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**Developmental Disabilities Clinical  
Oversight (DDCO)  
User Guide**

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Version 1.7 – March 2021

## REVISION HISTORY

Date	Version	Author	Description
3/1/2018	1.0	DBHDD	User Guide for DDCO
7/10/2018	1.1	DBHDD	Included instructions for: <ul style="list-style-type: none"> <li>• Event Qualifier Search</li> <li>• Save As Draft</li> <li>• Reopen Event and Event Qualifiers</li> </ul>
10/3/2018	1.2	DBHDD	Update Guide to include Replicate Primary Qualifier Data into Subsequent, page 18.
5/6/2019	1.3	DBHDD	<ul style="list-style-type: none"> <li>• Update DOJ Report to include Event Follow-Up Descriptions</li> <li>• Add Incomplete Event Qualifier Reviewed Narrative/Event Follow-Up Description Dashboards</li> </ul>
1/14/2020	1.4	DBHDD	<ul style="list-style-type: none"> <li>• Add User Role Descriptions</li> </ul>
12/2/2020	1.6	DBHDD	<ul style="list-style-type: none"> <li>•</li> </ul>
3/1/2021	1.7	DBHDD	<ul style="list-style-type: none"> <li>• Change Clinician user role name to Manager</li> </ul>
			<ul style="list-style-type: none"> <li>•</li> </ul>

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## **INTRODUCTION**

The purpose of this document is to provide Office of Health and Wellness, Regional Offices, and Support Coordinators an overview of how to access event information from the Development Disabilities Clinical Oversight (DDCO) application. This document provides instructions and screenshots for logging in, adding individuals, events, event follow-up, viewing change history, and exporting event details.

## **USER ROLE DESCRIPTIONS**

Below is the list of different types of users of the application. For each user type, the description of that user and required access for that user is defined. Further details on the access for each user role is detailed in subsequent sections of this document.

### **Managers**

Managers are located in the Regional Offices and are the users that are primarily responsible for entering new events into the system and tracking those events through resolution.

### **System/Report Viewers**

The System Viewers should have access to view all information in the system but will not have any edit privileges.

### **System Administrator**

The System Administrator will have full edit rights within the application. This user role will include key Central Office staff members in the Office of Health & Wellness that are the business owners of the application. In addition to viewing and editing event information, users in this role will have the ability to manage user accounts and edit restricted data fields.

### **Regional Office User**

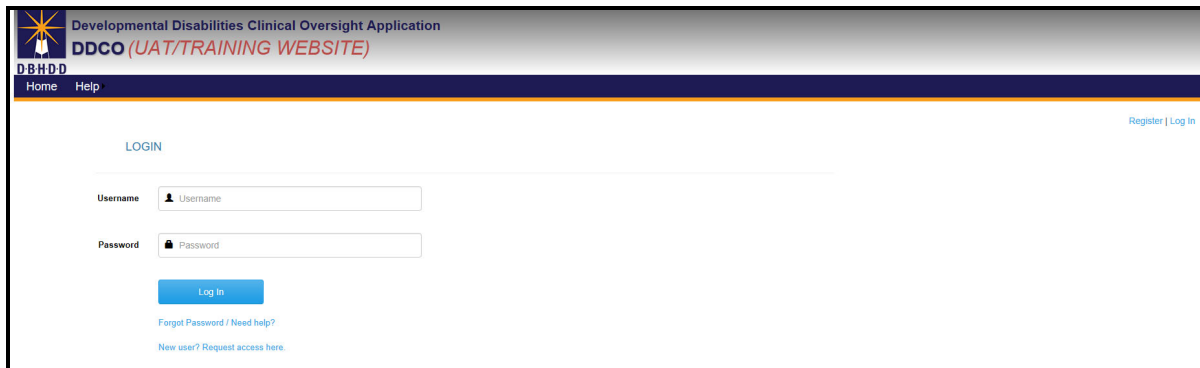
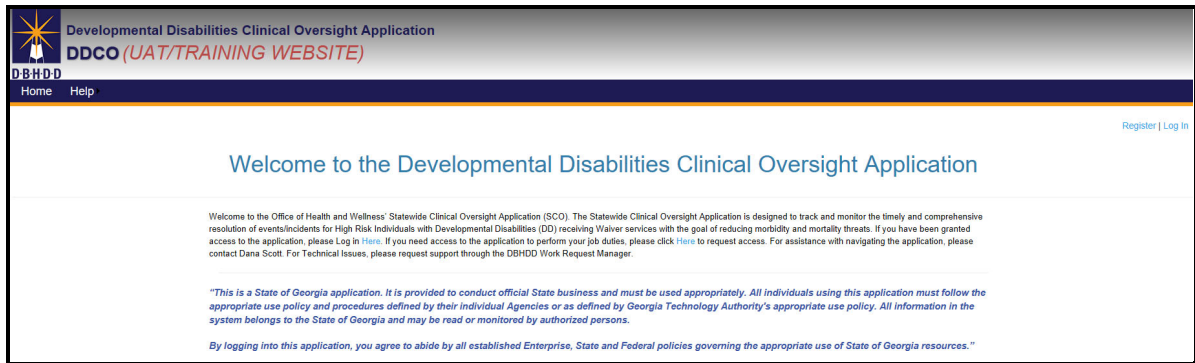
The Regional Office users will be staff from one of the six DBHDD regional offices that will need access to view the events. Regional Office users should be able to view all events and have the ability to enter event follow-ups.

### **Support Coordinator**

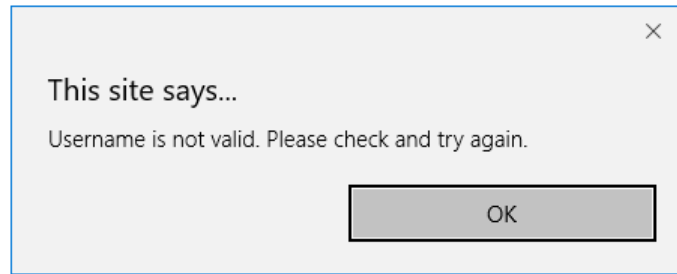
Each DD waiver recipient is assigned a Support Coordinator to manage and provide oversight of waiver service delivery. Support Coordinators should have access to view events for Individuals they are providing support coordination services for. Not all Support Coordinators will be granted access to the application, instead delegates from each Support Coordination Agency (SCA) will be selected and responsible for reviewing events for their Agency.

## ACCESSING THE SYSTEM

1. To access the DDCO application, navigate to the DDCO website:  
<https://dbhddappsuat.dbhdd.ga.gov/DDCO/Default.aspx#>
2. To log in, users will need to enter a unique Username and Password. Enter these fields and then click the “Log in” button to log into the system.



*Tip: If you enter an invalid Username or Password, you may see the “Login is not valid” error message.*



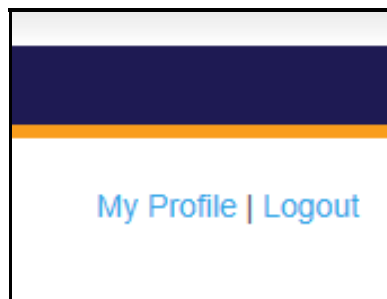
3. Once you have logged on, you will be directed to your DDCO home page. From the home page, you can do one of several things:
  - Individual Search
  - Event Search
  - Reports
  - Request Help



## USING THE SYSTEM MENU

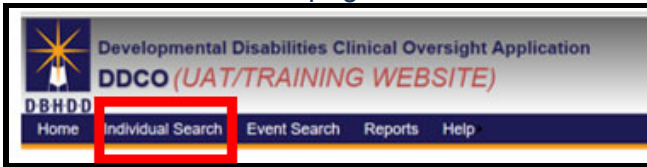
1. From the home page, you can log out of the system by hovering over the Menu bar and selecting “Logoff”, which will return you to the Login page.

*Note: The options that are available in the system menu will change depending on which user role you are using in the system. This guide will detail which options are available on which pages.*

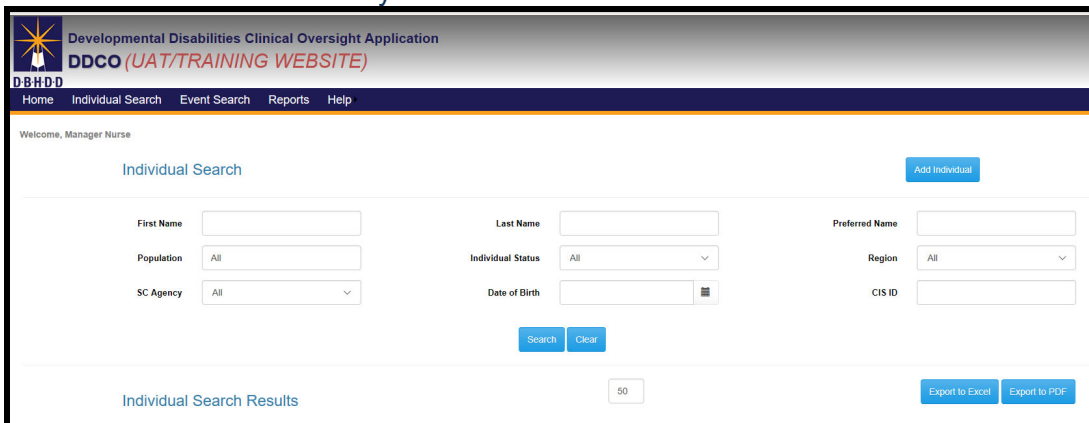


## SEARCH FOR AN INDIVIDUAL

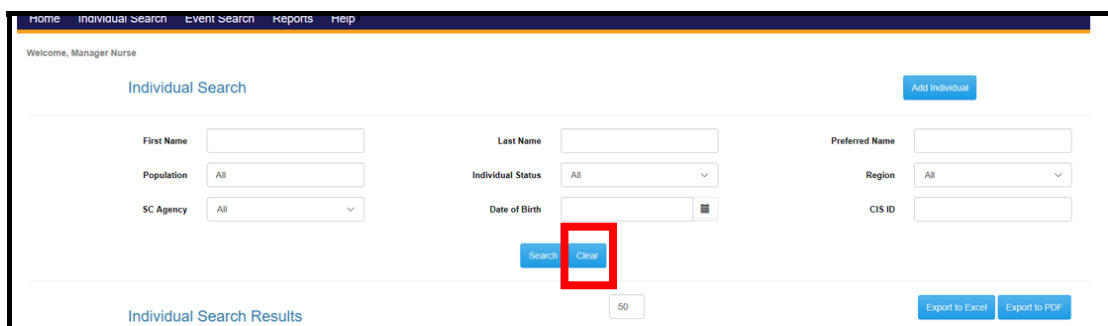
1. From the DDCO homepage, click “Individual Search.”



2. Once selected, the system will direct you to the search page, where you can enter the Individual Information you would like to view.

A screenshot of the Individual Search page. The page features a search form with the following fields: First Name, Last Name, Preferred Name, Population (dropdown), Individual Status (dropdown), Region (dropdown), SC Agency (dropdown), Date of Birth (calendar icon), and CIS ID. There are 'Search' and 'Clear' buttons below the form. At the bottom, there is a section for 'Individual Search Results' with a '50' indicator and 'Export to Excel' and 'Export to PDF' buttons.

3. To reset and clear the Individual fields, you can click “Clear” at any point.

A screenshot of the Individual Search page, identical to the previous one, but with the 'Clear' button highlighted by a red rectangular box.

4. Once you have entered an Individuals information, click the “Search” button.

Individual Search Add Individual

First Name  Last Name  Preferred Name

Population  Individual Status  Region

SC Agency  Date of Birth  CIS ID

Middle Name

Search Clear

Individual Search Results Export to Excel Export to PDF

ID	Name	Preferred Name	CIS ID	Population	Date of Birth	SC Agency	Total Events	Open Events	Days on List
1	Agard, test	Ag	299	HR	7/17/1977	Creative Consulting Services	1	1	8
2	Gilliard, Test		9890	HR	2/1/1976	Georgia Support Services, a Div. of MGBS, LLC	1	1	1
3	Holland, Test		4816	HR	2/1/1976	CareStar	1	1	9
4	Kimberal, Test		1094039890	SCO	1/29/2018	Benchmark	1	1	15
5	Thoma, Test2		5501	HR	2/1/1976	Columbus Community Services - Southwest	0	0	0
6	Wade, Test		5562	HR	2/1/1976	CareStar	1	1	7
7	Wilson, Test		5666	HR	2/1/1976	Columbus Community Services - Southwest	1	1	7

5. When the search is complete, results will display with the details related to the individual. Results will include:
- a. Demographic information
  - b. Population
  - c. SC Agency
  - d. Total Events
  - e. Open Events
  - f. Days on List

*Tip: If the search doesn't match any Individuals that you have access to view, you will get a message that there will be no data available for your search.*

ID	Name	Preferred Name	CIS ID	Population	Date of Birth	SC Agency	Total Events	Open Events	Days on List
<span style="border: 1px solid red; padding: 2px;">No Data Available</span>									



## VIEW INDIVIDUALS DETAILS

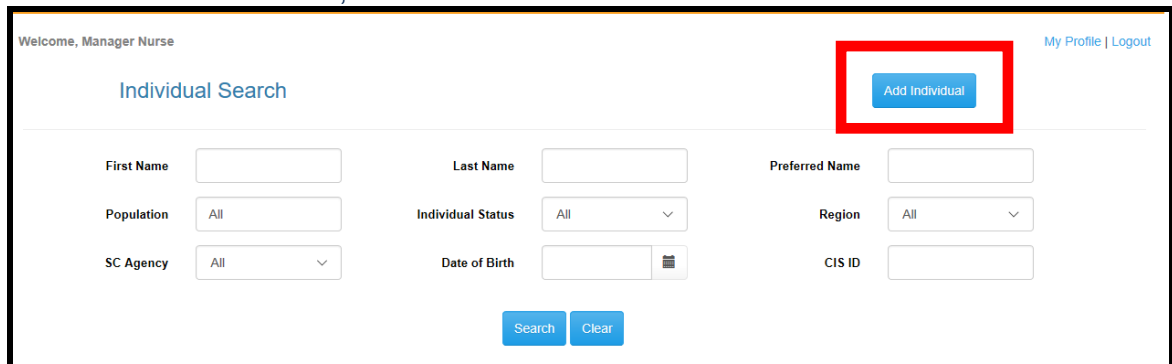
- After you've clicked "Individuals name" for a search result, the system will display the following sections of information for the individual:
  - Incident Detail
  - Incident Type
  - Incident Description
  - Person Information
  - Attestation
  - Documents, as applicable
- When the search is complete, results will display with the details related to the individual(s). \*When search results display, you can Export to Excel or to a PDF  
*\*The export function is available for Administrative and Managers user roles*



ID	Name	Preferred Name	CIS ID	Population	Date of Birth	SC Agency	Total Events	Open Events	Days on List
1	Agard, test	Ag	299	HR	7/17/1977	Creative Consulting Services	1	1	8

## ADD NEW INDIVIDUALS

- To add a new individual, click on the Add Individual button



Welcome, Manager Nurse My Profile | Logout

Individual Search

**Add Individual**

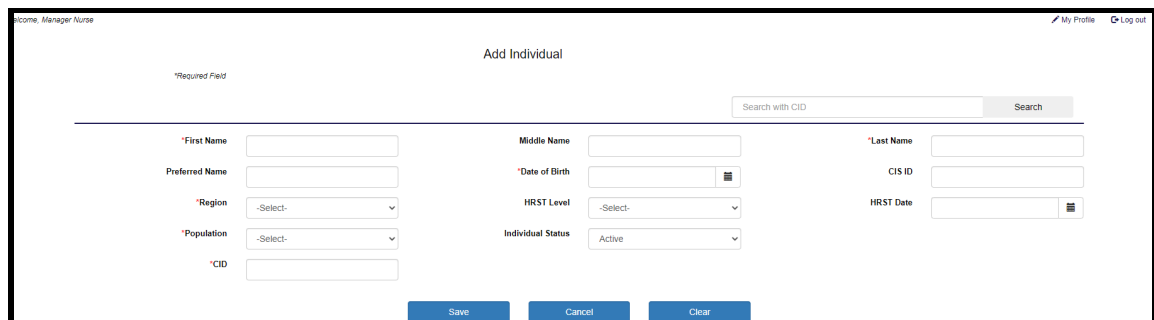
First Name  Last Name  Preferred Name

Population  Individual Status  Region

SC Agency  Date of Birth

CIS ID

- All fields with \* are required. Complete all required fields to add individual.  
*The CID must match the individuals Last Name.*



Welcome, Manager Nurse My Profile | Logout

Add Individual

\*Required Field

Search with CID

\*First Name  Middle Name  \*Last Name

Preferred Name  \*Date of Birth   CIS ID

\*Region  HRST Level  HRST Date

\*Population  Individual Status

\*CID

When a user attempts to save an event, the system shall determine if the event is a duplicate event based if for the same qualifier description, aware date, if available, *event date*, and Individua. The system shall generate a warning message notifying the user that an event already exists and asking if a new record should be created.

- The CID# is located in the IDD-Connects system on the Individuals Level Access page.

CID	Last Name	First Name	Date Of Birth	Medicaid #	County	Region	Eligibility Status	Inactive Reason	Planning List	Funding Source	SC Agency
TEMP001230243	Ahmad	Adam	03/03/1982	921782971982	Gwinnett	Region 3	Initial Application Received		N/A	N/A	
TEMP001228985	AKSDJFKASDHF	HLASDLFJASF	03/24/1997		Clayton	Region 3	Application Under Review		N/A	N/A	

- When the Last Name and CID don't match, the system will display a message to correct the record.

- The below message is displayed when the new individual record has been added successfully.

## DUPLICATE RECORDS

- When adding new individual records, the system will check against the existing data to ensure duplicate records are not added. The below message is displayed when the individual exists.

## EDIT INDIVIDUAL

1. Click on the name hyperlink to edit the record.

Individual Search Results 50 [Export to Excel](#) [Export to PDF](#)

ID	Name	Preferred Name	CIS ID	Population	Date of Birth	SC Agency	Total Events	Open Events	Days on List
1	<a href="#">Mays, Wille</a>		14831	HR	2/1/1976	Georgia Support Services, a Div. of MGBS, LLC	0	0	0

2. Summary of the Individuals information is displayed. Click the edit button to change information

**Edit Individual**

Search with CID

*First Name	<input type="text" value="TEST"/>	Middle Name	<input type="text" value="A"/>	*Last Name	<input type="text" value="Cat"/>
Preferred Name	<input type="text"/>	*Date of Birth	<input type="text" value="2/1/1976"/>	CIS ID	<input type="text"/>
*Region	<input type="text" value="Region 4"/>	HRST Level	<input type="text" value="1"/>	HRST Date	<input type="text" value="11/30/2020"/>
*Population	<input type="text" value="HR"/>	Individual Status	<input type="text" value="Active"/>		
*CID	<input type="text" value="000000015"/>				

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**Support Coordination Agency** CREATIVE CONSULTING SERVICES

**Support Coordinator** SCA 1 SCA1@Training.com

**Support Coordinator's Supervisor** SC Supervisor SCAS@Training.com

3. Last Name and CID can only be changed by the Administrator & Manager user roles. Support Coordination Agency information is read-only.
4. All other fields can be changed and saved All changes will be tracked and can be seen in the “View History” page.

**Edit Individual**

*First Name	<input type="text" value="Wille"/>	*Last Name	<input type="text" value="Mays"/>	Preferred Name	<input type="text"/>
*Date of Birth	<input type="text" value="2/1/1976"/>	*CIS ID	<input type="text" value="14831"/>	*Population	<input type="text" value="HR"/>
*Region	<input type="text" value="Region 2"/>	HRST Level	<input type="text" value="-Select-"/>	HRST Date	<input type="text"/>
Individual Status	<input type="text" value="Active"/>				

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**Support Coordination Agency** Georgia Support Services, a Div. of MGBS, LLC

**Support Coordinator** Langford, Lynn llangford@georgiasupport.com

**Support Coordinator's Supervisor** Bryant, Judy jrbryant@georgiasupport.com

- View Individual History will include change date, by, type changed from and changed to.

**Individual Profile**

Mays, Wille Edit View History Region 3

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**Date of Birth** 2/1/1976 **CIS ID** 14831 **Population** HR  
**Individual Status** Active **HRST Level** **HRST Date**

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**Support Coordination Agency** Georgia Support Services, a Div. of MGBS, LLC  
**Support Coordinator** Langford, Lynn [llangford@georgiasupport.com](mailto:llangford@georgiasupport.com)  
**Support Coordinator's Supervisor** Bryant, Judy [jbryant@georgiasupport.com](mailto:jbryant@georgiasupport.com)

View History

Changed Date	Change By	ChangeType	Changed From	Changed To
3/6/2018	Nurse, Manager	Region	Region2	Region3

Print Cancel

## EVENT SEARCH

- There are two types of event search
  - Event-limited number of fields
  - Event Qualifier

**Search Type:** Event  
Event Qualifier

- Event Search will return “Primary Qualifier” results
- Event Search page will default to “All” for Status, Population and Primary Qualifier Description

Search Type: Event

Status: All Population: All

Primary Qualifier Description: All Primary Qualifier Date:

Search

- To change the “All” default, click on the field and select search criteria.

Status: All

Primary Qualifier Description: All

Open  
 Closed  
 All

5. The following information is returned for an Event Search:

- Event ID
- Name
- Population
- Entered Date
- Event Status
- Days Open
- # of Qualifiers
- \*Delete/Re-Open

Users can sort all columns except Delete/Re-Open.

*\*Delete/Re-Open function is for Administrative and Manager User Roles.*

Event ID	Name	Population	Entered Date	Event Status	Days Open	# of Qualls	Delete/ReOpen
1	Kimberal,Test	SCO	2/15/2018	Open	19	1	✘
2	Carter,titt	HR	2/19/2018	Open	15	1	✘
4	Holland,Test	HR	2/21/2018	Open	13	3	✘

## VIEW EVENT

1. Click on the "Individuals Name" to view the event details.

Event ID	Name	Population	Entered Date	Event Status	Days Open	# of Qualls	Delete/ReOpen
1	Kimberal,Test	SCO	2/15/2018	Open	19	1	✘
2	Carter,titt	HR	2/19/2018	Open	15	1	✘
4	Holland,Test	HR	2/21/2018	Open	13	3	✘

2. Both the Individual Profile, and Event summary is returned.
3. Click on the Event ID to view Event Details

### Individual Profile

Kimberal, Test Region 1

Edit
View History
Add Event

---

<b>Date of Birth</b> 1/29/2018	<b>CIS ID</b> 1094039890	<b>Population</b> SCO
<b>Individual Status</b> Active	<b>HRST Level</b> 2	<b>HRST Date</b>

**Support Coordination Agency** Benchmark

**Support Coordinator** Strickland, Debbie dstrickland@benchmarkhs.com

**Support Coordinator's Supervisor** Carroll, Tammy tcarroll@benchmarkhs.com

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Event ID	Event Date	Entered Date	Status	Days Open	# of Qualifiers
1		2/15/2018	Open	19	1

4. Event Details include:

- View History-for Event changes
- Entered date, By, Status, Last Update Date and Updated By.
- Primary and Subsequent Qualifier details.
- Event Follow-Up details, click on the Follow-Up Id to view.

Kimberal, Test Event ID: 1

[View History](#)

Entered Date: 2/15/2018      Last Updated Date: 2/15/2018  
 Entered By: Nurse, Manager      Last Updated By: Nurse, Manager  
 Status: Open

**Primary Qualifier** [Edit](#)

Event Date: 2/15/2018      Aware Date: 2/15/2018  
 Qualifier Description: Allegation of Abuse      Qualifier Status: Continue to Monitor  
 Priority: Transition surveillance      Category: Category 1  
 Type:      Source:      Primary Provider Type: Support Coordination      Primary Provider Agency: Woodright Industries  
 Reporting Provider Type:      Reporting Provider Agency:

Narrative

Test

Reviewed Narrative

	Follow-up Date	Event Date	Anticipated Resolution Date	Date Received	Status	Delete	
+	1	2/23/2018		3/22/2018		Continue to Monitor	✖

[Add new follow-up](#)

[+](#) [Add Subsequent Qualifier](#)

## EVENT QUALIFIER SEARCH

1. All Event Qualifier fields are searchable except “date” fields. All fields have a default of “All”. Follow the above instructions to customize an Event Qualifier Search.

Search Type: Event Qualifier

Qualifier:       Qualifier Description:       Priority:       Type:

Primary Provider Type:       Primary Provider Agency:       Reporting Provider Type:       Reporting Provider Agency:

Event Start Date:         Event End Date:         Aware Start Date:         Aware End Date:

Category:       Qualifier Status:       Reviewed Narrative:       Source:

[Search](#)

2. The Event Qualifier search results are color coded based on “Priority”.

- Red=Life Threatening
  - Yellow=Deteriorating Health
  - Gray=NRI Health Decline
3. \*Selecting the Event ID column will allow user to edit Event.
  4. \*\*Selecting the Name column will allow user to Edit Individual information.
  5. \*Selecting the Edit column will direct the user to Edit Event Qualifier Page.

\*Function is for Administrative and Manager User Roles.

\*\*SCA's can edit HRST Information for individuals they serve.

Event ID	Event Qualifier ID	Name	Event Date	Entered Date	Qualifier	Qualifier Desc	Region	Population	Priority	Category	Status	Edit	Delete/ReOpen
2	2	Carter,tttt	2/19/2018	2/19/2018	Primary	Allegation of Abuse	Region 3	HR	Life threatening	Category 1	Resolved		
3	3	Carter,tttt	2/19/2018	2/19/2018	Primary	Sepsis with Adverse Outcome	Region 3	HR	NRI health decline	Category 1	Stabilized with Continued Surveillance	Edit	✘
4	4	Holland,Test		2/21/2018	Primary	Placement Risk	Region 6	HR	Deteriorating health	Category 1	Continue to Monitor	Edit	✘

### ADD EVENT -EVENT DRAFTS

1. When the Individual Search is completed, click on the Add Event button.

**Individual Profile**

Mays, Wille Edit View History Region 3 Add Event

---

**Date of Birth** 2/1/1976 **CIS ID** 14831 **Population** HR  
**Individual Status** Active **HRST Level**

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**Support Coordination Agency** Georgia Support Services, a Div. of MGBS, LLC

**Support Coordinator** Langford, Lynn [llangford@georgiasupport.com](mailto:llangford@georgiasupport.com)

**Support Coordinator's Supervisor** Bryant, Judy [jbryant@georgiasupport.com](mailto:jbryant@georgiasupport.com)

The first Qualifier entered will be “**Primary Qualifier**”. There can only be one per event. Additional Qualifiers will be “**Subsequent Qualifier**” and can have more than one per event.

2. The Add Event Qualifiers (Primary and Subsequent) has an option to “**Save As Draft**”. This allows Administrators and Managers to enter data and save without all required fields.

This screenshot shows the 'Save As Draft' button highlighted with a red box. The form contains the following fields:
 

- Individual: Mapp, Test
- Event ID: [Blank]
- Event Status: Open
- Event Entered By: [Blank]
- Event Entered Date: 10/1/2018
- Event Date: [Blank]
- \*Qualifier Description: Allegation of Abuse
- \*Source: ROCI Notification
- \*Event Type: Behavioral
- Primary Provider Type: -Select-
- Primary Provider Agency: -Select-
- Event Qualifier Date: [Blank]
- Reporting Provider Type: -Select-
- Reporting Provider Agency: [Blank]
- \*Aware Date: 09/30/2018
- \*Priority: Deteriorating health
- \*Status: Inquiry Initiated
- \*Category: Category 1
- \*Narrative: Test

3. When “Save” is selected, the system will check for all required fields.

This screenshot shows the 'Save' button highlighted with a red box. The form fields are identical to the previous screenshot, but the 'Save As Draft' button is now disabled (greyed out).

4. When logging into the DDCO, all current Event Qualifier Drafts will be displayed.

Welcome, CoDev Admin My Profile | Logout

### Event Qualifier Drafts

Draft Qualifier ID	Qualifier ID	Event ID	Individual	Event Date	Aware Date	Description	Priority	Category	Status	Region	Population	Last Modified By	Last Modified Date
27	21	11	Mays, Wille		2/27/2018	Allegation of Abuse	Deteriorating health	Category 1	Inquiry Initiated	Region 3	HR	CoDev, Admin	06/20/2018
26		11	Mays, Wille							Region 3	HR	CoDev, Admin	06/20/2018
25			Mays, Wille							Region 3	HR	CoDev, Admin	06/20/2018
23			Mays, Wille			Allegation of Neglect				Region 3	HR	CoDev, Admin	06/20/2018
13			Mays, Wille			Change of HRST (recurrent Dx)	Deteriorating health	Category 1	Continue to Monitor	Region 3	HR	CoDev, Admin	06/18/2018
8			Mays, Wille			Change of HRST (recurrent Dx)	Deteriorating health	Category 1	Continue to Monitor	Region 3	HR	CoDev, Admin	06/18/2018
7	62	36	Lee, Test		6/16/2018	Change of Address	Life threatening	Category 2	Inquiry Initiated	Region 3	HR	CoDev, Admin	06/18/2018
3	61	17	Vaughan, Jane		6/17/2018	Aspiration with Adverse Outcome	Deteriorating health	Category 1	Continue to Monitor	Region 4	SCO	CoDev, Admin	06/18/2018
1			Thomas, Test2		6/11/2018	Allegation of Abuse		Category 1		Region 1	HR	CoDev, Admin	06/18/2018



- If duplicate Event Qualifiers have been entered, the system will display the below screen.

Add Draft Event

Event Qualifier(s) already exists with this description and date for this individual, do you want to modify any of the following?

Click on Draft Qualifier ID or Qualifier ID to modify

Draft Qualifier ID	Event Qualifier ID	Event ID	Description	Event Date	Aware Date	Event Status	Priority	Category	Type	Source	Reporting Provider Agency	Reporting Provider Type	Primary Provider Agency	Primary Provider Type
10		0	Allegation of Abuse						Behavioral	High Risk Administrative Review				
11		1	Allegation of Abuse						Behavioral	High Risk Administrative Review				
12		0	Allegation of Abuse						Behavioral	High Risk Administrative Review				

*Tip: Tools Tips are displayed through the DDCO Application. User can hover over the icon for additional information.*

Category 1 should be selected for events that are episodic that are to be resolved by intervention of provider, field office, and central office. Category 2 should be selected for chronic conditions or diagnoses that the individual will have for six months to end of life.

\*Category

-Select-

- Central Office Review field is for Administrative users.

\* Required Field

<small>Individual</small>	<small>Event ID</small>	<small>Event Status</small>	<small>Open</small>
<small>Event Entered By</small>	<small>Event Entered Date</small> 10/1/2018	<small>Event Date</small>	

<small>*Qualifier Description</small> Allegation of Abuse	<small>*Source</small> ROCI Notification	<small>*Event Type</small> Behavioral
<small>Primary Provider Type</small> -Select-	<small>Primary Provider Agency</small> -Select-	<small>Event Qualifier Date</small> [Calendar Icon]
<small>Reporting Provider Type</small> -Select-	<small>Reporting Provider Agency</small> [Dropdown]	<small>*Aware Date</small> 10/1/2018 [Calendar Icon]
<small>*Priority</small> Deteriorating health	<small>*Status</small> Inquiry Initiated	<small>*Category</small> Category 1

\*Narrative

(599) chars remaining )  
Central Office Review

Save AS Draft
Save
Cancel

## EDIT EVENT

1. Click on the Edit button

The screenshot shows the 'Mays, Willie' event page with 'Event ID: 11'. At the top right, there is a blue 'Edit' button highlighted with a red rectangle. The page contains various fields for event details, including dates, descriptions, and provider information.

2. Users in the "Manager" role have "limited" edit capabilities.

This screenshot shows the 'Mays, Willie' event page with limited edit capabilities. The 'Event Date' and 'Priority' fields are highlighted with red boxes, indicating they are the only fields that can be edited by a user in the 'Manager' role. Other fields are disabled.

3. Users in the "Administrative" user role can edit all fields.

This screenshot shows the 'Mays, Willie' event page with full edit capabilities for an 'Administrative' user role. All fields, including 'Event Date', 'Priority', and 'Status', are highlighted in light blue, indicating they are all editable.

## ADD SUBSEQUENT QUALIFIER

1. Click on the Add Subsequent Qualifier link

2. Follow the same steps as Add Event.

The screenshot shows the 'Primary Qualifier' form for 'Mays, Willie' (Event ID: 11). The form includes fields for 'Entered Date' (3/7/2018), 'Entered By' (Nurse, Manager), 'Status' (Open), 'Aware Date' (3/7/2018), and 'Last Updated By' (Nurse, Manager). The 'Primary Qualifier' section contains 'Event Date', 'Qualifier Description' (Allegation of Abuse), 'Priority' (Deteriorating health), and 'Type' (Other). It also includes 'Primary Provider Type' (Residential), 'Reporting Provider Type' (Residential), 'Primary Provider Agency' (Youth Villages, Inc.), and 'Reporting Provider Agency' (Youth Villages, Inc.). There are 'Narrative' and 'Reviewed Narrative' text areas. A table at the bottom shows 'Follow-up ID', 'Follow-up Date', 'Event Date', 'Anticipated Resolution Date', 'Date Resolved', 'Status', and 'Details', with 'No Data Available' displayed. A red box highlights the '+ Add Subsequent Qualifier' button in the bottom right corner.

3. **Select Load Data From:** and select the “Primary Event” data. The system will “auto populate” the Event Data fields into the Subsequent Qualifier page, saving data entry time.

The screenshot shows the 'Subsequent Qualifier' form for 'Individual: Mays, Willie' (Event ID: 47). The 'Load Data From:' dropdown menu is open, showing a selection of 'EventID: 47/ QualifierID: 91-Primary/ Description: Allegation of Abuse/ EventDate/ AwareDate 2018-09-30'. The form includes fields for 'Primary Provider Type', 'Reporting Provider Type', 'Priority', 'Primary Provider Agency', 'Reporting Provider Agency', 'Status', 'Event Qualifier Date', 'Aware Date', and 'Category'. There are also 'Narrative' and 'Central Office Review' text areas. At the bottom, there are 'Save AS Draft', 'Save', and 'Cancel' buttons. A red box highlights the 'Load Data From:' dropdown menu.

**WARNING**

When fields are prepopulated into a new subsequent qualifier, user will have to edit one of these fields to create a new distinct record (qualifier description, event date, or aware date) otherwise this validation message below will be displayed.

**Add Event**

Event Qualifier already exists with this description, event date and aware date for this individual, do you want to replace with this entry?

#### 4. Subsequent Qualifier details page

Individual [Mapp, Test](#)      Event ID 47      Event Status [Open](#)

Event Entered By 2      Event Entered Date 10/1/2018      Event Date

Load Data From:

*Qualifier Description <input type="text" value="Allegation of Abuse"/>	*Source <input type="text" value="ROCI Notification"/>	*Event Type <input type="text" value="Behavioral"/>
Primary Provider Type <input type="text" value="-Select-"/>	Primary Provider Agency <sup>®</sup> <input type="text" value="-Select-"/>	Event Qualifier Date <input type="text"/>
Reporting Provider Type <input type="text" value="-Select-"/>	Reporting Provider Agency <sup>®</sup> <input type="text"/>	*Aware Date <input type="text" value="9/30/2018"/>
*Priority <input type="text" value="Deteriorating health"/>	*Status <input type="text" value="Inquiry Initiated"/>	*Category <sup>®</sup> <input type="text" value="Category 1"/>

\*Narrative

Central Office Review

**Subsequent Qualifier**

Event Date 3/5/2018	Aware Date 3/6/2018						
Qualifier Description Allegation of Neglect	Qualifier Status Inquiry Initiated						
Priority Deteriorating health	Category Category 1						
Type <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><th>Type</th><th>Type Detail</th></tr> <tr><td>Behavioral</td><td></td></tr> </table>	Type	Type Detail	Behavioral		Source <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td>ROCI Notification</td></tr> <tr><td>High Risk Administrative Review</td></tr> </table>	ROCI Notification	High Risk Administrative Review
Type	Type Detail						
Behavioral							
ROCI Notification							
High Risk Administrative Review							
Primary Provider Type Support Coordination	Primary Provider Agency Creative Consulting Services, Inc.						
Reporting Provider Type Residential	Reporting Provider Agency Youth Villages, Inc.						

Narrative

Central Office Reviewed Narrative

Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
No Data Available.						

[Add new follow-up](#)

## DELETE QUALIFIER

1. Administrative and Manager User Roles can delete
2. Use the “Event Qualifier Search”, refer to page 14
3. Click **X**

Event ID	Name	Event Date	Entered Date	Qualifier	Qualifier Desc.	Priority	Category	Status	Edit	Delete/ReOpen
5	Agard,Just		2/22/2018	Primary	Allegation of Abuse	Transition surveillance	Category 1	Inquiry Initiated	Edit	X
5	Agard,Just		2/22/2018	Subsequent	Hospitalization	Deteriorating health	Category 2	Stabilized with Continued Surveillance	Edit	X

4. Select “Reason for Deletion”, Yes

*Tip: When deleting a “Qualifier”, add Event Follow-Up information will also be deleted..*

Delete Event Qualifier

By deleting this event qualifier, all follow-up information will be removed. Do you want to continue?

Reason for Deletion:

Select

Event not for this individual


Individual deceased

Removed from waiver services

Other (Specify)

## REOPEN EVENT QUALIFIER

1. Administrator and Manager user roles can Reopen Event Qualifiers
2. Click on the Reopen icon

Event ID	Name	Population	Entered Date	Event Status	Days Open	# of Quals	Delete/ReOpen
3	Carter,titt	HR	2/19/2018	Closed	0	1	

3. Select Reason to Reopen>Yes

Reopen Event Qualifier

This request will reopen this event qualifier, do you want to proceed ?

Reason for Reopen:

Select

Event Corrections

New Information

Other

4. Message returned Event Qualifier Reopened

Event Qualifier has been Reopened

- Users will be redirected to the “Edit Event Qualifier” page. Event Status=Open. To make qualifier changes, the “Status” must be changed from “Resolved”.

Carter, ttt Event ID: 3

Individual	Carter, ttt	Event Entered Date	2/19/2018
Event ID		Event Entered By	codevadmin
Event Status	Open	Event Date	2/19/2018

**Primary Qualifier**

*Qualifier Description	Sepsis with Adverse Outc...	Event Date	2/19/2018	*Aware Date	2/19/2018	*Priority	NRI health decline
*Category	Category 1	Primary Provider Type	-Select-	Primary Provider Agency	A Comforting Home, LLC	*Status	Resolved
Event Type	Behavioral	*Source	ROCI Notification	Reporting Provider Type	-Select-	Reporting Provider Agency	

Entered Date	2/19/2018	Last Updated Date	7/13/2018
Entered By	Admin, CoDev	Last Updated By	Admin, CoDev
Status	Open	Event Date	2/19/2018

**Primary Qualifier** [Edit](#)

Event Date	2/19/2018	Qualifier Status	Stabilized with Continued Surveillance				
Qualifier Description	Sepsis with Adverse Outcome	Source	ROCI Notification				
Priority	NRI health decline	<table border="1"> <tr> <th>Type</th> <th>Type Detail</th> </tr> <tr> <td>Behavioral</td> <td></td> </tr> </table>		Type	Type Detail	Behavioral	
Type	Type Detail						
Behavioral							
Primary Provider Type		Primary Provider Agency	A Comforting Home, LLC				
Reporting Provider Type		Reporting Provider Agency					

**Narrative**

Test 2  
Test Reopen of Event Qualifiers

**Reviewed Narrative**

*Tip-When Reopening Event Qualifiers, the Event Status will automatically change to “Open”.*

## REOPEN EVENT-PENDING

1. On the Event Search page, select “Delete/Reopen”

The screenshot shows the Event Search interface. At the top, there is a search type dropdown set to 'Event'. Below are filters for Status (Closed), Population (All), Primary Qualifier Description (All), Primary Qualifier Entered Date, and Region (All). Search and Clear buttons are present. Below the filters are 'Export to Excel' and 'Export to PDF' buttons. A table lists event details. The 'Delete/Reopen' button in the table is highlighted with a red box.

Event ID	Name	Population	Region	Description	Entered Date	Event Status	Days Open	# of Quals	Delete/Reopen
2	Carter.tttt	HR	Region 3	Allegation of Abuse	2/19/2018	Closed	144	1	

2. Select “Reason for Reopen”, yes.

The first screenshot shows the 'Reopen Event' dialog. It asks 'This request will reopen this event, do you want to proceed?'. There is a 'Reason for Reopen' dropdown menu highlighted with a red box. 'Yes' and 'Cancel' buttons are at the bottom.

The second screenshot shows the 'DDCO Message' dialog with the message 'Event has been successfully reopened.' and an 'Ok' button.

3. User is redirected to the “Event Qualifier” page, where the Event Status=Open. The user must select the “Edit” button to enable changes.

The screenshot shows the Event Qualifier page. At the top, there are fields for Entered Date (3/5/2018), Entered By (Nurse, Manager), Status (Open), Last Updated Date (7/13/2018), Last Updated By (Admin, CoDev), and Event Date (2/25/2018). Below this is the 'Primary Qualifier' section. The 'Edit' button is highlighted with a red box.

**Primary Qualifier**

<b>Event Date</b>	2/25/2018	<b>Aware Date</b>	3/5/2018							
<b>Qualifier Description</b>	Allegation of Neglect	<b>Qualifier Status</b>	Resolved							
<b>Priority</b>	NRI health decline	<b>Category</b>	Category 1							
<b>Type</b>	<table border="1"><tr><td>Type</td><td>Type Detail</td></tr><tr><td>Other</td><td>Other (Specify): Test Other Event</td></tr></table>	Type	Type Detail	Other	Other (Specify): Test Other Event	<b>Source</b>	<table border="1"><tr><td>ROCI Notification</td></tr><tr><td>SRTA (Transition Surveillance)</td></tr><tr><td>Case Management Notification</td></tr></table>	ROCI Notification	SRTA (Transition Surveillance)	Case Management Notification
Type	Type Detail									
Other	Other (Specify): Test Other Event									
ROCI Notification										
SRTA (Transition Surveillance)										
Case Management Notification										
<b>Primary Provider Type</b>	Support Coordination	<b>Primary Provider Agency</b>								
<b>Reporting Provider Type</b>	Residential	<b>Reporting Provider Agency</b>	A Comforting Home, LLC							

**Narrative**  
Test for Chicken Little

**Reviewed Narrative**

- To enable Qualifier edits, the user must change the “Status” from “Resolved”.

Primary Qualifier

\*Qualifier Description: Allegation of Abuse    Event Date: 2/19/2018    \*Aware Date: 2/19/2018    \*Priority: Life threatening

\*Category: Category 1    Primary Provider Type: Support Coordination    Primary Provider Agency: Benchmark

\*Event Type: Medical    \*Source: SCO hotline    Reporting Provider Type: Community Access

\*Status: Continue to Monitor (dropdown menu open showing options: Continue to Monitor, -Select-, Inquiry initiated, Resolved, Stabilized with Continued Surveillance)

*Tip-When Event Status is changed, any associated Event Qualifier “Follow-Up’s” will Reopen with the same Status.*

Event Date: 2/25/2018    \*Aware Date: 3/5/2018

Qualifier Description: Allegation of Neglect    Qualifier Status: Stabilized with Continued Surveillance

Priority: NRI health decline    Category: Category 1

Type	Type Detail
Other	Other (Specify): Test Other Event

Source: ROCI Notification, SRTA (Transition Surveillance), Case Management Notification

Primary Provider Type: Support Coordination    Primary Provider Agency: A Comforting Home, LLC

Reporting Provider Type: Residential    Reporting Provider Agency: A Comforting Home, LLC

Narrative: Test for Chicken Little

Reviewed Narrative:

Follow-up ID	Follow-up Date	Event Qualifier Date	Anticipated Resolution Date	Date Resolved	Status	Delete	
+	1	3/5/2016	2/25/2016	4/02/2016	3/05/2016	Stabilized with Continued Surveillance	✖

Add new follow-up



## CLOSE EVENT

1. To Close Event, the qualifier “Status” must be set to “Resolved”, and have an Event Date

Event ID	Name	Event Date	Entered Date	Qualifier	Qualifier Desc	Priority	Category	Status	Edit	Delete/ ReOpen
7	Wade,Test		2/23/2018	Primary	Recent Community Transition	Transition surveillance	Category 2	Stabilized with Continued Surveillance	Edit	✖

\*Qualifier Description: Recent Community Tr

Event Date: 02/21/2018

\*Aware Date: 2/23/2018

\*Priority: Transition surveillance

\*Category: Category 2

Primary Provider Type: Residential

Primary Provider Agency: Wesley Glen Ministrie

\*Status: Resolved

2. The Event Date has been entered and Status set to Resolved.

Primary Qualifier

Event Date: 2/21/2018

Qualifier Description: Recent Community Transition

Priority: Transition surveillance

Type: Other

Primary Provider Type: Residential

Reporting Provider Type: Community Access

Aware Date: 2/23/2018

Qualifier Status: Resolved

Category: Category 2

Source: Case Management Notification

Primary Provider Agency: Wesley Glen Ministries, Inc.

Reporting Provider Agency: Accent, Inc.

Narrative: Test

Reviewed Narrative:

	Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
+	1	2/23/2018	2/21/2018	3/30/2018	3/07/2018	Resolved	✖
+	2	2/09/2018	2/21/2018	3/30/2018	3/07/2018	Resolved	✖
+	3	2/05/2018	2/21/2018	3/30/2018	3/07/2018	Resolved	✖

3. Event Status=Closed

Event ID	Name	Population	Entered Date	Event Status	Days Open	# of Quals	Delete/ ReOpen
7	Wade,Test	HR	2/23/2018	Closed	12	1	⬆

### ADD EVENT FOLLOW-UP

Event Follow-Up can be added by the following user roles:

- Administrator
  - Manager
  - Regional Office
1. Follow-Ups can be added to Primary and Subsequent Qualifiers
  2. Click in the Add New Follow-Up link

Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
No Data Available.						
						<a href="#">Add new follow-up</a>

3. Complete require follow-up fields

Event ID: 1 Qualifier Follow-up Entered Date: 3/7/2018

Qualifier Description: Allegation of Abuse Qualifier Follow-up Entered By: Manager Nurse

\*Qualifier Follow-up Date  \*Qualifier Status: Continue to Monitor

\*Anticipated Resolution Date: 3/22/2018

\*Source of Update: -Select- \*Action Taken: -Select- \*Action Performed By: -Select-

[Add](#)

\*Follow-up Description  
  
(500 Characters Remaining)

Reviewed Follow-up Description  
  
(1000 Characters Remaining)

[Save](#) [Cancel](#)

*Tip: The "Action Performed By" field is "conditional", where one selection may require additional information. Below is a sample.*

*Action Performed By=Central Office Clinical, requires:*

- Performed By
- Clinical Discipline
- Manager Name

\*Source of Update:  \*Action Taken:  \*Action Performed By:

\*Performed By:  \*Clinical Discipline:  \*Clinician Name:

Action Performed By=Field Office Manager, this requires:

- Clinical Discipline
- Manager Name-More than one can be entered

<b>*Source of Update</b>	ROCI Notification	<b>*Action Taken</b>	Changed Provider(s)	<b>*Action Performed By</b>	Field Office Clinician
		<b>*Clinical Discipline</b>	Behavioral	<b>*Clinician Name</b>	<input type="text"/> +
					Clinician 1
<input type="button" value="Add"/>					

Action Performed By=Provider, this requires Performed By

<b>*Action Taken</b>	Changed Provider(s)	<b>*Action Performed By</b>	Provider
<b>*Performed By</b>	-Select- Support Coordination Clinician/ Clinical Entity Residential Community Access Community Living Support		

Performed By=Manager/ Clinical Entity, this requires Provider Agency Name

<b>*Action Taken</b>	Changed Provider(s)	<b>*Action Performed By</b>	Provider
<b>*Performed By</b>	Clinician/ Clinical Entity	<b>*Provider Agency Name</b>	-Select-
<input type="button" value="Add"/>			

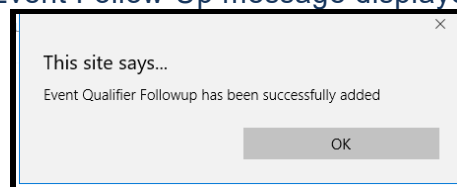
4. Click "Add".

5. The Follow-Up details have been, "Add", but not saved

6. Enter the Follow-Up Description>Save

Source of Update	Action Taken	Action performed By	Central Office Clinician Type	Clinical Discipline	Clinician Names	Medical Doctor Speciality	Provider Type	Provider Agency
ROCI Notification	Changed Provider(s)	Central Office Clinician	OHW	Licensed Social Worker	Clinician 1			

7. Successfully Added Event Follow-Up message displayed.



**DELETE EVENT FOLLOW-UP**

1. Administrators and Managers have capability to edit or delete Event Follow-Ups.

	Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
+	1	3/07/2018		3/22/2018		Continue to Monitor	

### Delete Event Qualifier Followup

Delete Follow up ? By deleting this event qualifier follow-up, all event follow-up information will be removed. Do you want to continue?

Yes    Cancel

2. Click on the + to view Follow-Up details.

	Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
+	1	3/07/2018		3/22/2018		Continue to Monitor	✖
<a href="#">Add new follow-up</a>							
+ <a href="#">Add Subseq</a>							

### Followup detail records

Source of Update	Action Taken	Action performed By	Central Office Clinician Type	Clinical Discipline	Clinician Names	Medical Doctor Speciality	Provider Type	Provider Agency
ROCI Notification	Changed Provider(s)	Central Office Clinician	OHW	Licensed Social Worker	Clinician 1			

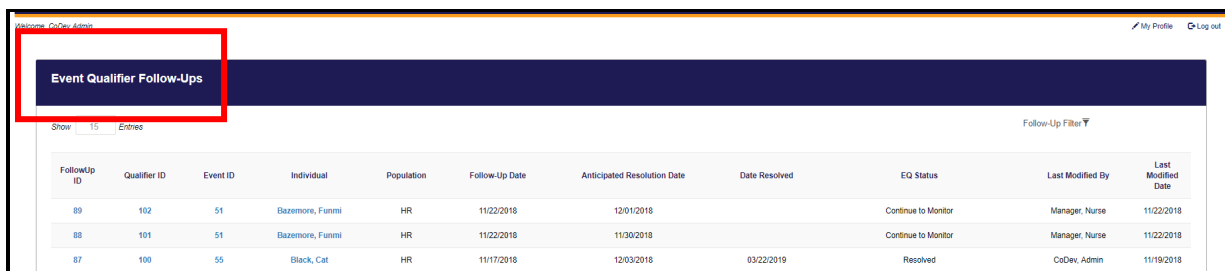
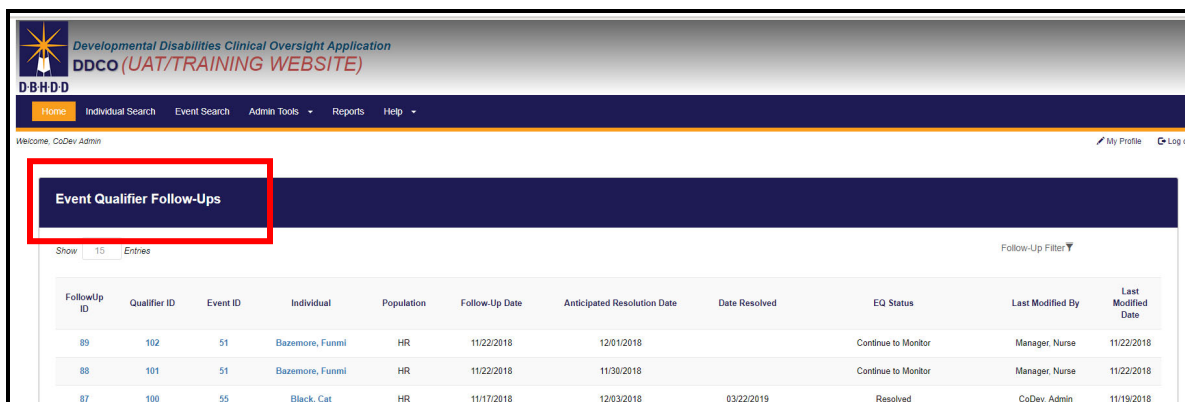
3. Click on the Follow-Up ID to edit qualifier and follow-up narrative.

	Follow-up ID	Follow-up Date	Event Date	Anticipated Resolution Date	Date Resolved	Status	Delete
+	1	3/07/2018		3/22/2018		Continue to Monitor	✖
<a href="#">Add new follow-up</a>							
+ <a href="#">Add Subseq</a>							

## EVENT QUALIFIER/EVENT FOLLOW-UP DASHBOARDS

The purpose of these Dashboards is to display incomplete Event Qualifier Reviewed Narratives an Event Follow-Up Descriptions by population type. Event Follow-Up Descriptions are included in the monthly DOJ report.

1. After logging into the DDCO application, the dashboards will be displayed on the Home page.
  - a. **Note-Only Administrative Users can view these dashboards**
2. The default view is displayed by the most recent “Last Modified Date”
3. All columns are sortable



4. Each Dashboard has a filter to sort by Report Begin Date, Report End Date and Population Type

Filter Event Qualifier Follow-Up

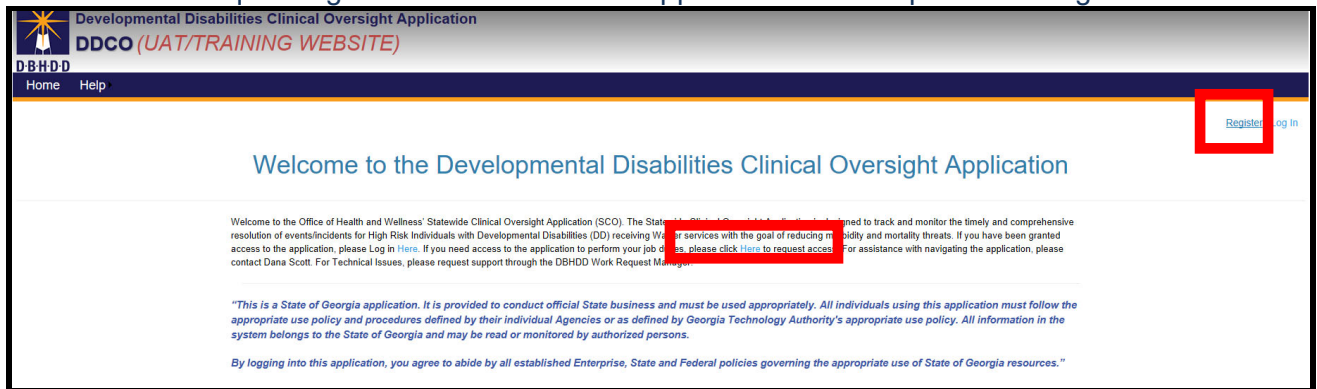
Report Begin Date

Report End Date

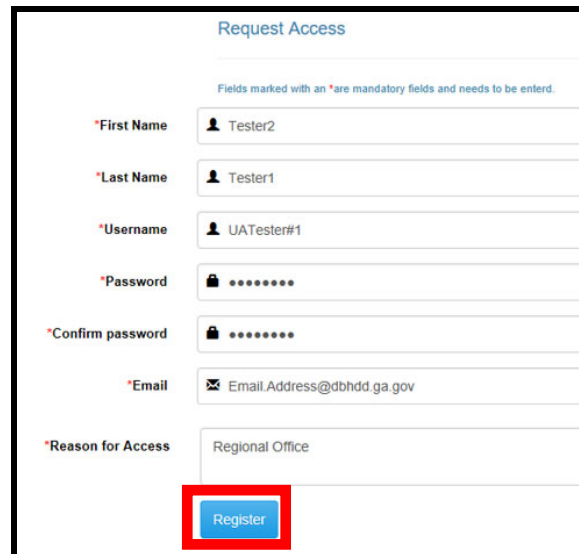
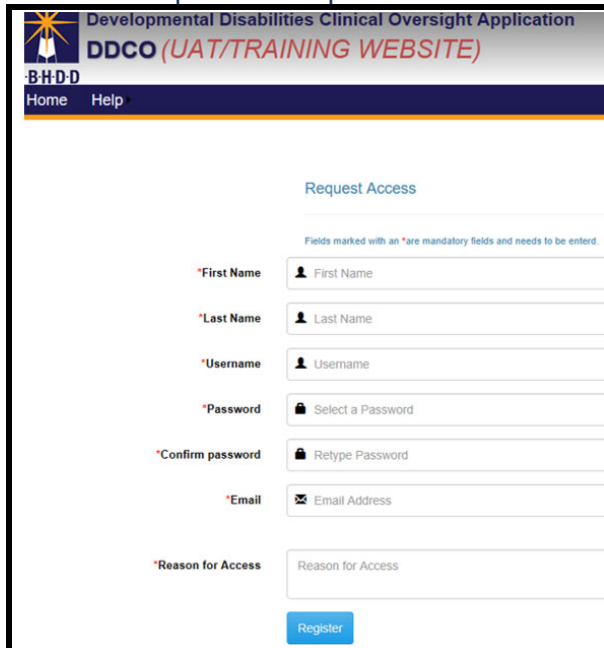
Population Type

## REGISTRATION

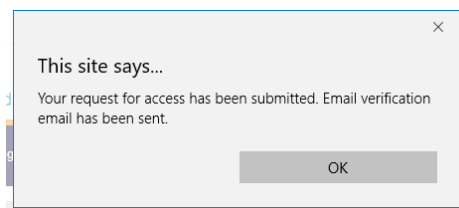
1. Users requesting access to the DDCO Application will complete the Registration.



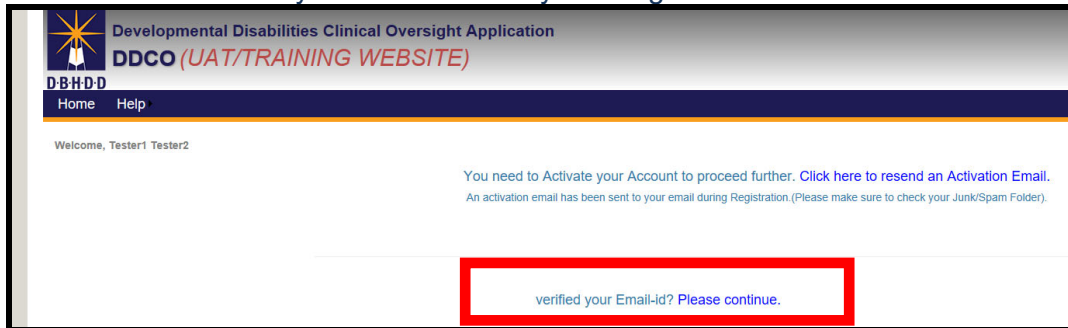
2. Complete all required fields and click Register



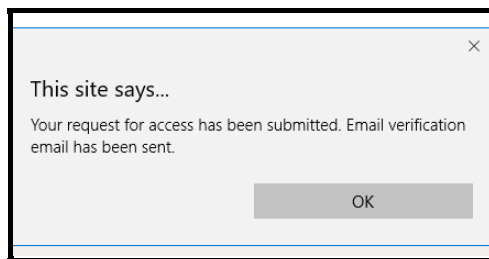
3. Message for Email Verification sent to user email request access



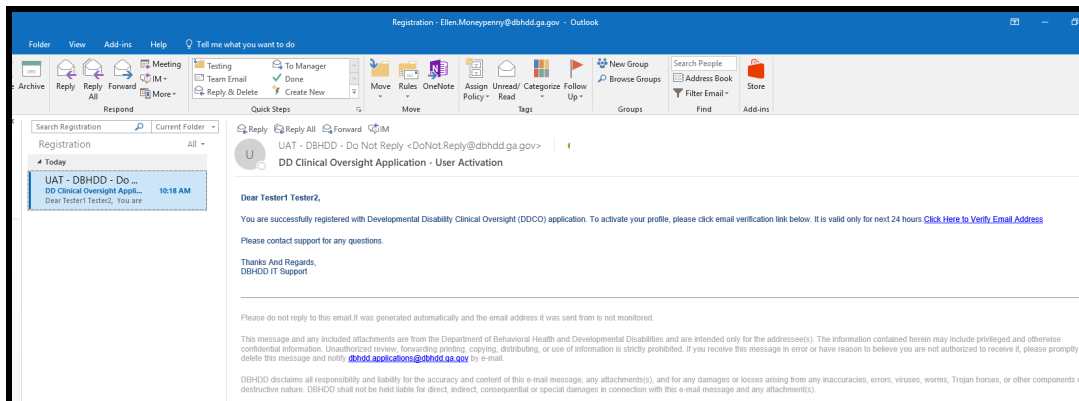
4. User will verify Email address by clicking on the below link.



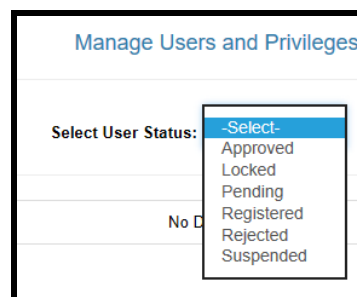
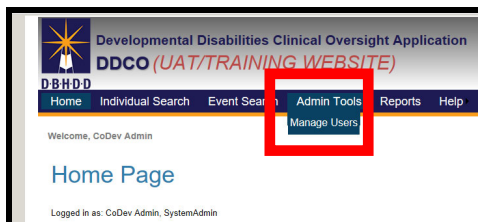
5. Verification email has been sent



6. Email is sent to user requesting access registration has been received and is in Process.

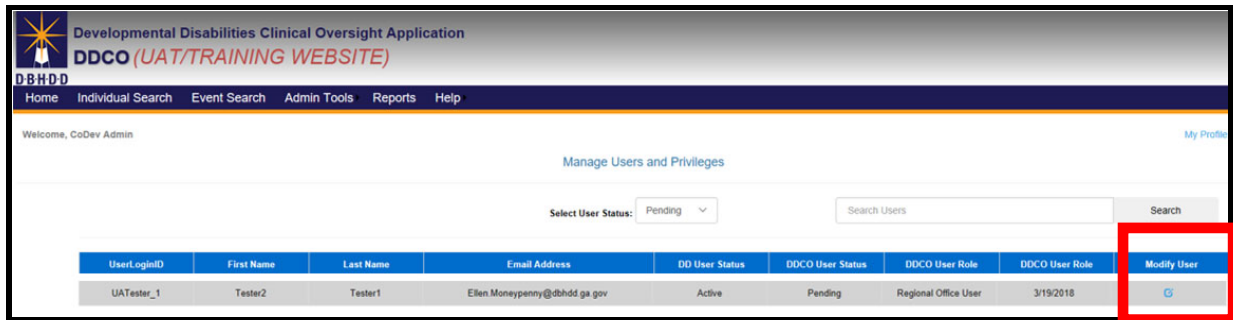


7. System Administrators have permissions Approve, Reject, Suspend, and Unlock user accounts

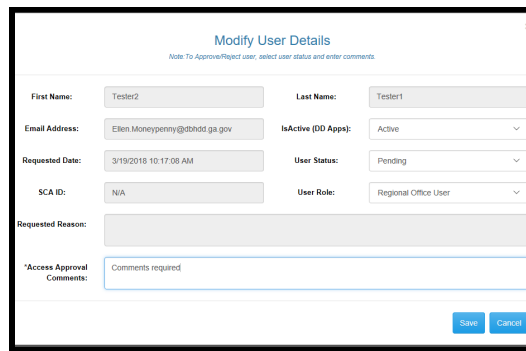




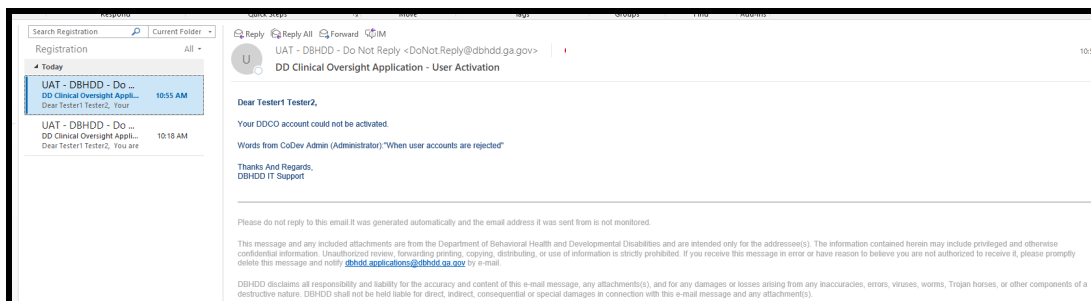
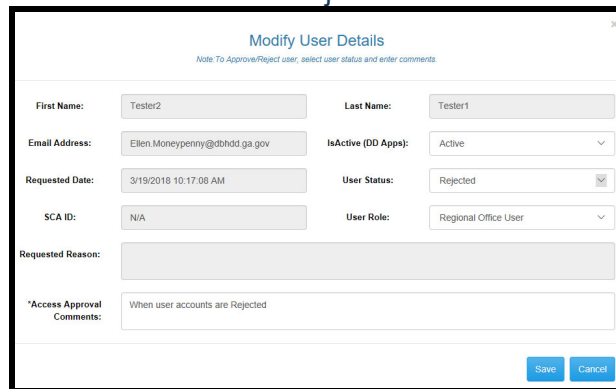
8. System Administrator will click on Modify User



9. Users Status will default to "Pending".



10. When Status is set to "Rejected", the user will receive email notification, account has been rejected.

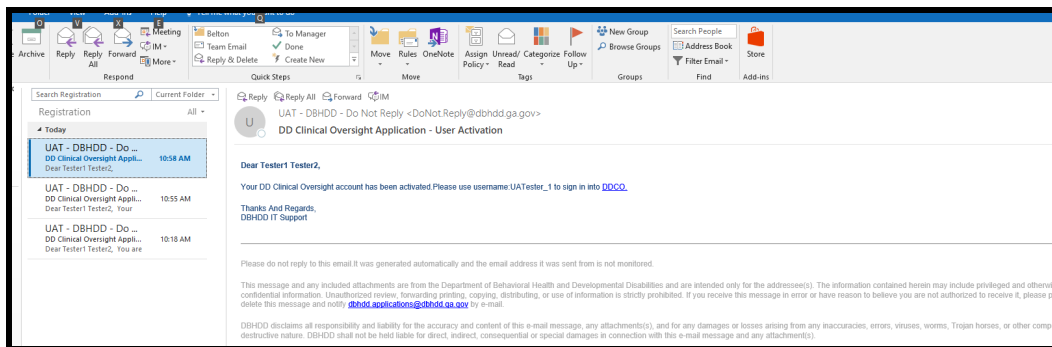


- When Status is set to “Approved”, the user will receive email notification, account has been approved and will contain the userid.

**Modify User Details**

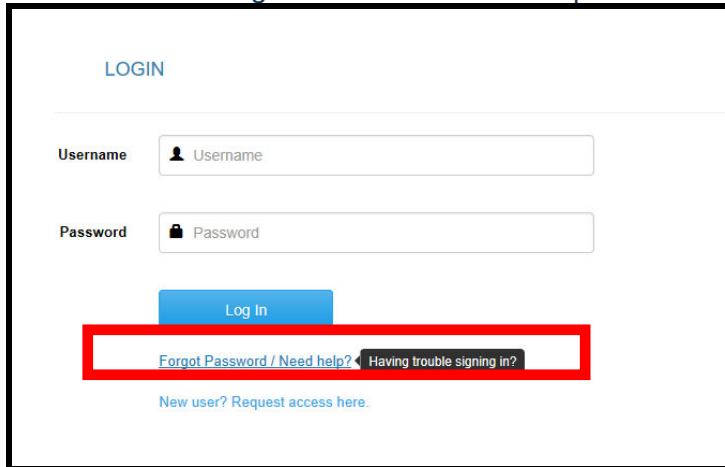
Note: To Approve/Reject user, select user status and enter comments.

<b>First Name:</b> <input type="text" value="Tester2"/>	<b>Last Name:</b> <input type="text" value="Tester1"/>
<b>Email Address:</b> <input type="text" value="Ellen.Moneypenny@dbhdd.ga.gov"/>	<b>IsActive (DD Apps):</b> <input type="text" value="Active"/>
<b>Requested Date:</b> <input type="text" value="3/19/2018 10:17:08 AM"/>	<b>User Status:</b> <input type="text" value="Approved"/>
<b>SCA ID:</b> <input type="text" value="N/A"/>	<b>User Role:</b> <input type="text" value="Regional Office User"/>
<b>Requested Reason:</b> <input style="height: 20px;" type="text"/>	
<b>*Access Approval Comments:</b> <input type="text" value="When user accounts are Approved"/>	



## FORGOT PASSWORD

1. Select Forgot Password/Need Help link



LOGIN

Username

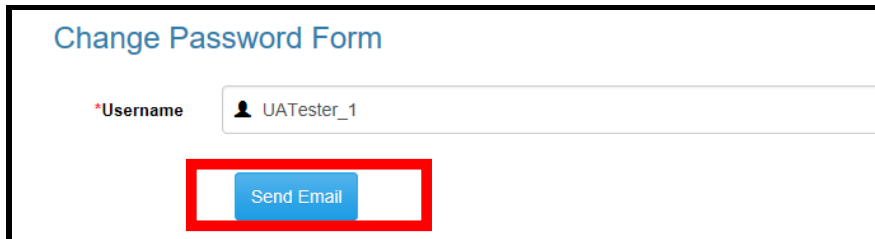
Password

Log In

**Forgot Password / Need help?** [Having trouble signing in?](#)

[New user? Request access here.](#)

2. Enter Username>Send Email

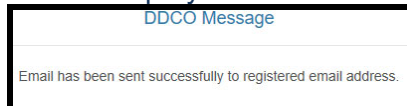


Change Password Form

\*Username

**Send Email**

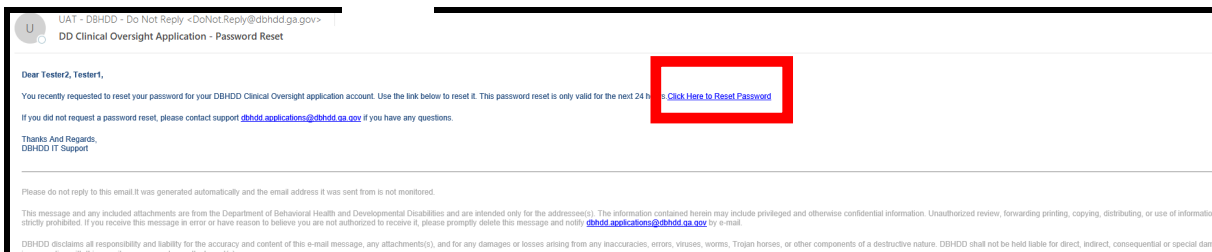
3. Sent Message Confirmation is displayed



DDCO Message

Email has been sent successfully to registered email address.

4. Open Password Reset email>Click Here to Reset Password



UAT - DBHDD - Do Not Reply <DoNotReply@dbhdd.ga.gov>  
DD Clinical Oversight Application - Password Reset

Dear Tester2, Tester1,

You recently requested to reset your password for your DBHDD Clinical Oversight application account. Use the link below to reset it. This password reset is only valid for the next 24 hours. **Click Here to Reset Password**

If you did not request a password reset, please contact support [dbhdd\\_applications@dbhdd.ga.gov](mailto:dbhdd_applications@dbhdd.ga.gov) if you have any questions.

Thanks And Regards,  
DBHDD IT Support

Please do not reply to this email. It was generated automatically and the email address it was sent from is not monitored.

This message and any included attachments are from the Department of Behavioral Health and Developmental Disabilities and are intended only for the addressee(s). The information contained herein may include privileged and otherwise confidential information. Unauthorized review, forwarding, printing, copying, distributing, or use of information is strictly prohibited. If you receive this message in error or have reason to believe you are not authorized to receive it, please promptly delete this message and notify [dbhdd\\_applications@dbhdd.ga.gov](mailto:dbhdd_applications@dbhdd.ga.gov) by e-mail.

DBHDD disclaims all responsibility and liability for the accuracy and content of this e-mail message, any attachment(s), and for any damages or losses arising from any inaccuracies, errors, viruses, worms, Trojan horses, or other components of a destructive nature. DBHDD shall not be held liable for direct, indirect, consequential or special damages.

**\*\* Users must change password within 24 hours.**

5. Complete form>Change Password

### Change Password Form

\*Username

\*Password

\*Confirm password

Password has been changed.