

2.2 Agreement Compliance Follow-up

This feature has been requested by the state and will be used as part of a compliance study/review where you will be asked to complete follow-up tasks 30 Cases selected by MADtrac. To complete the study, you first request that MADtrac select the Cases for the sample. Typically the state will request a sample that covers the previous year. Then you use the Case Compliance form to contact Clients and record the agreement status. After completing the follow-up work on the sample set of Cases, you then run the Case Compliance Sample report, which automatically produces a MS Excel spreadsheet file of the information for you to send to the state, either on floppy or as an email attachment. For each Case in the report, the Open and Closed dates, Dispute Type and Disposition, Referral Source, Follow-up date, and Follow-up Status is listed.

Getting the Sample

Before you can produce the Compliance Sample report and send the information to the state, you first request that MADtrac select a sample of Cases for the follow-up study. To do this, open the Case Compliance Sample form, enter the date range for the sample, and request the sample. MADtrac reviews all the Cases that were *closed* during the selected period and selects at random 30 Cases that were *Mediated to Agreement*, *Mediated to Partial Agreement*, or *Conciliated*. Information about the Cases is presented on the form with space for you to enter the date that you completed the follow-up on the Case, who completed the follow-up, and the agreement compliance status reported by the party who was the recipient in the agreement. You can dbl-click the Case Number to review Case details to determine the agreement recipient and dbl-click on the Client names to obtain contact information. The follow-up information you enter can also be viewed/entered from the Evals/Follow-up tab on the Case form.

To request a Compliance Sample:

Action	Explanation
1. At the Main Switchboard, click INFORMATION .	The Information Request form is displayed. See Error! Reference source not found.
Click Case .	The Case Request form is displayed. See Figure 1.
Click Compliance Sample .	The Case Compliance Sample form is displayed. See Figure 2.

HINT

If this is the first time you have worked with a Compliance Sample, the form will be empty. If you have worked with a sample previously, the selected Case sample is listed, one record for each Case.

To start working with a new Compliance sample:

Enter the date range for your sample Cases.	The date range to run is supplied by the state.
Click Get New Sample .	MADtrac confirms that you want to generate a new set of Cases. See Figure 3.

Note

If you had previously requested a sample set of Cases for the same date range, MADtrac informs you that the sample has already been selected. You must either enter a different date range or complete the follow-up on the existing sample set of Cases. See Figure 5.

To continue, click Yes .	If you continue, MADtrac displays an instruction prompt telling you to complete the follow-up on the sample Cases. See Figure 4.
To not select a new set, click No .	

Click **OK**.

The Compliance Sample form is displayed and now contains up to 30 Cases, one per screen. Each Case is closed and was either Mediated to full/partial agreement or was Conciliated. See Figure 6.

For each Case in your sample, contact the Client(s) who was the recipient in the agreement to determine the agreement compliance follow-up status. Enter the information in the Sample Case form.

Enter the date you completed the follow-up, the name/initials of the Staff completing the follow-up, and the agreement Compliance status as reported by the Client(s) who was the recipient in the agreement. Select an agreement status of *Upheld*, *Partial Upheld*, *Upheld/Ongoing* (agreement not yet complete), *Not Upheld*, or *No Response* (not able to contact Client).

HINT You can dbl-click the Case Number to jump to the Case information and you can dbl-click any of the Client Names to view Client contact information.

HINT Use the record selector buttons at either the top or bottom of the form to move to the next Cases in the sample.

After you complete the follow-up information for each sample Case, click **View Case Compliance Report**.

The Case Compliance Sample report is displayed. See Figure 8.

If you have not completed the follow-up information for **all** the Cases in the Compliance Sample, MADtrac tells you that you cannot send the information to the state until you complete the follow-up before showing you the report. See Figure 7.

Spreadsheet Output for State After you close the report, MADtrac prompts you for the name of the MS Excel file that contains the compliance information.

MADtrac automatically assigns the name to be your primary county (Customer Id in Your Center form), followed by *-ComplianceSample-*, followed by the ending date of the sample range. I.E. Brown-ComplianceSample-12-31-1997.xls

Send file to State Send the file created in the step above to the state.

File is located where MADtrac is installed on your computer. Default location is C:\Program Files\MADtrac-2000.

Figure 1- Case Request form

Click to work with Case Compliance Sample.

Figure 2- Empty Case Compliance Sample Information Form

Enter date range for your Sample Compliance Cases.

Figure 3- New Compliance Sample Prompt

Figure 4- Compliance Sample Instructions Prompt

Figure 5- Sample Already Exists Prompt

Figure 6- Case Compliance Sample Form

Case Compliance Sample

1: Enter Date Range for Sample as directed by State.
 2: Complete Follow-up on each Case in the Sample.
 -Use record selectors at bottom to view each Case).
 -Dbl-click Case Nb to view Case Details or Client Name to view Client Details.
 3: When all follow-up is complete, print Case Compliance Sample Report.
 4: Send Case Compliance Sample Excel sheet (created with report) to State.

Sample Date Range: Between 1/1/1997 And 12/31/1997 **Get New Sample**

View Case Compliance Report **Exit**

Case Nb: NC-154 Followup Date: Followup by:

CLIENT	Name	Role
GClientName190, Sh		Initiator
HClientName191, He		Responder
*		

FollowupStatus: Upheld, Partial Upheld, Upheld/Not Complete, Not Upheld, No Response

Open Date: Closed Date: Dispute Type: Referred by: Municipal Court

Disposition: Med Sess/ Resolved

Record: 1 of 25

Annotations:
 - Dbl-click to jump to the Case form. (points to Case Nb)
 - Dbl-click to jump to the Client form. (points to CLIENT header)
 - Enter follow-up date, initials of Staff completing follow-up, and Agreement status. (points to Followup Date and Followup by)
 - This information comes from Case form and cannot be changed. (points to FollowupStatus, Dispute Type, Referred by, and Disposition)

Figure 7- Compliance Not Complete Prompt

Microsoft Access

Followup is not complete. You cannot export to state until all followup is complete.

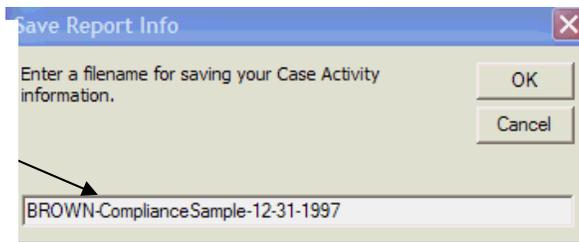
OK

Figure 8- Case Compliance Sample Report

Your Center Case Compliance Summary				
Report Date: 3/3/2006		Sample Period: 10/1/2005 through 12/31/2005		
Total Cases: 20		Cases w/ Followup: 9		County: BROWN
Case Nb	Open Date Closed Date	Dispute Type Disposition	Referred By	Followup Date Followup Status
05-441	8/16/2005 10/10/2005	ODM: Domestic Matters Mediated to Agreement	CSR: Community, Social, Religious	10/10/2005 Upheld/Not Complete
05-183	3/14/2005 10/4/2005	VRA: Adult Victim Offender Mediated to Agreement	CTS: Courts	1/6/2006 Upheld
05-348	6/27/2005 10/15/2005	PJC: Post Judgement Domestic Mediated to Agreement	CTS: Courts	1/16/2006 No Response
05-388	7/29/2005 10/4/2005	ODM: Domestic Matters Mediated to Agreement	CTS: Courts	12/15/2005 Partially Upheld
05-478	9/13/2005 10/13/2005	GDC: Guardianship-Child Mediated to Agreement	GOV: Government Unit	11/5/2005 Not Upheld
05-479	9/13/2005 10/5/2005	PJC: Post Judgement Domestic Mediated to Agreement	CTS: Courts	10/10/2005 No Response
05-480	9/13/2005 10/11/2005	CON: Breach of Contract Mediated to Agreement	CTS: Courts	11/5/2005 Upheld
05-481	9/6/2005 10/7/2005	VRJ: Juvenile Victim Offender Mediated to Agreement	CTS: Courts	12/16/2005 Partially Upheld

Figure 9- Compliance Sample Filename Prompt

Send this file to the state. File is located where MADtrac is installed (default location c:\Program Files\MADtrac-2000)



3.11 Case Compliance Follow-up Sample Report

The Case Compliance Sample report summarizes the Case follow-up status on a sample of Cases for which an agreement was reached. The Case follow-up status for a sample of 30 *Mediated to Agreement* or *Conciliated Cases closed* during the reporting period are included in the report. For each Case in the report, the Open and Closed dates, Dispute Type and Disposition, Referral Source, Follow-up date and Follow-up Status is listed. See Figure 10.

State Compliance Sample

This report has been requested by the state and is used as part of a compliance study/review where you will be asked to complete follow-up tasks on Cases selected by MADtrac. To complete the study, you first request that MADtrac select the Cases for the sample. Typically the state will request a sample that covers the previous year. Then you use the Case Compliance form to contact Clients and record the agreement status. After completing the follow-up on the sample set of Cases, you then run the Case Compliance Sample report which automatically produces a MS Excel spreadsheet file of the information for you to send to the state, either on floppy or as an email attachment.

HINT

Although you can view the Case Compliance Sample report from the Case Report request form, you will probably find it easier to view the report from the Case Compliance Sample information form. See Section 0 for details on how to produce an Agreement Follow-up Compliance Sample, enter the compliance follow-up information, print the report, and export the information to the state.

Spreadsheet Output for State

After you view and close the Case Compliance Follow-up Sample report, MADtrac automatically puts the information into a MS Excel spreadsheet. MADtrac assigns the file name to be your primary county (Customer Id in Your Center form), followed by *-ComplianceSample-*, followed by the ending date of the sample range. I.E. Brown-ComplianceSample-12-31-1997.xls. The file is located where MADtrac is installed (default is C:\Program Files\MADtrac-2000).

Send to State

Send this file to the state as an email attachment.
See **Section 0** for details on producing the sample and completing the follow-up information.

Figure 10- Case Compliance Sample Report

Your Center Case Compliance Summary				
Report Date: 3/3/2006		Sample Period: 10/1/2005 through 12/31/2005		
Total Cases: 20		Cases w/ Followup: 9		County: BROWN
Case Nb	Open Date Closed Date	Dispute Type Disposition	Referred By	Followup Date Followup Status
05-441	8/16/2005 10/10/2005	ODM: Domestic Matters Mediated to Agreement	CSR: Community, Social, Religious	10/10/2005 Upheld/Not Complete
05-183	3/14/2005 10/4/2005	VRA: Adult Victim Offender Mediated to Agreement	CTS: Courts	1/6/2006 Upheld
05-348	6/27/2005 10/15/2005	PJC: Post Judgement Domestic Mediated to Agreement	CTS: Courts	1/16/2006 No Response

Figure 11- Compliance Sample Filename Prompt

Send this file to the state. File is located where MADtrac is installed (default location c:\Program Files\MADtrac-2000)

