

Procedure Section: P2113, Standard Case File System

Subsection: P2113E, Case Action Notes (CATN) and TO-DOS (TODO)

Procedure: P2113E

Effective Date: 05/10/2022

Bulletin: 22-16

Supersedes: N/A

Included Programs

All Programs

CATNs and TODOs are used to record information into the ACCESS system.

TODOs

The purpose of a TODO is to notify a unit or member of the department of an action regarding a specific case in ACCESS. A TODO can either be a copy of a CATN or a separate message not kept in CATN.

CATNs

The purpose of a CATN is to keep detailed records of any interactions and actions that the department has with the household. The CATNs are used to explain what has previously happened in the case.

It is very important to be detailed in CATNS for the following reasons:

- Help a coworker in understanding a case situation;
- Provide an explanation of what action was taken and why;
- Provide an explanation of why a document was requested (i.e. why it was questionable or why it wasn't questionable);
- Confirm necessary actions have been taken (i.e. marking an IR complete, updating review dates, making a collateral call & sending a request);
- Document collateral calls and participant's best available information, if necessary;

- Document collateral calls and who you verified the information with (include date, name/title of individual contacted, telephone number, and clear wording of information obtained); and
- increase accuracy and reduce risk of error, by providing Quality Control (QC) an explanation of your logic.

Information that should be included in a CATN are:

- Who initiated and what type of contact was conducted;
- A clear and concise summary of the information received;
- The reasoning behind making a decision for the case;
- The method used to determine monthly income and expense amounts such as conversion and averaging;
- Calculations or details used to update STAT panels (i.e DCEX or RBIN)
- A clear explanation of the worker's interaction with the case;
- Actions taken and the reasons to support those actions, such as, but not limited to:
 - Interviews: who was interviewed, when the interview was completed, how completed (in-person or telephone).
 - Collateral Contacts: who the collateral contact is, the telephone number, date of the contact, and the information the collateral contact provided.
 - Questionable Information: Why is it questionable and how was it resolved?
 - Differences: In order of the STAT, the resolution of any differences between information provided at the interview and the ESD 202 Application.

Information that should not be included in a CATN are:

- Do not put SSNs of anyone outside the assistance group in CATN notes (they would need to be redacted if a client ever requested a copy of their own records);
- Do not reference fraud or a fraud investigation;
- Do not quote swear/curse words. If necessary say "used profanity";
- Do not complain or comment on another worker's actions or work;
- Do not mention a specific medical diagnosis;
- Do not put your opinion in CATN.

Information that should be entered with caution, including only what is needed to determine

eligibility and process benefits:

- Related to medical information and substance use treatment: Besides the name of the substance use disorder treatment facility, CATNs should be limited to information necessary to allow staff to properly act or follow up on a case. Under federal privacy laws, substance use and medical information obtained from providers cannot go into CATNs that will be viewed by staff who do not have a need to know the information. However, even if specific treatment information is obtained from the client themselves, that information should not be entered into CATNs unless it is required to act or follow up on a case.
- Related to domestic violence: Instead of naming domestic violence or domestic violence services, refer to “catastrophic situation” or “sister agency” if needed.

Mandatory CATNs from reported changes or Interview:

- Use or need of an interpreter;
- Fair Hearing request;
- All discrepancies between a submitted document and clarifying information received in a conversation with the household;
- Prisoner Verification System (PVS);
- ICan services offered;
- EDRS;
- If the household has an Authorized Representative, Power of Attorney, Legal Guardian, Alternate Reporter or Alternate Payee;
- Confirmation that the applicant has read the Rights and Responsibilities during the application process.

BPS Support (links are only available internally)

Watch the ACCESS Training Videos - [TODO](#) and [CATN](#)

Abbreviations: [Abbreviations for CATN & TODO](#)

Examples of CATNs:

1. Missing Information:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT

WITH CLIENT 8:49A

MOMMA CALLED TO REPORT THAT JEFFREY JONES MOVED IN. ADDED MEMB PANEL.

More helpful/thorough:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT WITH CLIENT 8:36A

[Name of Customer/Participant] CALLED TO REPORT THAT FRIEND JEFFREY JONES MOVED IN ON 3/21. STATES JEFFREY P&P'S SEPARATELY FROM HER HOUSEHOLD, AND THAT JEFFREY DOES NOT HAVE ANY INCOME OR RESOURCES OF ANY KIND SO IS NOT PAYING ANYTHING TO LIVE THERE. [Name of Customer/Participant] GAVE JEFFREY'S DOB AND SSN, ADDED MEMB AND EATS PANELS AND ADDED JEFFREY TO SF, APPROVED SF INCREASE.

2. Opinionated/accusatory:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT

WITH CLIENT 9:03A

MOMMA CALLED TO REPORT THAT STEPBROTHER'S SSI ENDED IN FEBRUARY. I FEEL THAT SHE IS LYING AND THE HOUSEHOLD IS STILL RECEIVING THIS INCOME. DID NOT REMOVE.

Non-accusatory, stating facts only:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT

WITH CLIENT 9:05A

[Name of Customer/Participant] CALLED TO REPORT THAT [Name of Stepbrother]'S SSI ENDED IN FEBRUARY. MATCH DOES NOT INDICATE THIS HAS ENDED, ADVISED [Name of Customer/ Participant] I WOULD ATTEMPT A COLLATERAL CALL TO THE

SOCIAL SECURITY OFFICE TO VERIFY. ALSO SENT A VCR DUE 4/1/18 FOR PROOF OF CHANGE IN SOCIAL SECURITY BENEFITS.

3. CATN'ing medical diagnosis:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT

WITH CLIENT 9:15A

APPLICANT CALLED TO REPORT HE HAS BEEN DIAGNOSED WITH LEUKEMIA SO IS UNABLE TO WORK.

Leave out diagnosis:

03/23/18 BPS Staff -CC (123) HAD PHONE CONTACT

WITH CLIENT 9:17A

APPLICANT REPORTS HE IS NO LONGER ABLE TO WORK DUE TO HEALTH ISSUES. SENT VCR WITH 218ET AND 210A.

Difference between CATN and TODO

A CATN is entered as a permanent record in the ACCESS case file. A TODO can be kept as part of the permanent record in the ACCESS case file or can be sent separately as a reminder to a specific staff member or unit.

12/16/15 11:23	CASE ACTION LOG	ASPATC
TYPE OF CONTACT: <u>T</u> Person Contacted: <u>C</u> 8:59am		
MSG: <u>CLIENT CALLED TO REPORT INCOME DECREASE. HOURS ARE NOW ONLY 10/WEEK. UNSUCCESSFUL COLLATERAL CALL. SENT VCR FOR 218E OR SIGNED STATEMENT AS CLIENT STATES THEY DO NOT YET HAVE PAYSTUBS SHOWING THE DECREASE.</u>		
		List IVD Cases? <u>—</u>
		CS Worker: <u>—</u>
		CS Supv: <u>—</u>
		BPS Supv: 383
		Case Mgr: <u>—</u>
		RU Supv: <u>—</u>
		SF Worker: SR2
*** REMINDER FUNCTION ***		
Reminder Date: <u>*M DD YYYY</u> ('*' in first M = Today's date)		
Send Reminder to workers: <u>SR2</u> <u>—</u> <u>—</u> <u>—</u> <u>—</u>		
Of the above entry (if any) OR of the following:		
Msg: <u>—</u>		
USER: 084 FNX: <u>CATN</u> MODE: <u>C</u> RPTGRP: <u>666 45 7895</u> PERIOD: <u>12 15</u> COMMAND: <u>—</u>		
DO: R IMS: SR2 REPORTING ADULT: LINDA M ANDERSON		
F8= 'MORE' Shift-F3= 'EXIT' Shift-F12= 'HELP'		

Enter information in the top section of the Case Action Log screen to create a permanent CATN. Use the reminder function if a copy of the CATN is being sent as a TODO to a specific staff member or unit.

In the example above, the CATN will remain part of the case record, and a reminder will be sent to SR2. When SR2 "V"s off the TODO, it will no longer be part of the TODOs.

State of Vermont Agency of Human Services
Department for Children and Families

12/16/15 11:23	CASE ACTION LOG	ASPATC
TYPE OF CONTACT: _ Person Contacted: _ _ _ _ _		
MSG: _ _ _ _ _		
List IVD Cases? _		
CS Worker: _		
CS Supv: _		
BPS Supv: 383		
Case Mgr: _		
RU Supv: _		
SF Worker: SR2		
*** REMINDER FUNCTION ***		
Reminder Date: MM DD YYYY ('*' in first M = Today's date)		
Send Reminder to workers: 084 _ _ _ _ _		
Of the above entry (if any) OR of the following:		
Msg: _ _ _ _ _		
USER: 084 FNX: CATN MODE: C RPTGRP: 666 45 7895 PERIOD: 12 15 COMMAND: _		
DO: R IMS: SR2 REPORTING ADULT: LINDA M ANDERSON		
F8= 'MORE' Shift-F3= 'EXIT' Shift-F12= 'HELP'		

Enter information in the bottom section of the Case Action Log screen to only send a reminder to the specific staff member or unit.

In the example above a reminder would be sent to worker 084, but would not appear in the case CATNs.

Revision History for P2113E

05/10/2022

New procedure section