

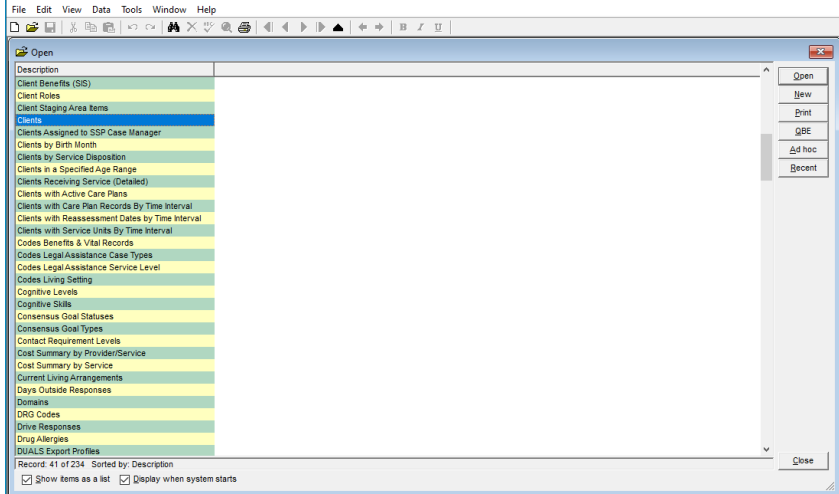
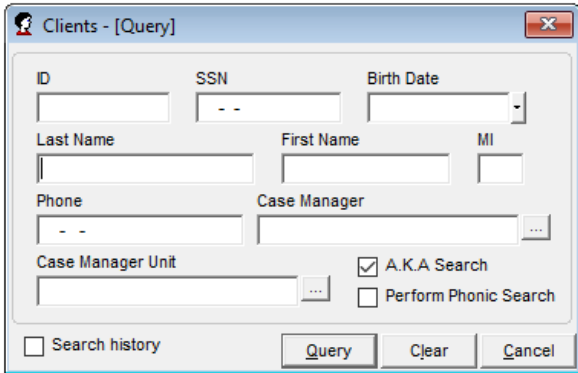


# Q Continuum System User Guide

## Congregate Meals and Home Delivered Meals

**Q 1: I have a new client. How do I know if I should create a new client file in Q or enter new data to the existing client file? the client is?**

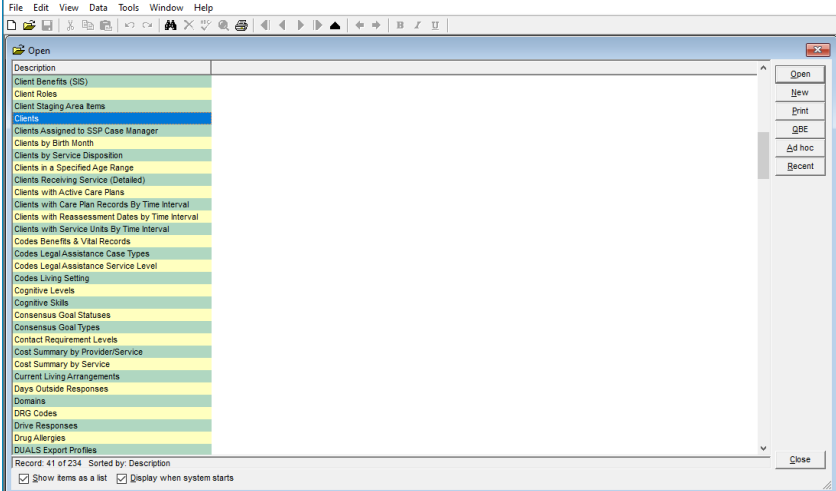

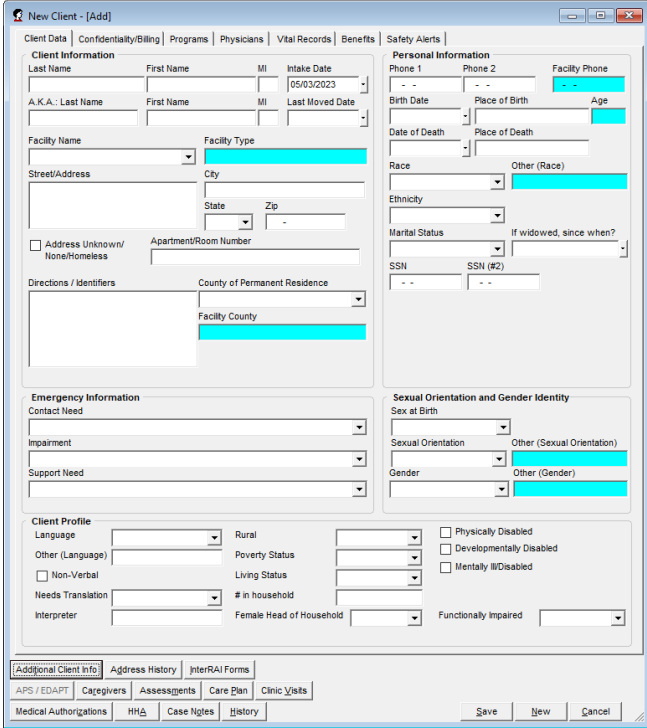
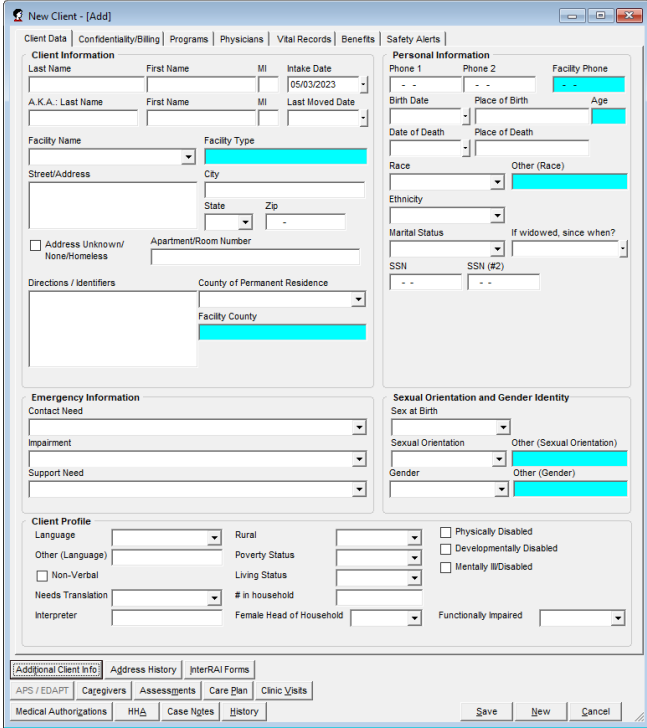
**A 1: Clients who already are registered to other OAA programs have a file created in Q. Look up for this client’s file. New clients have no files.**

| Step | Description  | Picture  |
|------|--|--|
| 1    | Select “Client” on the first page.   |   |
| 2    | Look up this client with first name, last name, date of birth and/or phone number. |  |
| 3    | Click on “Query”.  |  |
| 4    | Look for your client from the result.  |  |



Q 2: I have a new client. I have looked up the client from the existing list in Q but there is NO match. What do I do?

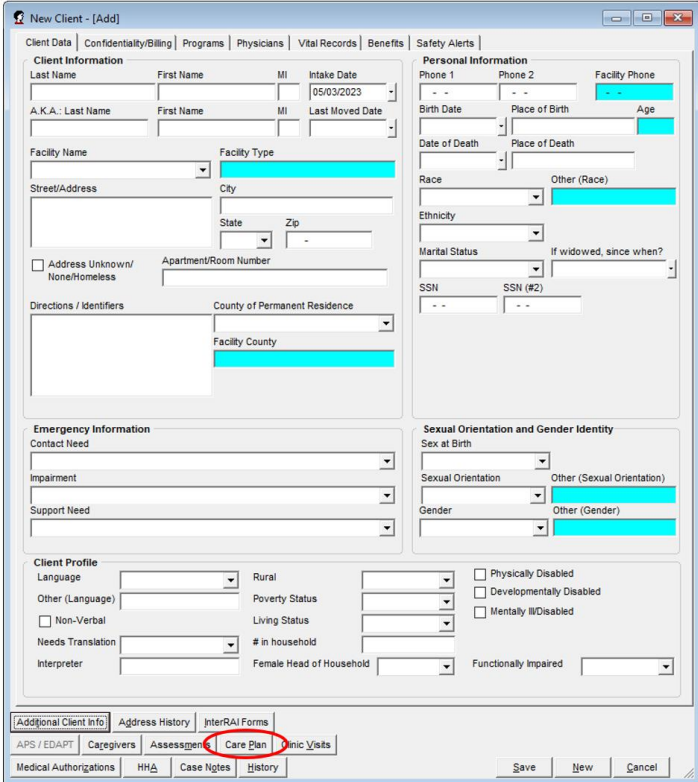

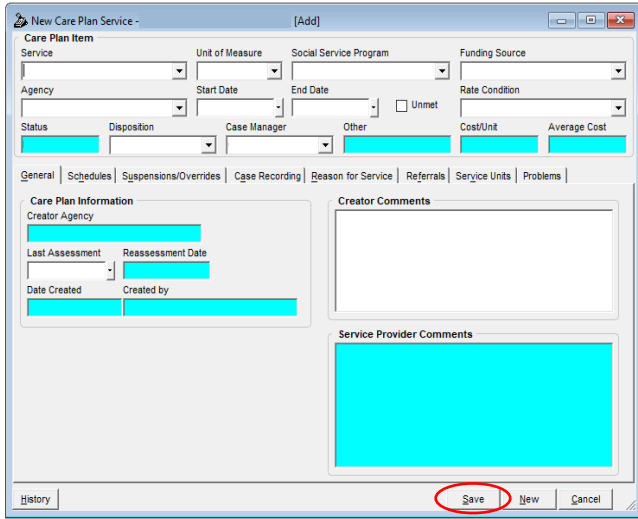
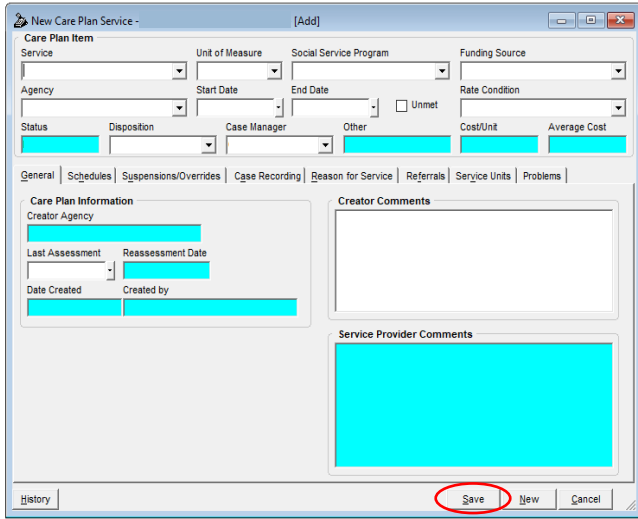
A 2: Create a new client file.

| Step   | Description  | Picture   |
|--|--|---|
| 1  | Select "Client" on the first page.   |   |
| 2  | Go to top left hand corner and click on  icon to create a new client file.  |  |
| 3  | Fill out the following client data: <ul style="list-style-type: none"> <li>• First name (all Caps)</li> <li>• Last name (all Caps)</li> <li>• Address (all Caps)*</li> <li>• Phone number</li> <li>• Date of birth**</li> <li>• Race</li> <li>• Marital status</li> <li>• Rural/Urban</li> <li>• Sex at birth</li> <li>• Sex orientation</li> <li>• Gender</li> </ul> Click on "Save." |  |
| <b>Note:</b> <ul style="list-style-type: none"> <li>• Data listed above are mandatory for intake and are required by California Department of Aging for data reporting. Other sections are optional, but it is highly recommended.</li> <li>• Select applicable description from drop down menus for blue-highlight sections.</li> <li>• * If City is not provided, enter "000"</li> <li>• ** If exact date is not provided, enter January 1. Birth year is required.</li> </ul> |  |   |



Q 3: I have a new client and the client has an existing file in Q. What's next?

A 3: Create a new care plan.

| Step | Description   | Picture  |
|------|---|--|
| 1    | Open the client file. Select "Care Plan" tab.   |   |
| 2    | Go to top left hand conner and click on  icon to create a new care plan.   |  |
| 3    | Fill out the following client data: <ul style="list-style-type: none"> <li>• Service*</li> <li>• Social service program</li> <li>• Funding source</li> <li>• Agency</li> <li>• Start Date**</li> </ul> Click on "Save." |  |

Note:

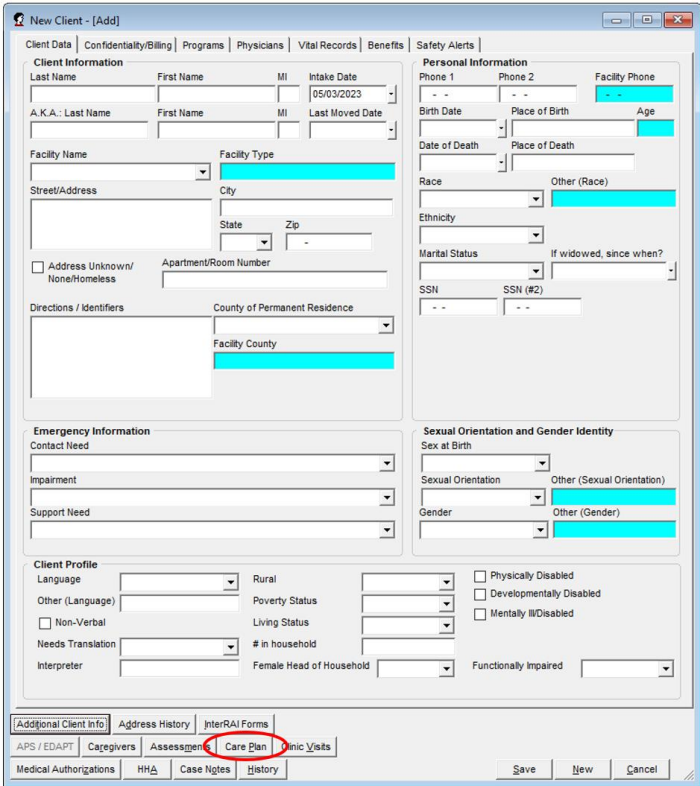
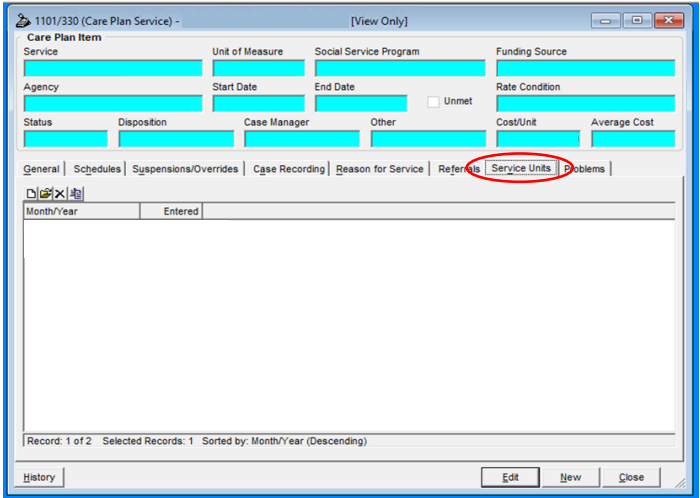
- \* Look for description in lower case letters. Others are not OAA programs.
- \*\* Select beginning of the month.





Q 4: How do I enter Units of Service provided to a client in Q?


A 4: Create a new service unit report in client's care plan.

| Step | Description  | Picture  |
|------|--|--|
| 1    | Open the client file. Select "Care Plan" tab.          |  <p>The screenshot shows the 'New Client - [Add]' form in a web application. The 'Care Plan' tab is highlighted in red. The form contains various sections: Client Information (Last Name, First Name, MI, Intake Date, A.K.A., Last Moved Date), Facility Information (Facility Name, Facility Type, Street/Address, City, State, Zip, Apartment/Room Number), Personal Information (Phone 1, Phone 2, Facility Phone, Birth Date, Place of Birth, Age, Date of Death, Place of Death, Race, Other (Race), Ethnicity, Marital Status, If widowed, since when?, SSN, SSN (#2)), Emergency Information (Contact Need, Impairment, Support Need), Sexual Orientation and Gender Identity (Sex at Birth, Sexual Orientation, Other (Sexual Orientation), Gender, Other (Gender)), Client Profile (Language, Rural, Poverty Status, Living Status, Needs Translation, # in household, Interpreter, Female Head of Household, Functionally Impaired, Physically Disabled, Developmentally Disabled, Mentally Disabled), and a bottom navigation bar with tabs: Additional Client Info, Address History, InterRAI Forms, APS / EDAPT, Caregivers, Assessment, Care Plan (highlighted in red), Clinic Visits, Medical Authorizations, HHA, Case Notes, History. Buttons for Save, New, and Cancel are at the bottom right.</p> |
| 2    | Select applicable service. Select "Service Units" tab. |  <p>The screenshot shows the '1101/330 (Care Plan Service) - [View Only]' form. The 'Service Units' tab is highlighted in red. The form displays a table with columns: Service, Unit of Measure, Social Service Program, Funding Source, Agency, Start Date, End Date, Rate Condition, Status, Disposition, Case Manager, Other, Cost/Unit, and Average Cost. Below the table are tabs: General, Schedules, Suspensions/Overrides, Case Recording, Reason for Service, Referrals, Service Units (highlighted in red), and Problems. A 'Month/Year' field is present, and a status bar at the bottom indicates 'Record: 1 of 2 Selected Records: 1 Sorted by: Month/Year (Descending)'. Buttons for Edit, New, and Close are at the bottom right.</p>   |





3

Go to top left hand conner and click on  icon to create a new unit of service report.

1101/330 (Care Plan Service) - [View Only]

Service Unit of Measure Social Service Program Funding Source

Agency Start Date End Date Rate Condition

Status Disposition Case Manager Other Cost/Unit Average Cost

General Schedules Suspensions/Overrides Case Recording Reason for Service Referrals Service Units Problems

Month/Year Entered

Record: 1 of 2 Selected Records: 1 Sorted by: Month/Year (Descending)

History Edit New Close

4

Click on "Edit."

Select the applicable month and year and enter units of services for each day.

Click on "Save."

June, 2022 (Service Unit Month) - 1101/330 -

Service Units

Agency Service

| Month | Year | Authorized | Entered | Remaining |
|-------|------|------------|---------|-----------|
|       |      |            |         |           |

Frequency Schedule Summary

Calendar View

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     | 1   | 2   | 3   | 4   |
| 5   | 6   | 7   | 8   | 9   | 10  | 11  |
| 12  | 13  | 14  | 15  | 16  | 17  | 18  |
| 19  | 20  | 21  | 22  | 23  | 24  | 25  |
| 26  | 27  | 28  | 29  | 30  |     |     |

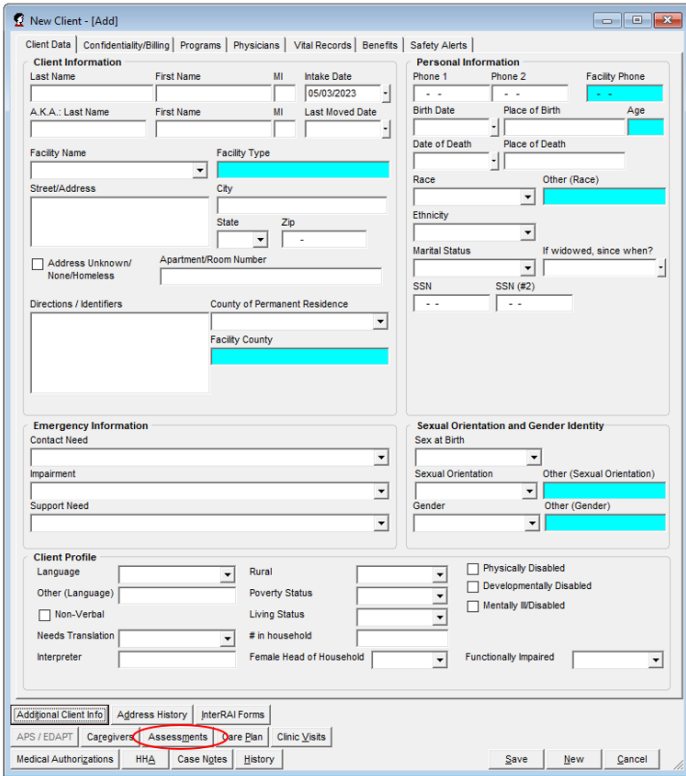
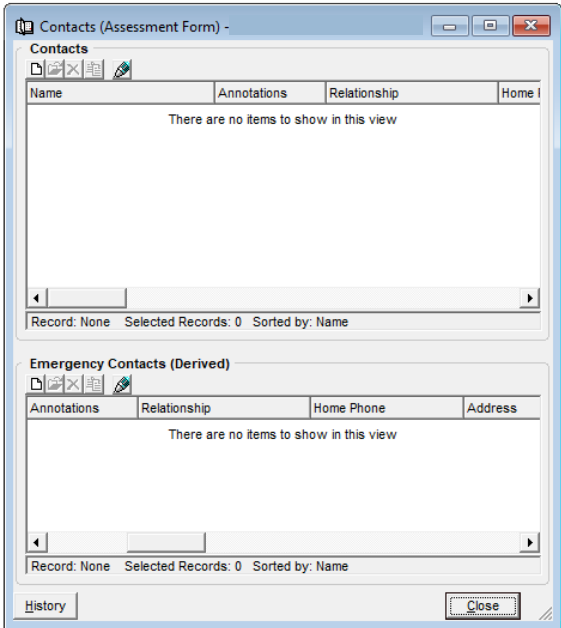
Schedules Service Unit History Edit New Close





Q 5: How do I enter client assessment data in Q?

A 5: Create a new assessment report in client’s assessment file

| Step | Description  | Picture  |
|------|--|--|
| 1    | Open the client file. Select “Assessment” tab.   |   |
| 2    | <p>Home Delivered Meals service providers select “California NAPIS – only ADLs/IADLs” tab. Enter data based on assessment.</p> <p>Congregate Meals service providers skip this step.</p> |  |



3

Select "Nutrition Risk" tab. Both Congregate Meals and Home Delivered Meals service providers are required to complete this section.

Complete only the "Nutrition Risk Status" tab.

**(Check all that apply)**

- Person has an illness or condition that changes the kind and/or amount of food eaten (2 points)
- Eats fewer than 2 meals per day (3 points)
- Eats fewer than 2 daily servings of each of the following food groups: fruits, vegetables, milk products (2 points)
- Has three or more drinks of beer, liquor, or wine almost every day (2 points)
- Has tooth or mouth problems that make it hard to eat (2 points)
- Does not always have enough money to buy the food needed (4 points)
- Eats alone most of the time (1 point)
- Takes three or more prescribed or over the counter drugs a day (1 point)
- Without wanting to, lost or gained 10 pounds in the past six months (2 points)
- Not always physically able to shop, cook and / or feed self (2 points)

Last Updated: [redacted]  Refused Nutrition Risk Level: [redacted] Total Points: [redacted]

Include in your assessment:

- \* Usual eating
- \* Diet patterns
- \* Preparation of meals
- \* Shopping
- \* Finances
- \* Allergies

Weight loss or gain in the past year: [redacted] Diet restricted foods: [redacted] Client follows diet: [redacted]

Client's appetite (subjective): [redacted] Meals per day: [redacted]

Client's diet quality (objective): [redacted] Nutrition Supplements: [redacted]

Approximate amount and type of fluid intake: [redacted]

Comments: [redacted]

**No Completion Needed**

4

Select "Contacts" tab and enter client's general contact and emergency contact information.

**Contacts**

| Name                                    | Annotations | Relationship | Home Phone |
|---|-------------|--------------|------------|
| There are no items to show in this view |             |              |            |

Record: None Selected Records: 0 Sorted by: Name

**Emergency Contacts (Derived)**

| Annotations                             | Relationship | Home Phone | Address |
|---|--------------|------------|---------|
| There are no items to show in this view |              |            |         |

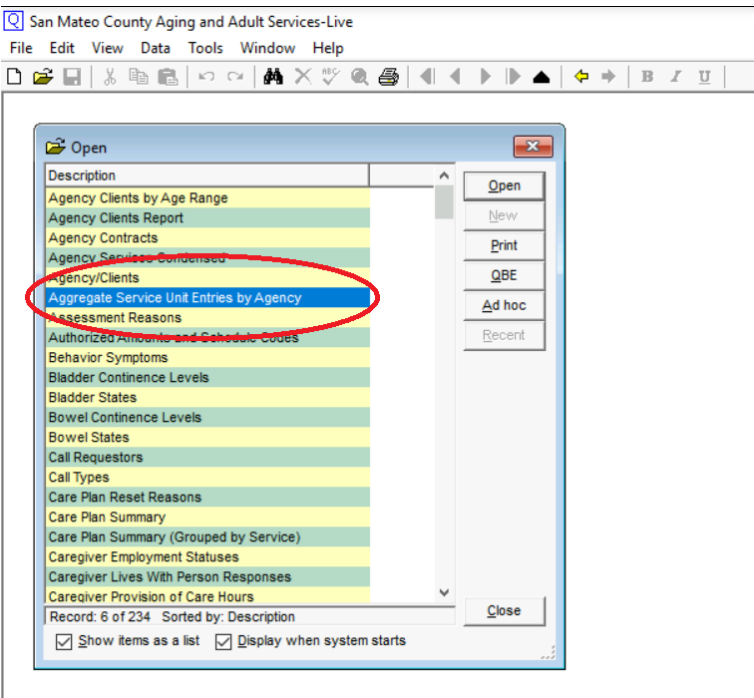
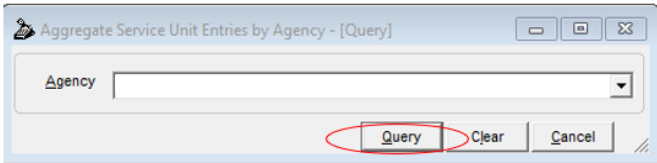
Record: None Selected Records: 0 Sorted by: Name



Q 6: What do I need to do in Q before submitting paperwork, i.e. MIS Reports and invoices, to AAA?

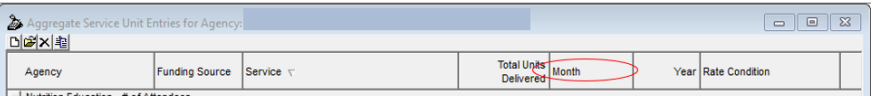

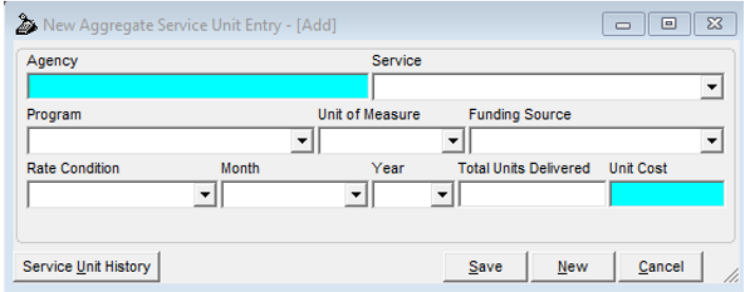
A 6: Enter data in Aggregate Service Unit Entries found in the launcher. Such aggregate entries include:

- 1) Congregate \$ Amt of Non-Sr contributions
- 2) Congregate \$ Amt of Senior contributions
- 3) Congregate Number of Days Meals Served
- 4) Congregate Total Meals Ordered
- 5) HDM-# of Days Meals Provided
- 6) HDM-# on wait list
- 7) HDM-# Amt Non-Sr contributions (Supplemental Program only)
- 8) HDM-# Amt Senior contributions
- 9) HDM-Total Meals Ordered
- 10) Nutrition Education (aka Nutrition Ed Sessions)
- 11) Nutrition Education - # of Attendees

| Step | Description  | Picture  |
|------|--|--|
| 1    | Select "Aggregate Service Unit Entries" tab.                   |   |
| 2    | Select your organization from the drop down. Click on "Query". |  |





|   |  |  |
|---|--|--|
| 3 | Click on "Month"   |  |
| 4 | <p>Go to top left hand conner and click on  icon to create a new tab.</p> <p>Select services and funding source from drop down</p> <p>Select month and year.</p> <p>Make sure the data matches the MIS Reports.</p> <p>Click on "Save."</p> |  |

**Q 7: How do I enter units of service for clients under 60 years old?**

**A 7: To enter units of service for non-senior guests, volunteers, and spouses under the age of 60 can be looked up under the following client "names":**

- 1) ZZ-Volunteer, Non-senior
- 2) ZZ-Spouse, Non-senior
- 3) ZZ-Guest, paying
- 4) ZZ-Non Senior, Disabled

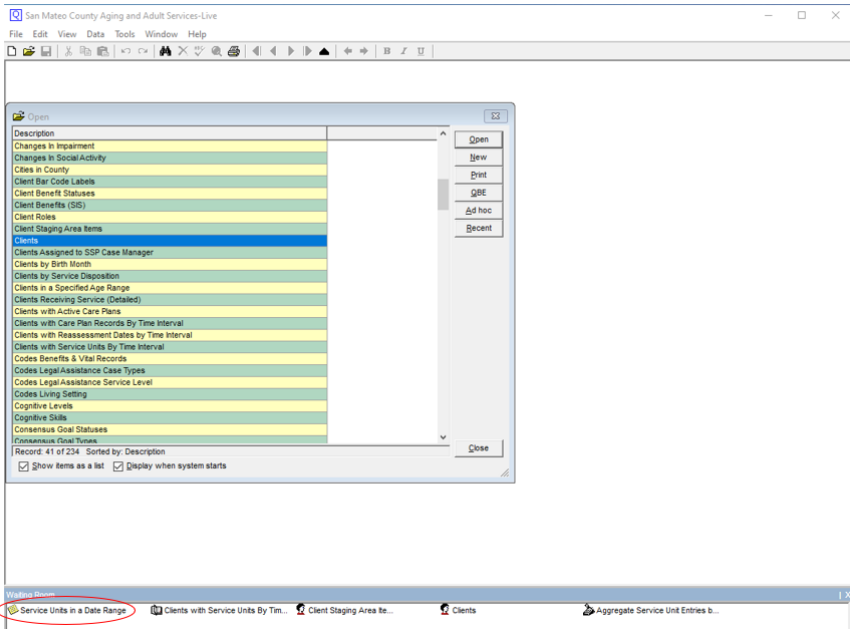
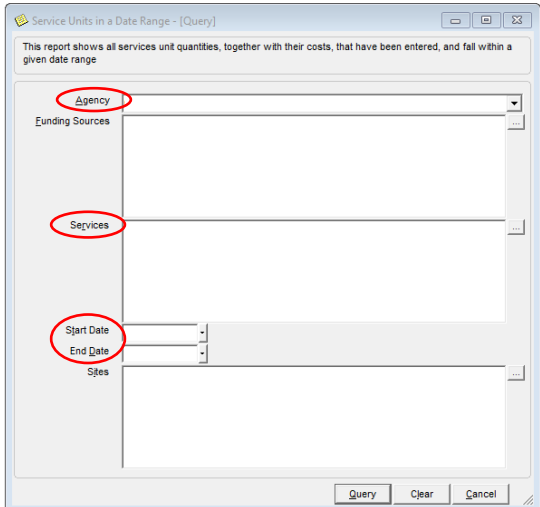
**Disclaimer: verify client eligibility with AAS beforehand**





Q 8: How do I pull up monthly report to cross check and verify MIS reports and see if clients are under 60

A 8: Generate a Q Entry Report.

| Step | Description  | Picture  |
|------|--|--|
| 1    | Select "Service Units in a Data Range" tab.  |   |
| 2    | <p>Select your organization from the drop down.</p> <p>Select applicable service.</p> <p>Select start date and end date.</p> |  |



3

Click on “Query” and combination “Ctrl P” to get your Q entry report.

To obtain a report by age in ascending order, Click on “Service Unit View by Age.” Apply to print.

