search Query—Figure 8

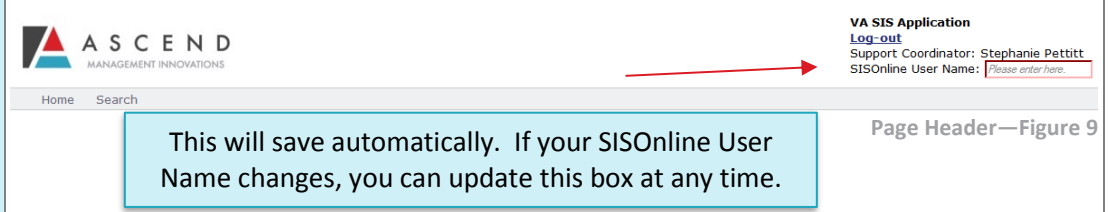
Click **View** to open the individual's record.

### Enter SISOOnline User Name

Only complete once or with a change

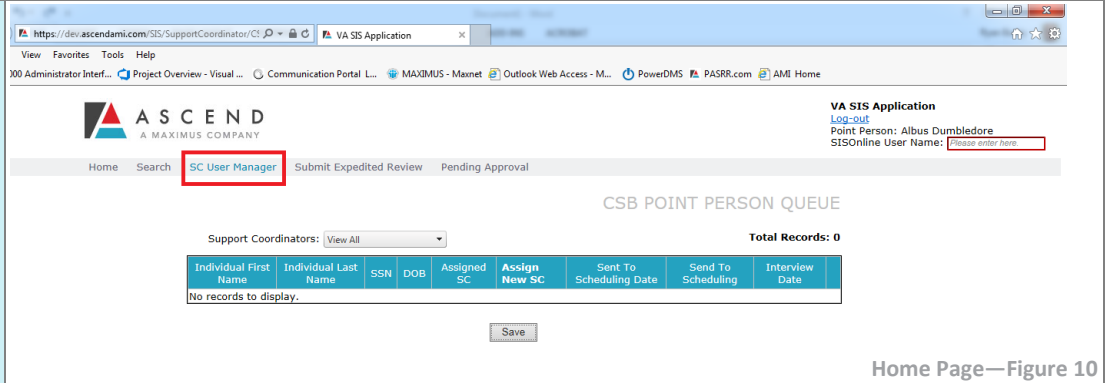
Enter your **SISOOnline User Name** in the **red box** in the upper right corner of the page.

This will save automatically.



### Adding Multiple CSBs/DD Agencies through the SC User Manager

Click the **SC User Manager** link in the navigation menu.



Locate the **Support Coordinator**.

Click the **row** to update the person's information.

SEARCH SUPPORT COORDINATORS

Show  entries Showing 1 to 24 of 24 entries Filter:

ID	Last Name	First Name	Username	Email	Last Updated	Access Level	Status
21475	Fox Assessor	Cody	cfoxAssessor	cfox@ascendami.com	5/16/2017 6:46:00 AM	Point Person	Active
21476	Fox Doctor	Cody	cfoxDoctor	cfox@ascendami.com	5/15/2017 10:34:00 AM	Support Coordinator	Active
21478	Fox State	Cody	cfoxState	cfox@ascendami.com	5/17/2017 6:54:00 AM	Point Person	Active
22751	Goodowens	Elizabeth	egoodowens	egoodowens@ascendami.com	6/9/2017 11:15:00 AM	Point Person	Active
25992	Gill	Dan	dgill	DanielGill@maximus.com	6/20/2017 1:57:00 PM	Point Person	Active
28065	Mangrum Provider	LaZundra	lmangrumProvider	lmangrum@ascendami.com	7/24/2017 1:30:00 PM	Point Person	Active
28277	LastName28277	FirstName28277	VMCCLOSKEY	28277@x.com		Support Coordinator	Active
29055	Doe	Jane	AWILLIAMS6	awilliams6@ascendami.com		Support Coordinator	Active
29371	the Assessor	Jayson	jingramAssessor	jingram@ascendami.com	3/15/2017 1:25:00 PM	Point Person	Active
30407	Jones	Ann	awilliams6Assessor	ajones@test.com	11/8/2016 12:00:00 AM	Support Coordinator	Terminated
30413	Fox Other	Cody	cfoxOther	cfox@ascendami.com	5/24/2017 11:10:00 AM	Support Coordinator	Active
30422	Ciorclari	Dennis	dciorclariState	dciorclari@ascendami.com	6/30/2017 11:23:00 AM	Point Person	Terminated
30441	Cates	Mickey	mcatesSC	mcates@ascendami.com	11/12/2016 8:38:00 AM	Point Person	Active
134616	GoodowensSC	Elizabeth	egoodowensSC	134616@x.com	12/5/2016 3:39:00 PM	Support Coordinator	Inactive
134617	LastName134617	FirstName134617	lskywalker	134617@x.com		Support Coordinator	Terminated
134618	LastName134618	FirstName134618	plela	134618@x.com		Support Coordinator	Terminated
134622	LastName134622	FirstName134622	hpotter	134622@x.com		Support Coordinator	Terminated
134623	Brown	Charlie	cbrown3	charlie@brown.com		Support Coordinator	Inactive
134639	Brown	Charlie	cbrown4	cbrown4@whatevrdadas.net	6/22/2017 12:09:00 PM	Support Coordinator	Active
136154	Myers	Margie	mmyers3	mmyers@ascendami.com		Support Coordinator	Active
136157	Myers	Margie	mmyers3Provider	mmyers@ascendami.com		Point Person	Active
136158	Myers	Margie	mmyers3State	mmyers@ascendami.com		SC Supervisor	Active
136237	Dumbledore	Albus	rbuntyPointPerson	ryanbunty@maximus.com	7/24/2017 3:57:00 PM	Point Person	Active
136238	Potter	Harry	hpotter2	chosenone@hogwarts.com		Support Coordinator	Inactive

Support Coordinator Queue—Figure 11

Click the **Add New** button in the **SC Entity/Agency Information grid** to add a new entity/agency.

You may add as many as necessary.

This will open a list of identified entities/agencies.

EDIT USER

**USER**

**Username:**  **Status:**

**First Name:**  **Last Name:**

**Phone:**  **Alternate Phone:**

**Fax:**

**Email:**  **Email (repeat):**

**Address:**

**City, State, Zip:**

**SC Entity/Agency Information**

SC Entity

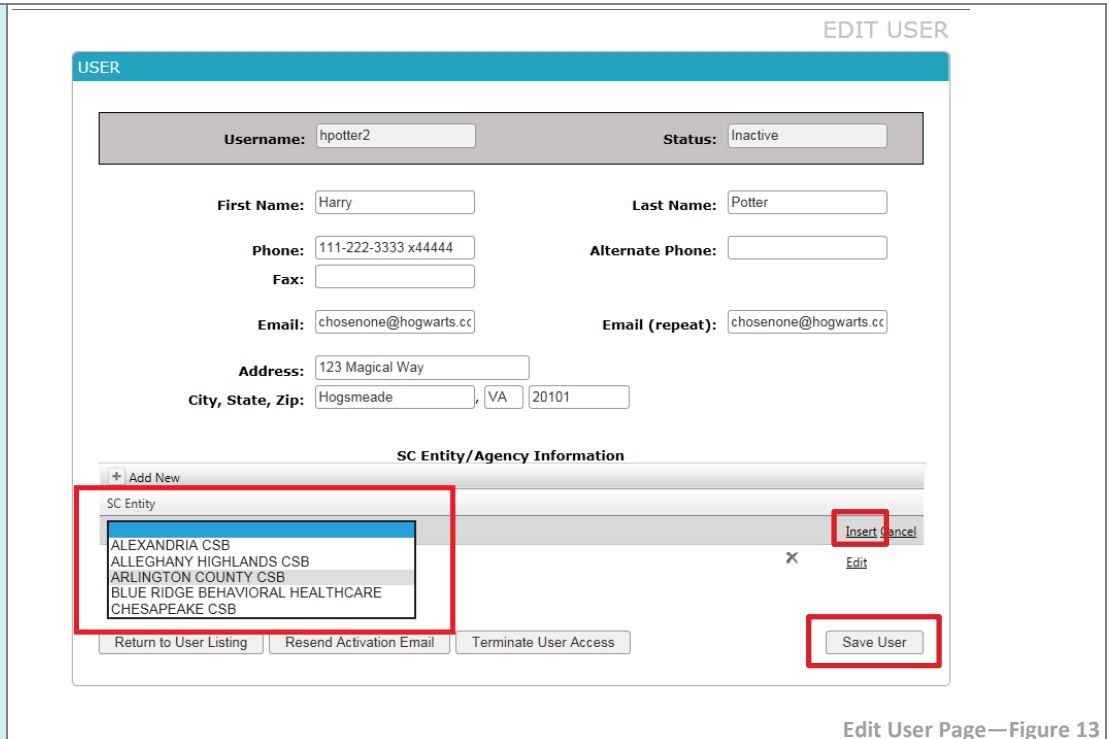
ALEXANDRIA CSB

Edit User Page—Figure 12

Select the appropriate **CSB/DD Agency** from the **SC Entity** dropdown.

Click **Insert** at the end of the row to save the new CSB/DD Agency record. *You **must** click this before clicking Save User.*

Click **Save User** to save the changes to the user's access.



**EDIT USER**

**USER**

Username: hpotter2      Status: Inactive

First Name: Harry      Last Name: Potter

Phone: 111-222-3333 x44444      Alternate Phone:

Fax:

Email: chosenone@hogwarts.cc      Email (repeat): chosenone@hogwarts.cc

Address: 123 Magical Way

City, State, Zip: Hogsmeade, VA 20101

**SC Entity/Agency Information**

+ Add New

SC Entity

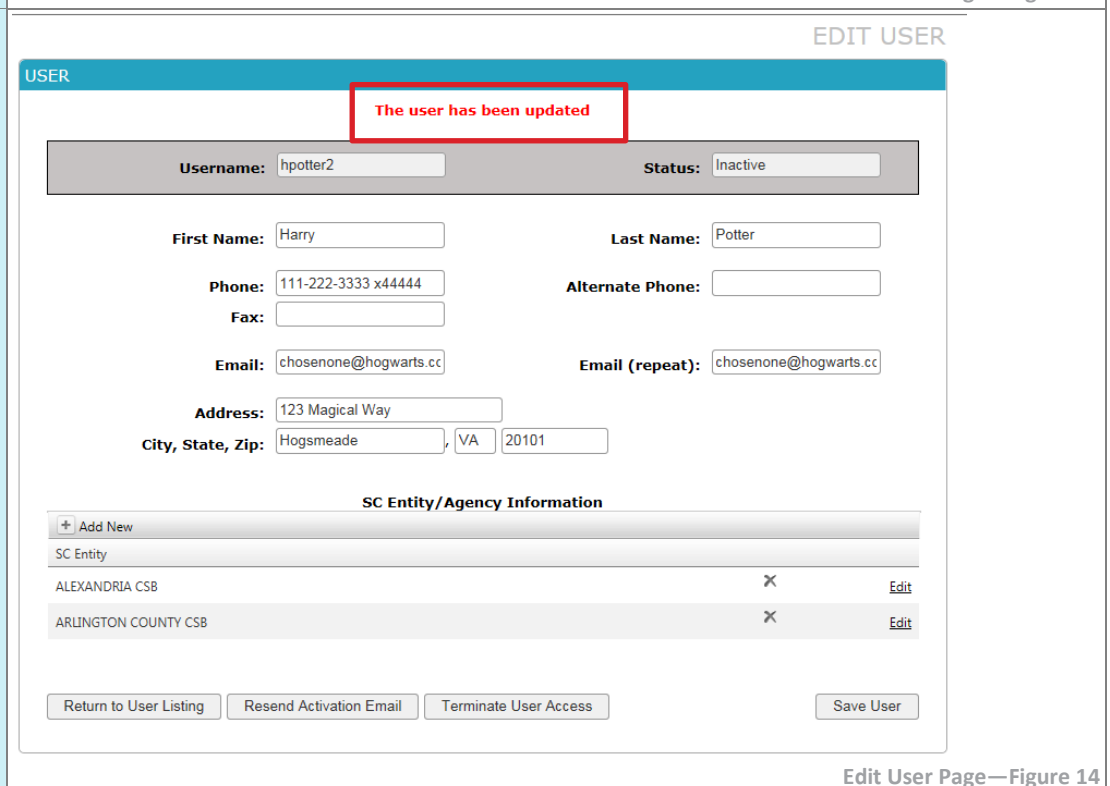
- ALEXANDRIA CSB
- ALLEGHANY HIGHLANDS CSB
- ARLINGTON COUNTY CSB
- BLUE RIDGE BEHAVIORAL HEALTHCARE
- CHESAPEAKE CSB

Insert Cancel

Return to User Listing    Resend Activation Email    Terminate User Access    **Save User**

Edit User Page—Figure 13

Note the confirmation the user has been updated.



**EDIT USER**

**USER**

**The user has been updated**

Username: hpotter2      Status: Inactive

First Name: Harry      Last Name: Potter

Phone: 111-222-3333 x44444      Alternate Phone:

Fax:

Email: chosenone@hogwarts.cc      Email (repeat): chosenone@hogwarts.cc

Address: 123 Magical Way

City, State, Zip: Hogsmeade, VA 20101

**SC Entity/Agency Information**

+ Add New

SC Entity

- ALEXANDRIA CSB
- ARLINGTON COUNTY CSB

Return to User Listing    Resend Activation Email    Terminate User Access    Save User

Edit User Page—Figure 14

## Accessing the Individual's Record

From the CSB Support Coordinator Queue (Home page):

Click **View** to open the record.

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 type="checkbox"/>	<a href="#">View</a>
dnl ya	dwons	8924	<input type="text"/>		<input type="checkbox"/>	<a href="#">View</a>

CSB Support Coordinator Queue—Figure 15

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 16

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

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

Individual Information—Figure 17

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 18

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:

Individual Information—Figure 19

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.

Individual Information—Figure 20



## 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 <a href="#">Delete</a> <a href="#">Edit</a>

Individual Information—Figure 21

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

First Name	Last Name	Relationship	Provider Type
Respondent Type:			
<div style="border: 1px solid black; padding: 2px;"> <span style="float: right;">▼</span>                     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 22

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

First Name:  Last Name:

Respondent Grid—Figure 23

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 24

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:  State:  Zip:

City:  Relationship:

Phone:  Phone Ext:  Phone Type:

Phone 2:  Phone 2 Ext:  Phone 2 Type:

Email:

Respondent Grid—Figure 25

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 26

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 27

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

Does the respondent reside with the individual?  Yes  No

Click **Save** to insert the respondent information in the respondent grid.

You must click **Save** to insert the respondent information in the grid.

Respondent Grid—Figure 28

### Changing Assigned SC

From the CSB Support Coordinator Queue (home page).

Select the **new SC** from the **Assign New SC** dropdown.

Click **Save** to remove the individual from your queue and send the record to the newly identified SC.

**Total Records: 2**

Individual First Name	Individual Last Name	SSN	Assign New SC	Sent To Scheduling Date	Send To Scheduling	
rd beun	iknc	3185	[Dropdown]		<input checked="" type="checkbox"/>	<a href="#">View</a>
dnl ya	dwons	8924	[Dropdown]		<input type="checkbox"/>	<a href="#">View</a>

Remove from my caseload

**Troy Aikman**

Danny Bates (inhouse)

**Save**

CSB Support Coordinator Queue—Figure 29

### 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"/>	<a href="#">View</a>
dnl ya	dwons	8924	<input type="text"/>		<input type="checkbox"/>	<a href="#">View</a>

CSB Support Coordinator Queue—Figure 30

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"/>	<a href="#">View</a>
dnl ya	dwons	8924	<input type="text"/>		<input type="checkbox"/>	<a href="#">View</a>


CSB Support Coordinator Queue—Figure 31

### 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  
 SISOnline User Name:

Home

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

Page Header—Figure 32