Texas Review, Oversight, and Coaching System (TxROCS) User's Guide

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Contents

Chapter 1: Introduction to TxROCS

Overview and Purpose

The DARS Division of Rehabilitative Services (DRS) & Division for Blind Services (DBS) regularly complete reviews of selected Vocational Rehabilitation (VR) consumer cases for quality control and corrective purposes:

- compliance and quality reviews
- technical and purchasing reviews

The information collected from the case reviews is also used to evaluate and improve performance of DRS and DBS staff. Information from the case reviews are collected electronically in TxROCS on two forms:

- Compliance and Quality Case Review-VR form DARS 3456
- Technical and Purchasing Review-VR form DARS 3399

The case review process is subject to an annual audit and the divisions have the ability to quickly and accurately provide a comprehensive list of consumers who have had case reviews using TxROCS. TxROCS captures and organizes data from consumer case reviews conducted across the state at the division, directorate and the field headquarters levels. TxROCS improves the efficiency and accuracy of recording data from the case review process; creates one repository of information instead of multiple separate ones, and results in timely and accurate reporting at all organizational levels which allows DRS to examine statewide activity and trends and to respond to ad-hoc requests requiring case review data.

The TxROCS Users Guide (Help) is intended to help users navigate through the application and is **not** a policy manual. Consult your DARS or division policy manuals in matters that concern policies. These policy manuals include the following:

- DARS Business Procedures Manual, Chapter 20: Confidentiality and Use of Consumer Records and Information
- Division for Blind Services
  - Assistive Technology Trainer Guidelines and Procedures
  - Blind Children's Vocational Discovery and Development Program Manual
  - Independent Living Manual
  - MAPS Guidelines
  - Standards Manual for Consumer Services Contract Providers

    - Vocational Rehabilitation Manual
- Division for Rehabilitation Services
    - Rehabilitation Policy Manual
    - Standards for Providers

1.1 Workflow

Step	Who	What
1	Manager	Determines number and type of reviews (occurs outside TxROCS)
2.	• Full Reviewer • Technical & Purchasing Reviewer	Reviews cases and enter results in TxROCS
3.	• Full Reviewer • Technical & Purchasing Reviewer	Completes review and sets date on the "Actions" screen by which CCS should read review and make any necessary corrective actions. TxROCS automatically sends email notification to the Caseload Carrying Staff (CCS) that a review has been done on a case in his or her caseload unless the reviewer specifies that an email should not be sent.
4.	CCS	Reads case reviews in TxROCS • If Corrective Action is needed, goes to #5 • If no Corrective Action is needed, goes to #6
5.	CCS or CCS designee	Makes corrective actions (occurs outside TxROCS)
6.	CCS	Enters date in TxROCS on the "Actions" screen, indicating that he or she has read the case review and made identified corrective actions and enters feedback. TxROCS automatically sends email to the reviewer, stating that a validator may be assigned. CCS can request a revision to the review. • If revision is requested, goes to step #7 • If no revision is requested, goes to step #9

Step	Who	What
7.	• Full Reviewer • Technical & Purchasing Reviewer	Makes revision if appropriate, enters feedback and sets date on the "Actions" screen by which CCS should acknowledge review. TxROCS automatically sends email to the CCS concerning revision request and due date.
8.	CCS	Enters date in TxROCS on the "Actions" screen, indicating that he or she has read the case review and made identified corrective actions and enters additional feedback. TxROCS automatically sends email to the reviewer, stating that a validator may be assigned.
9.	• Full Reviewer • Technical & Purchasing Reviewer	Assigns a Validator
10.	Validator	Verifies Corrective Action • If corrections are not acceptable, goes to #11 • If corrections are acceptable, goes to #12
11.	Validator	Discusses any further corrective action the CCS must take (occurs outside TxROCS)
12.	Validator	Enters date on the "Actions" screen to indicate corrective actions were completed appropriately. At this point, the status of the review changes from "Edit" to "View" and no further changes to the review are allowed.

1.2 Confidentiality

All consumer and case information is confidential per federal and state law, and HHS Enterprise and DARS policy (HHS Enterprise Computer Use Agreement and DARS BPM Chapter 20: Confidentiality and Use of Consumer Records and Information). Use of this system indicates your compliance with all applicable policy and law. Contact your supervisor with any questions or concerns.

1.3 Data Integrity

TxROCS is a shared tool. Consistency and accuracy are the keys to data integrity.

Data integrity is a personal responsibility. Consider each of these points.

- Since TxROCS is shared, don't treat it as you would an individual word processor.
- Much of the information that is collected appears in reports generated immediately and years later as historical data for comparison. Problem data entered today will not go away.

1.4 Security

TxROCS does not require a unique logon. Your network logon is used to check if you have permission to access TxROCS. Based on your user role, you may view, create and/or update specific pages or windows.

To maintain security and comply with agency confidentiality rules, make sure to turn on your password-protected screen saver (see Business Procedures Manual, Chapter 3: Information Resources, 3.2.4 User).

1.5 Changes to Permissions

The supervisor must approve any changes to permissions assigned to a position.

The supervisor determines the appropriate User Role based upon User Role descriptions in table 1.3. The supervisor then forwards the approved completed DARS 1260 Service Request requesting the new User Role to the next line of management for approval. After appropriate approval, the supervisor forwards the approved request in an email to the Communications mailbox: communications@dars.state.tx.us. If denied, notifies the requestor of denial.

Chapter 2: TxROCS Basics

2.1 Navigation

There are two menus:

Top menu bar	Menu items display based on your user role: • Dashboard • Search • Reports

	• TxROCS User Guide • ReHabWorks
Left navigation menu	Menu items displayed when you create a review or open a review from the dashboard. **Note:** If you navigate away from a review page while updating the review in any manner (within TxROCS, not going to another software) such as selecting a different menu item from the top or left navigation menu, TxROCS automatically saves any changes you made.

2.2 Getting Started

After opening TxROCS, the user's login/password is validated:

- If login/password is not validated, TxROCS directs the user to the Help Desk for assistance
- If login/password is validated, the user's name and role appear under the TxROCS logo.

Menu Item	Description	User Role
Dashboard	TxROCS defaults to this page when first accessed. For Full Reviewers and Technical & Purchasing reviewers, the dashboard lists reviews that can be viewed, edited, or validated. For CCS, the dashboard lists reviews for cases on the CCS's caseload. The CCS has permission to enter dates in the reviews listed after the CCS has read the review and completed any assigned corrective actions. For RST / RAs, the dashboard lists reviews on which the RST / RA worked. The RST / RA has a "read only" role in TxROCS.	All
Search	Used to generate a list of cases based on search criteria selected and the operator's user role. Displays the following search criteria:	• Central Office • Directorate Level 0 • Directorate

Menu Item	Description	User Role
	• Division (Defaults to the operator's Division) • Directorate (Defaults to the operator's Directorate) • Headquarters • Caseload Carrying Staff • Search By • Search Text	Level 1 • Directorate Level 2 • Full Reviewer • Technical & Purchasing Reviewer
Reports	Opens the Reports menu which lists each report with a link to launch the report and a brief description.	• Central Office • Directorate Level 0 • Directorate Level 1 • Directorate Level 2 • Full Reviewer • Technical & Purchasing Reviewer • CCS
TxROCS User Guide	Link to the TxROCS User Guide that opens in a new window of your browser.	All
ReHabWorks	Link to the ReHabWorks application that opens in a new window of your browser.	All

2.3 User Roles

TxROCS has the following user roles:

User Role	Example
Central Office	• Assistant Commissioner • Consumer Support Services Managers • Central Office System Administrators • Central Office Program Specialist • FOS Staff
Directorate Level 0	• Regional Director (RD) • Operations Director for Programs (ODP)
Directorate Level 1	• Central Office Program Directors

User Role	Example
Directorate Level 2	• Regional Program Specialist • Regional Program Support Technician • Transition Specialist • CRP Specialist • MSC/MST
Full Reviewer – Field Headquarters (can Validate)	• Field Director • VR Supervisor • Area Manager (AM) • Unit Program Specialist (UPS)
Technical & Purchasing Reviewer (can validate)	• Management Support Specialist (MSS) • Unit Support Technician (UST) • RAA, RA as requested on DARS 1260 only (DBS Only)
CCS	• Caseload Carrying Staff (CCS) • Counselor
RST / RA	• Rehab Support Technician (RST) • Rehabilitation Assistant (RA) • Consumer Case Coordinator (CCC)
UPS/VR Coordinator	• Unit Program Specialist • Vocational Rehabilitation Coordinator

Each user role has specific user access permissions for the various reviews and reports:

- View
- Create
- Update
- Validate

Note: The user role can be adjusted by the supervisor to meet the need of the office (i.e. an MSS being assigned a full reviewer role) with regional office and central office approval. To request or change a user role, the manager or their designee should submit a DARS1260 directly to Central Office for review and approval. Once they have been reviewed at central office, they will be submitted through the DARS Help Desk mailbox.

http://darsnetmossx.dars.txnet.state.tx.us/documentcenter/forms/DARS1260.pdf

For DRS, email the DARS1260 to DARS DRS Operations.

For DBS, email the DARS1260 to DARS Help.

User Permissions for Reviews

User Role	Access	Type	Status	Domain	Conditions
Central Office	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable • Final Private	Entire agency	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.
	Create	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	N/A	Entire Agency	These reviews are not validated and will not show up in aggregate data reports.
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft • Out for CCS Review	Created by the operator	
Directorate Level 0	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable • Final Private	Their directorate except reviews created by a user with Central Office user role	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.
	Create	• entire C & Q • partial C & Q • entire T & P	N/A	Their directorate	These reviews will not be validated and

User Role	Access	Type	Status	Domain	Conditions
		• partial T & P • case reading			will not show up in aggregate data reports.
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft or • Out for CCS Review	Created by the operator	
Directorate Level 1	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable • Final Private	Their directorate except reviews created by a user with Central Office, Directorate 0, or Directorate 2 user role	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.
	Create	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	N/A	Their directorate	These reviews will not be validated and will not show up in aggregate data reports.
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft or • Out for CCS Review	Created by the operator	
Directorate Level 2	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft • Out for CCS Review • Final Reportable • Final Private	Created by the operator	

User Role	Access	Type	Status	Domain	Conditions
	Create	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	N/A	Their directorate	These reviews will not be validated and will not show up in aggregate data reports.
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft or • Out for CCS Review	Created by the operator	
Full Reviewer – Field Headquarters (can Validate)	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable	Their headquarters (includes all associated field offices) except reviews created by a user with Central Office or any Directorate (0, 1, or 2) user role	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.
	Create	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	N/A	Their headquarters (includes all associated field offices)	
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Draft or • Out for CCS Review	Created by the operator	

User Role	Access	Type	Status	Domain	Conditions
		• case reading			
	Validate	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review	Assigned to them.	
Technical & Purchasing Reviewer (can Validate)	View	• entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable	the operator is the creator or co-reviewer	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.
	Create	• entire T & P • partial T & P • case reading	N/A	Their headquarters (includes all associated field offices)	
	Edit	• entire T & P • partial T & P • case reading	• Draft or • Out for CCS Review	Created by the operator	
	Validate	• entire T & P • partial T & P	• Out for CCS Review	Assigned to them	
CCS	View	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review or • Final Reportable	Their caseload	
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review	Their caseload	Enter Date Corrective Actions Complete only
RST / RA	View	• entire T & P • partial T & P	• Out for CCS Review	Assigned to them	

User Role	Access	Type	Status	Domain	Conditions
UPS/VR Coordinator when functioning as CCS for cases assigned to their caseload	View	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review or • Final Reportable	Their caseload	UPS/VR Coordinator will have CCS Dashboards in addition to other reviewer Dashboards
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review	Their caseload	Enter Date Corrective Actions Complete only UPS/VR Coordinator cannot create, edit, or validate content within reviews for cases that are assigned to their own caseload.
UPS/VR Coordinator when functioning as reviewer	View	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Out for CCS Review or • Final Reportable	Their headquarters (includes all associated field offices) except reviews created by a user with Central Office or any Directorate (0, 1, or 2)	Dashboard and search results include reviews in Draft status but View and Edit are disabled unless the operator created the review.

User Role	Access	Type	Status	Domain	Conditions
				user role	
	Create	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	N/A	Their headquarters (includes all associated field offices)	UPS/VR Coordinator cannot create reviews for cases that are assigned to their own caseload
	Edit	• entire C & Q • partial C & Q • entire T & P • partial T & P • case reading	• Draft or • Out for CCS Review	Created by the operator	UPS/VR Coordinator cannot edit content within reviews for cases that are assigned to their own caseload
	Validate	• entire C & Q • partial C & Q • entire T & P • partial T & P	• Out for CCS Review	Assigned to them as validator	UPS/VR Coordinator cannot validate reviews for cases that are assigned to their own caseload

All user roles can view all reports with aggregate totals but are limited in what data the detailed reports will include as described below:

User Role	User Permissions for Detailed Reports
Central Office	Entire agency
Directorate Level 0	Their directorate
Directorate Level 1	Their directorate
Directorate Level 2	Their directorate
Full Reviewer – Field Headquarters	Their headquarters (includes all associated field offices

User Role	User Permissions for Detailed Reports
Technical & Purchasing Reviewer	Their headquarters (includes all associated field offices
CCS	Their caseload
RST / RA	Cases on which they worked
UPS/VR Coordinator	• Their caseload • Their headquarters (includes all associated field offices)

2.4 Review Types

TxROCS has the following review types:

Review Type	Description
Full Review	Both Compliance & Quality and Technical & Purchasing reviews must be completed
C&Q	Compliance & Quality review
T&P	Technical & Purchasing review
Case Reading	New review type to allow users to have the ability to quickly read over the case, add comments and actions

2.5 Review Statuses

TxROCS has the following review statuses:

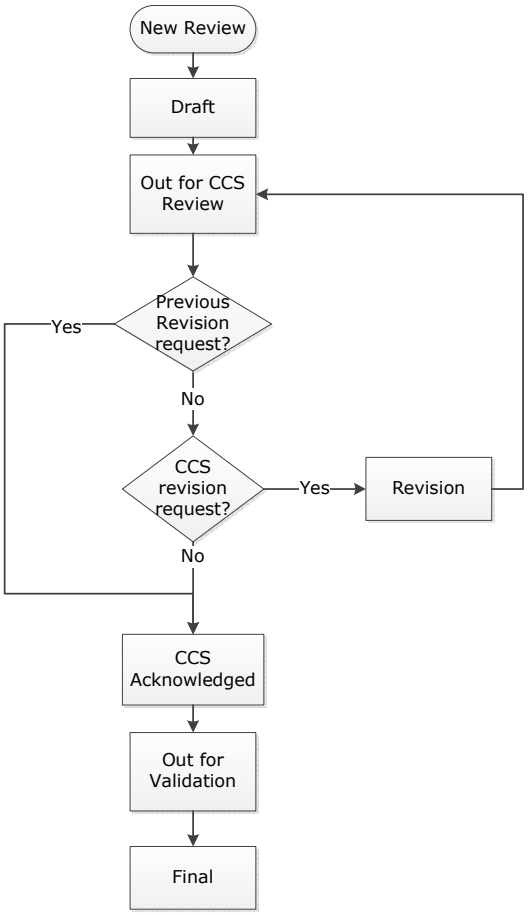
Review Status	Description
Draft	Review can be edited as needed
Out for CCS Review	Ready for CCS to complete corrective actions
Revision	CCS selected "Request Revision" button on CCS action page
CCS Acknowledged	CCS has acknowledged the review and a validator has not been assigned
Out for Validation	Validator assigned and review is ready for validator to complete validation
Final Private	Oversight review type only; Review is final and cannot be edited; only Central Office and Directorate roles can view
Final	Validation is complete; review is final and cannot be edited

For a Full review, the form statuses are independent; both halves must be completed to finalize the review.

TxROCS Review Status Triggers

Current Status	Trigger	New Status
	Review created	Draft
Draft	Due date assigned	Out for CCS Review
Out for CCS Review	CCS acknowledges with no revision requested	CCS Acknowledged
Out for CCS Review	CCS acknowledges with revision requested	Revision
Revision	Review/revision completed and new due date set	Out for CCS Review
CCS Acknowledged	Validator assigned	Out for Validation
Out for Validation	Validator enters validation	Final

Status Flow Diagram



2.6 Review Approaches

TxROCS has the following review approaches:

Review Approach	Description
Entire	Entire C&Q or entire T&P review; no questions are skipped
Partial	C&Q or T&P; questions can be marked as N/A as needed
Oversight	Central Office and Directorate roles perform review and finalize; no other roles can view. Reminder - Corrective Action functionality is not available when the reviewer selects Oversight as the review approach. Currently, the option for Oversight reviews is limited to Central Office and Directorate Level user roles.

Chapter 3: Dashboards

3.1 Dashboards and User Roles

The Dashboard(s) displays when TxROCS is opened or user selects Dashboard from the top menu board.

It contains table(s) of case reviews based on the type of dashboard and your user role.

Dashboard	Description	User Role
Reviews	List any reviews where the "Review Creator" equals the operator.	Central Office
	List reviews for the operator's Directorate where "Review Creator" does not equal Central Office. Reviews where the "Review Creator" does not equal the operator will open in View unless in Draft status, in which case there is no access. Reviews where the Review Creator" does equal the operator and the review status is • Draft will open in Edit • Out for CCS Review or Final status will open in View	Directorate 0

Dashboard	Description	User Role
	List reviews for the operator's Directorate where "Review Creator" does not equal Central Office, Directorate Level 0 or Directorate Level 2 reviewer. Reviews where the "Review Creator" does not equal the operator will open in View unless in Draft status, in which case there is no access. Reviews where the Review Creator" does equal the operator and the review status is • Draft will open in Edit • Out for CCS Review or Final status will open in View	Directorate 1
	List any reviews where the "Review Creator" equals the operator.	Directorate 2
	List reviews in the operator's Field Headquarters (includes Field Offices) where "Review Creator" does not equal Central Office or any Directorate Level reviewers. Reviews where the "Review Creator" does not equal the operator will open in View unless in Draft status, in which case there is no access. Reviews where the Review Creator" does equal the operator and the review status is • Draft will open in Edit • Out for CCS Review or Final status will open in View	Full Reviewer – Field Headquarters
	List all T & P and C & Q case reviews when the operator is the co-reviewer where "Review Creator" does not equal Central Office or any Directorate Level reviewers in the operator's Field Headquarters (includes Field Offices). C & Q reviews when the operator is the co-reviewer open in View. T & P reviews	Technical & Purchasing Reviewer

Dashboard	Description	User Role
	where the "Review Creator" does not equal the operator will open in View unless in Draft status, in which case there is no access. T & P reviews where the Review Creator" does equal the operator and the review status is • Draft will open in Edit • Out for CCS Review or Final status will open in View	
My Case Reviews	List all active reviews in Out for CCS Review or Final status for the operator's caseload.	CCS
	List all T & P reviews in Out for CCS Review or Final assigned to the operator.	RST / RA
Validation	List reviews assigned to the operator to validate that the corrective actions have been completed. Reviews are listed in descending order with the newest create date first.	• Full Reviewer – Field Headquarters • Technical & Purchasing Reviewer
Supervisor	List reviews that have open Corrective Actions as of 30 days past the Due Date. Reviews are listed in ascending order with the oldest create date first.	• Central Office • Directorate 0 • Directorate 1 • Directorate 2

3.2 Dashboard Contents

Each dashboard contains a header row with column headings and then a row for each review listed based on the dashboard type and the operator's user role. Each dashboard also shows independent form statuses with separate rows for C & Q and T & P.

Dashboard displays data from reviews finalized within the last 30 days and reviews that are still in draft status. To find finalized reviews older than 30 days user should run the Cumulative Review Report, Reviewer Report, Caseload Carrying Staff Report, or Case Reading Report.

3.2.1 Reviews

When TxROCS first opens or you select Dashboard from the top menu bar, TxROCS displays a dashboard "Reviews." The Reviews dashboard is displayed for the following user roles as indicated in 3.1 Dashboards and User Roles:

- Central Office
- Directorate 0
- Directorate 1
- Directorate 2
- Full Reviewer
- Technical & Purchasing Reviewer

Reviews are listed with the newest create date in the first row. For each review listed the following is displayed:

Column Heading	**Description**	**Special Feature**
Action	Displays next action to be taken based on the status of the review and the operator's user role: • Edit • View • Delete Select the link on the action displayed for that record to launch to a specific case review.	Link
Caseload	Select the link on Caseload to launch a search of all cases assigned to the CCS assigned to this case.	Link
Type	Displays the type of review, such as C&Q or T&P	Sort
Consumer	Displays the consumer's first and last name	Sort
Case ID #	Displays the consumer's case ID number	Sort
CCS	Displays the caseload carrying staff's (CCS) name assigned to this case	Sort
Created	Displays the date the review was created	Sort
Reviewer and Reviewer (T&P)	Displays the reviewer's name assigned to this review	Sort
Status and	Displays the current status of the review	Sort

Column Heading	Description	Special Feature
Status (T&P)		
OFR (C&Q) and OFR (T&P)	Displays the date the review was sent Out or CCS review	Sort
Validated C&Q Validated T&P	Indicates the date that the validation of corrective actions was completed or N/A if C&Q/T&P validation is not required	Sort

3.2.2 My Case Reviews

When TxROCS first opens or you select Dashboard from the top menu bar, TxROCS displays a table "My Case Reviews" if the operator's user role is

- CCS with active reviews in Out for CCS Review or Final status for the operator's caseload
- RST / RA with reviews in Out for CCS Review or Final status assigned to the operator

Reviews are listed with the newest create date in the first row. For each review listed the following is displayed:

Column Heading	Description	Special Feature
Review	Displays next action to be taken based on the status of the review and the operator's user role: • Edit • View • Delete Select the link on the action displayed for that record to launch to a specific case review.	Link
Type	Displays the type of review, such as C&Q or T&P	Sort
Consumer	Displays the consumer's first and last name	Sort
Case ID #	Displays the consumer's case ID number	Sort
Created	Displays the date the review was created	Sort
Reviewer and Reviewer (T&P)	Displays the reviewer's name assigned to this review	Sort
Status and	Displays the current status of the review	Sort

Column Heading	Description	Special Feature
Status (T&P)		
OFR (C&Q) and OFR (T&P)	Displays the date the review was sent Out or CCS review	Sort
Validated C&Q Validated T&P	Indicates the date that the validation of corrective actions was completed or N/A if C&Q/T&P validation is not required	Sort

3.2.3 Validation

When TxROCS first opens or you select Dashboard from the top menu bar, TxROCS displays a table "Validation" if

- your user role is has the ability to perform a C&Q or T&P review
- a review has been assigned to you to validate

Reviews are listed with the newest create date in the first row. For each review listed the following is displayed:

Column Heading	Description	Special Feature
Validate	Select the link on "Validate" to launch to a specific case review. The Case Review opens with only the Electronic Signature section editable.	Link
Type	Displays the type of review, such as C&Q or T&P	Sort
Consumer	Displays the consumer's first and last name	Sort
Case ID	Displays the consumer's case ID number	Sort
Created	Displays the date the review was created	Sort
Reviewer	Displays the reviewer's name assigned to this review	Sort
OFR	Displays the date the review was sent Out for CCS Review	Sort

3.2.4 Supervisor

When TxROCS first opens or you select Dashboard from the top menu bar, TxROCS displays a "Supervisor" dashboard below the "Reviews Dashboard" if

- your user role is Central Office, Director 0, Director 1, or Director 2

- there are reviews within your domain (i.e., for Central Office the operator's division, for Directorate 0 the operator's directorate, etc.) that have open Corrective Actions where the Due Date has been in the last 30 days

Reviews are listed with the oldest create date in the first row. For each review listed the following is displayed:

Column Heading	**Description**	**Special Feature**
View	Select the link on the action displayed for that record to launch to a specific case review.	Link
Type	Displays the type of review, such as C&Q or T&P	Sort
Consumer	Displays the consumer's first and last name	Sort
Case ID #	Displays the case identification number	Sort
CCS	Displays the caseload carrying staff's (CCS) name assigned to this case	Sort
RST / RA	Displays the RST /RA who worked on this case	Sort
Reviewer	Displays the reviewer's name assigned to this review	Sort
Status	Displays the current status of the review: • Final Private • Final Reportable • Out for CCS review	Sort
Created	Displays the date the review was created	Sort
OFR	Displays the date the review was sent out for CCS review	Sort
Corrective Action Due Date	Displays the date the reviewer entered by which the CCS should have read the review and completed any corrective actions	Sort
Validated C&Q	Indicates the date that the validation was completed or N/A if a C&Q validation is not required	Sort
Validated T&P	Indicates the date that the validation was completed or N/A if a T&P validation is not required	Sort

3.3 Dashboard Features

Each dashboard has the following features:

Field	Description
Links	Some columns have ability to pull up a direct link.
Sort by Column Heading	To sort the list of reviews, select a column heading. For example, to sort the list in order of Consumer, select the column heading "Consumer." If you select "Consumer," TxROCS sorts the list by the last name.
Export to Excel	Click to export data to MS Excel
Print	Click to print
Print Large	Click to printer in larger text size
Navigation and Dashboard Layout	At the bottom right hand corner when a dashboard has multiple pages, there is a box for each page number. Select the page desired to display the rows for that page. In addition, when the number of rows exceeds the number of visible row, you may also get four addition boxes: two boxes at the beginning of the boxes will say "Go to first page" and "Go to previous page". Two boxes at the end of the boxes will say "Go to next page" and "Go to last page". This four boxes will appear or not with the other page boxes based upon what is the current page you are on and the total number of pages to display. At the bottom right hand corner of each dashboard, "Rows [#] to [#] of [total # of rows]" is displayed. *Example:* If the table has three boxes in the left hand corner, one for page 1 , one for page 2 and one for Go to Next Page and there were a total of 15 rows. • Page 1 would display Rows 1 to 10 of 15 • Page 2 would display Rows 11 to 15 of 15 • While on Page 1, Go to Next Page will take you to Page 2 • While on Page, Go to Previous Page will take you to Page 1

Chapter 4: Search

4.1 Searching

Based on your role, you can search for a list of cases to create a new review or see the date of the last review:

Role	Cases Available
Central Office	User's Division if user's division is in a caseload carrying division, otherwise, entire agency.
Directorate Level 0	User's Directorate
Directorate Level 1	User's Directorate
Directorate Level 2	User's Directorate
Full Reviewer – Field HQ	User's Field HQ
Technical & Purchasing Reviewer	User's Field HQ

To search for a case:

1. Select Search in the top menu bar
2. Select the following search criteria which drills down through the organizational levels:

Data Fields	Instructions
Division	Required. Select from drop-down list if your user role is Central Office and user is not part of a caseload carrying division. Otherwise, defaults to your Division with no other options available.
Directorate	Optional. Select from drop-down list if your user role is Central Office. Otherwise, defaults to your Directorate with no other options available.
Headquarters	Optional if your user role is Central Office, Directorate Level 0, Directorate Level 1, or Directorate Level 2. Select from the drop-down list which is populated based on value selected in Directorate and your user role. Examples: If your user role is Central Office, Directorate Level 0, Directorate Level 1, or Directorate Level 2, defaults to All AND drop-down list is populated based on value selected in Directorate. If your user role is Full Reviewer – Field HQ or Technical & Purchasing reviewer defaults to your Field HQ.
CCS	Optional. Select from the drop-down list which is populated based on value selected in Headquarters. Defaults to All.

Data Fields	Instructions
Search By	Optional. Select from Case ID, Consumer SSN, or Consumer Name
Search Text	Optional. Enter Case ID number, Consumer SSN or Consumer Name selected in the "Search By" option. User has ability to search multiple Case IDs by using commas to separate the IDs. Note: if searching by Consumer Name user must enter either the first name OR the last name. Results will display in alphabetical order. If first name AND last name are entered then no results will be returned.

3. Select the Search button. TxROCS returns search results based on the criteria selected.
4. Under the Search button, TxROCS displays a table of the search results. After the title Case Search the number of records found is indicated, for example, Case Search – 115 items found. For each case listed in the search results the following is displayed:

Column Heading	Description
Case ID #	Takes the user to a page to create a new review
Consumer	Displays the consumer's name
CCS	Displays the caseload carrying staff's (CCS) name
Last Review Date	Displays the date of the last case review

Chapter 5: Compliance & Quality Case Review-VR (DARS 3456)

Used for the following case types:

- Full (C&Q + T&P)
- C&Q

The approach for the review can be

- Entire: All sections of the C&Q review form must be completed
- Partial: Some sections of the C&Q review form must be completed; if any question is answered in a section, all questions in that section must be completed

The Reviewer has the ability to navigate to the various sections of the form by selecting the section menu item on the left navigation menu.

At any time the Reviewer can save the form as Draft and may Export/Print. When all desired information has been entered, including the validation date for corrective actions, the review is saved as Final Reportable. At this point the review is View only; no further changes can be made.

Note: Reviewer can only have one case type in any Open status for a case review. For example, if Reviewer creates a Full review on a case (C&Q and T&P) and that case review is in any Open status (not finalized), then a C&Q Only or T&P Only review will not be able to be started on that case. If a C&Q Only is in any Open status on a case, then a Full (C&Q and T&P) will not be able to be started for that case, but a T&P Only review would be able to be started. If a T&P Only is in any Open status, then a Full (C&Q and T&P) will not be able to be started, but a C&Q Only review would be able to be started. If another review type needs to be completed on a case then the Open review needs to be finalized or deleted if no longer needed.

5.1 Creating a New Full or C&Q Review

1. Select a case from a list of cases in the Search Results (see 3.0 Search) or by selecting the Caseload link on the Reviews Dashboard.
2. TxROCS opens the Review Type page with three sections:

Section	Description
Create Review – Review Type	Displays the following information: • Directorate • Headquarters • Case ID # • Date • Consumer • CCS
Current Action: Create Review – Review Type	The following drop down list is displayed: "Please select the review type:" • Full (C&Q + T&P) (Default) • C&Q • T&P • Case Reading The following check box options are displayed: "Review reasons" • Approval • Consultation • Case transfer

Section	Description
	• Formal inquiry • Performance management • Data inquiry • VR risk assessment Note: For a Full Review the Full Reviewer is the only role that can add or edit the review reason. Once the C & Q side of the review is Out for CCS Review the review reason becomes read only and cannot be changed unless the CCS requests a revision.
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

3. Select the Next button to continue creating the case review. If the Review Type selected was FULL (C&Q + T&P), then go to Step 6.
4. TxROCS opens the Focus page with three sections:

Section	Description
Create Review – Focus	Displays the following information: • Directorate • Headquarters • Case ID # • Date • Type • Reason(s) • Consumer • CCS • Full Reviewer
Current Action: Create Review – Focus	The following drop down list is displayed: "Please select the review approach:" • Entire (Default) • Partial • Oversight (will only display for certain roles)
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View

Section	Description
	• Reviewer • Type • Approach • Created • Final Date

5. Select the Next button to continue creating the case review, or the Previous button to return to the previous page.
6. If the Type selected on the Review Type page equals Full (C&Q + T&P) or T&P, TxROCS opens the Assignments page with three sections:

Section	Description
Create Review – Assignments	Information sections where TxROCS displays the following: • Directorate • Headquarters • Case ID # • Date • Type • Approach • T&P Coverage (if type equals T&P) • Reason(s) • Consumer • CCS • Full Reviewer
Current Action: Create Review – Assignments	The following drop down lists are displayed: If Case Type is Full (C&Q + T&P): "Please select a Technical & Purchasing Reviewer" (defaults to please select a Reviewer) • Technical & Purchasing Reviewer "Please select an RST / RA" • RST / RA (defaults to Please select) Note: If Directorate is DBS then selection of RST / RA is optional and "None" may be selected from the drop down list. User must select a Technical & Purchasing

Section	Description
	Reviewer if Full (C&Q & T&P).
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

7. Select the Next button to continue creating the case review. Or the Previous button to return to the previous page.
8. TxROCS opens a page with three sections:

Section	Description
Create Review – Confirmation	Information sections where TxROCS displays the following: • Directorate • Headquarters • Case ID # • Date • Type • Approach • Technical and Purchase Review Coverage (if case type is T&P) • Consumer • CCS • If Case Type is Full (C&Q + T&P) or C&Q, Full Reviewer (operator's name) • If Full (C&Q + T&P) or T&P, Technical & Purchasing Reviewer (operator's name) • CCS Support Staff (RST/RA)
Current Action: Create Review – Confirmation	The following confirmation message is displayed: "You are about to create a Review as described above, Press "Next" to continue, or "Previous" to go back"
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View

Section	Description
	• Reviewer • Type • Approach • Created • Final Date

9. Select the Next button to create the case review, or the Previous button to return to the previous page.
10. If Next is selected, TxROCS displays the General Information page for this new review.
11. The Reviewer has the ability to navigate to the various sections of the form by selecting the menu item on the left navigation menu. At any time the Reviewer can save form as Draft and may Export/Print.

5.2 Updating or Viewing a Compliance & Quality Review

Reviewer selects a case review previously saved as Draft, Out for CCS Review or Final.

1. TxROCS opens the C&Q Review General Information page.
2. Reviewer navigates to the section using the left navigation menu.
    a. If the review status is draft and the "Review Creator" equals the operator, the Reviewer can make changes. Otherwise, the reviewer can only view.
    b. If the review status is Out for CCS Review and the operator is the assigned caseload carrying staff (CCS), the CCS may view the C&Q Review and update the Date Corrective Action Completed. Otherwise, the reviewer can only view.
    c. If the review status is Final, then the C&Q review can only be viewed.

5.3 General Information

1. When the C&Q Case Review is first opened or you select General Information from the left navigation menu, it displays the General Information section which includes the following:

Label	Displays
Directorate	Case Assigned Caseload Directorate
Headquarters	Case Assigned Caseload Headquarters
Case ID	Case ID

Label	Displays
Date	Date Created
Type	Full (C&Q + T&P); Entire C&Q
Approach	Entire, Partial
Technical and Purchase Review Coverage	Technical; Technical & Purchasing Displays if case type is Full (C&Q + T&P) Otherwise it is hidden.
Reason(s)	Review Reasons
Consumer	Consumer's Name
CCS	Vocational Rehabilitation Caseload Carrying Staff's Name
CCS Support Staff (RST/RA)	Name of RST/RA
Full Reviewer	Full Reviewer Name
Technical & Purchasing Reviewer	Technical & Purchasing Reviewer Name Displays if case type is Full (C&Q + T&P) or T&P. Otherwise, it is hidden.

2. Under this information, there are three buttons displayed:

Button	Description
Reason(s) for Review	Launches to the next section
Export to PDF	Launches to a PDF version of the case review
Edit Review Assignments	Allows user to edit reviewers

Note: If Case Type is Full (C&Q + T&P), the first menu item on the left navigation is the review type which is not open for entry, update, or viewing. For example, if you are viewing the C&Q, then the first menu item on the left navigation would be T&P.

5.4 Reason(s) for Review

To enter or update this section:

1. Select **Reason(s) for Review** from the left navigation menu.
2. Enter the following information:

Field	Instructions

Field	Instructions
Review Reasons	Required for all reviews at least one must be checked and all may be checked. Checkbox lists with values: • Approval • Consultation • Case transfer • Formal inquiry • Performance management • Data inquiry • VR risk assessment

3. Under this information, there are four buttons displayed:

Button	Description
General Information	Launches to the previous section
Save Reason(s) for Review	Saves the current section
VR risk assessment or consumer eligibility	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.5 VR Risk Assessment

To enter or update this section:

1. Select **VR Risk Assessment** from the left navigation menu.
2. Enter the following information:

Field	Instructions	Case Type
One-time maintenance total >$300	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Vacant caseload or change in CCS	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Unsuccessful closure by strategic population	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Successful closure	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost >$25,000	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Case length >5 years	Required. Radio button list with	DRS VR

Field	Instructions	Case Type
	values Yes and No. Defaults to No.	DBS TRN
Case length > 2 years	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR
Presumptive eligibility (SSI/SSDI)	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
In application phase >60 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
>90 days to IPE	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
No counseling and guidance >180 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost > $20,000	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN
Unsuccessful closure	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN

3. Under this information, there are four buttons displayed:

Button	Description
Reason(s) for Review	Launches to the previous section
Save VR Risk Assessment	Saves the current section
Consumer Eligibility	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.6 Consumer Eligibility

To enter or update this section:

1. Select **Consumer Eligibility** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Is consumer eligible for VR services?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes or No.
Reason not eligible and discussion	Required text entry field if eligible is no.

3. Under this information, there are four buttons displayed:

Button	Description
VR Risk Assessment or Reason(s) for Review	Launches to the previous section
Save Consumer Eligibility	Saves the current section
Application and Diagnostic Interview	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.7 Application and Diagnostic Interview

To enter or update this section:

1. Select **Application and Diagnostic Interview** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Application Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality – Diagnostic Interview	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. radio button list with values: Not required if Compliant is N/A. • Exceeds • Meets • Needs Improvement
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Consumer Eligibility	Launches to the previous section
Save Application and Diagnostic Interview	Saves the current section

Button	Description
Eligibility Decision	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.8 Eligibility Decision

To enter or update this section:

1. Select **Eligibility Decision** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Eligibility Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality – Eligibility Assessment	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: • Exceeds • Meets • Needs Improvement Not required if Compliant is N/A.
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Application and Diagnostic Interview	Launches to the previous section
Save Eligibility Decision	Saves the current section
Level of Significance	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.9 Level of Significance

To enter or update this section:

1. Select **Level of Significance** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Level of Significance Complaint?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.

3. Under this information, there are four buttons displayed:

Button	Description
Eligibility Decision	Launches to the previous section
Save Level of Significance	Saves the current section
Assessment and Planning	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.10 Assessment and Planning

To enter or update this section:

1. Select **Assessment and Planning** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Assessment and Planning Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.

Field	Instructions
Quality – Comprehensive Assessment	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Not required if Compliant is N/A. • Exceeds • Meets • Needs Improvement
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Level of Significance	Launches to the previous section
Save Assessment and Planning	Saves the current section
Plan	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.11 Plan

To enter or update this section:

1. Select **Plan** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – IPE Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality – IPE	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: • Exceeds

Field	Instructions
	• Meets • Needs Improvement Not required if Compliant is N/A.
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.
Compliance – Employment Goal Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality – Employment Goal	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: • Exceeds • Meets • Needs Improvement Not required if Compliant is N/A.
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Assessment and Planning	Launches to the previous section
Save Plan	Saves the current section
Counseling and Guidance	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.12 Counseling and Guidance

To enter or update this section:

1. Select **Counseling and Guidance** from the left navigation menu.

2. Enter the following information:

Field	Instructions
Compliance – Counseling and Guidance Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality - Counseling and Guidance	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Not required if Compliant is N/A. • Exceeds • Meets • Needs Improvement
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Plan	Launches to the previous section
Save Counseling and Guidance	Saves the current section
Services	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.13 Services

To enter or update this section:

1. Select **Services** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Services	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values:

Field	Instructions
Compliant?	Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.
Quality - Services	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Not required if Compliant is N/A. • Exceeds • Meets • Needs Improvement
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Counseling and Guidance	Launches to the previous section
Save Services	Saves the current section
Closure	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.14 Closure

To enter or update this section:

1. Select **Closure** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Compliance – Closure Compliant?	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Yes, No or N/A.
Reason for "No" rating	Required text entry field if Compliant is No, else null.
Corrective actions required	Required if Compliant is No, else Null.

Field	Instructions
Quality - Closure	Required if Full (C&Q + T&P) and Entire C&Q. Optional if approach is partial. Radio button list with values: Not required if Compliant is N/A. • Exceeds • Meets • Needs Improvement
Discussion	Required text entry field if Full (C&Q + T&P) or an Entire C&Q. Also required if review is Partial and any question of this section has been answered. Optional if Compliant is N/A.

3. Under this information, there are four buttons displayed:

Button	Description
Services	Launches to the previous section
Save Closure	Saves the current section
Overall Comments	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.15 Overall Comments

To enter or update this section:

1. Select **Overall Comments** from the left navigation menu.
2. Enter the Overall Comments in the text entry field. Required if Full (C&Q + T&P) or Entire C&Q. Otherwise, optional.
3. Under this information, there are four buttons displayed:

Button	Description
Closure	Launches to the previous section
Save Overall Comments	Saves the current section
Actions	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

5.16 Actions

To enter or update this section:

1. Select **Actions** from the left navigation menu.
   Instructions state user should enter corrective actions due date, or the date by which the review should be acknowledged.

2. Enter the Due Date and select the Confirm Due Date button. The Corrective Action Due Date cannot be less than today's date.
3. User also has the option to send email notification by checking the box.
   After a review is completed, the reviewer can make changes if the corrective actions are not entered. If changes are made, the corrective action date must be re-entered. This only impacts the form changed (C&Q or T&P), not both if the review is a full review.
4. After selecting Confirm Due Date button the next page states the review is waiting for Technical & Purchasing Reviewer to complete their review and set an Actions Due Date
5. Under this message is an Export PDF button to launch to a PDF version of the case review.

Corrective Action functionality is not available for Central Office or any Directorate level user roles.

5.16.1 Send to Caseload Carrying Staff (CCS)

Submit for review button will be inactive until data validation elements are true. Reviewer selects option to send Email notification to the CCS and submits the form. The status is changed from *Draft* to *Out for CCS Review*.

5.16.2 Enter Corrective Action Completed

After corrective action has been completed by appropriate staff *outside of the Case Review Application*, the *CCS* enters the Corrective Action Completed Date and feedback. The CCS then acknowledges the review by selecting the Acknowledge Review button or requests a revision by selecting the Revision Request button. The CCS can request a revision only one time. Once the Corrective Action Completed Date has been entered, the reviewer will be notified by Email. The *status* is changed to CCS *Acknowledged* or *Revision* based on button selection.

- If *Acknowledged*, skip to 5.16.4 Assign Validator

Reminder - Corrective Action functionality is not available when the reviewer selects Oversight as the review approach. Currently, the option for Oversight reviews is limited to Central Office and Directorate Level user roles.

5.16.3 Revisions

The Reviewer makes revisions to review as appropriate, then enters feedback and sets the due date. Return 5.16.2 Enter Corrective Action Completed.

5.16.4 Assign Validator

The Reviewer selects the staff to validate the corrective action was completed. From the drop-down list populated with Full Reviewers in the Reviewer's Field Headquarters.

5.16.5 Enter Validation Date

After corrective action(s) has been validated by appropriate staff ***outside of the Case Review Application***, the *reviewer assigned validation responsibilities* enters the Validation Date. Once the Validation Date has been entered, the Case Review is considered Final. The case review will be locked and will be read-only.

5.17 Feedback

After CCS feedback is entered, a left navigation menu option is added to display feedback. It displays CCS feedback and if revision was requested for the review, it will display Reviewer feedback and Additional CCS feedback.

Chapter 6: Technical and Purchasing Review – VR (DARS 3399)

Used for:

- Technical and Purchasing Reviews
- Technical
- Purchasing

The approach for the review can be:

- Entire: All sections of the T&P review form have been completed
- Partial: Some or all sections of the T&P review form have been completed; if any questions are answered in a section all questions in that section must be completed

The Reviewer has the ability to navigate to the various sections of the form by selecting the section menu item on the left navigation menu.

At any time the Reviewer can save form as Draft and may Export/Print. When all desired information has been entered including the validation date for corrective actions, the review is saved as Final.

Note: Reviewer can only have one case type in any Open status for a case review. For example, if Reviewer creates a Full review on a case (C&Q and T&P) and that case review is in any Open status (not finalized), then a C&Q Only or T&P Only review will not be able to be started on that case. If a C&Q Only is in any Open status on a case, then a Full (C&Q and T&P) will not be able to be started for that case, but a T&P Only review would be able to be started. If a T&P Only is in any Open status, then a Full (C&Q and T&P) will not be able to be started, but a C&Q Only review would be able to be started. If another review type needs to be completed on a case then the Open review needs to be finalized or deleted if no longer needed.

6.1 Creating a New T&P Review

1. Select a case from a list of cases in the Search Results (see 3.0 Search) or by selecting the Caseload link on the Reviews Dashboard.
2. TxROCS opens the Case Review page and displays three sections:

Section	Description
Create Review – Review Type	Displays the following information: • Directorate • Headquarters • Case ID # • Date • Consumer • CCS
Current Action: Create Review – Review Type	The following drop down list is displayed: "Please select the review type:" • Full (C&Q + T&P) (Default) • C&Q • T&P • Case Reading The following check box options are displayed: "Review reasons" • Approval • Consultation • Case transfer • Formal inquiry • Performance management • Data inquiry • VR risk assessment
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields:

Section	Description
	• View • Reviewer • Type • Approach • Created • Final Date

3. Select the Next button to continue creating the case review.
4. TxROCS opens the Focus page with three sections:

Section	Description
Create Review – Focus	Displays the following information: • Directorate • Headquarters • Case ID # • Date • Type • Reason(s) • Consumer • Caseload Carrying Staff (CCS) • T&P Reviewer
Current Action: Create Review – Focus	The following drop down lists are displayed: "Please select the review approach" • Entire (default) • Partial • Oversight (some roles will have this option available) "Please select the Technical & Purchasing Coverage" • Technical & Purchasing (default) • Technical • Purchasing
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

5. Select the Next button to continue creating the case review. Or the Previous button to return to the previous page. Confirmation text states that you are about to create a Review as described above. Press "Next" to continue, or "Previous" to go back.
6. TxROCS opens the Assignments page with three sections:

Section	Description
Create Review – Assignments	Information sections where TxROCS displays the following: • Directorate • Headquarters • Case ID # • Date • Type • Approach • Technical and Purchase Review Coverage • Reason(s) • Consumer • CCS • Technical and Purchasing Reviewer
Current Action: Create Review – Assignments	The following drop down list is displayed: "Please select an RST / RA" (defaults to Please Select) Required for DRS
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

7. Select the Next button to continue creating the case review. Or the Previous button to return to the previous page.
8. TxROCS opens the Confirmation page with three sections:

Section	Description

Section	Description
Create Review – Confirmation	Information sections where TxROCS displays the following: • Directorate • Headquarters • Case ID # • Date • Type • Approach • Technical and Purchase Review Coverage • Reason(s) • Consumer • CCS • CCS Support Staff (RST/RA)
Current Action: Create Review – Confirmation	The following confirmation message is displayed: "You are about to create a Review as described above. Press "Next" to continue, or "Previous" to go back"
Review History Dashboard	Displays data about case reviews completed previously for this case.

9. Select the Next button to create the case review. Or the Previous button to return to the previous page.
10. If Next is selected, TxROCS displays the General Information page for this new review.
11. The Reviewer has the ability to navigate to the various sections of the form by selecting the menu item on the left navigation menu.

6.2 Updating a T&P Review

1. Reviewer selects a case review previously saved as Draft, Out for CCS Review, or Final.
2. TxROCS opens the T&P Review General Information page.
3. Reviewer navigates to the section using the left navigation menu.
    a. If the review status is draft and the "Review Creator" equals the operator, the Reviewer can make changes. Otherwise, the reviewer can only view.
    b. If the review status is Out for CCS Review and the operator is the assigned caseload carrying staff (CCS), the CCS may view the T&P Review and update the Date Corrective Action Completed. Otherwise, the reviewer can only view.

c. If the review status is Final, then the T&P review can only be viewed.

6.3 General Information

1. When the T&P Case Review is first opened or you select General Information from the left navigation menu, it displays the General Information section which includes the following:

Label	Displays
Directorate	Case Assigned Caseload Directorate
Headquarters	Case Assigned Caseload Headquarters
Case ID	Case ID
Date	Date Created
Type	Full (C&Q + T&P; T&P Only
Approach	Entire, Partial
Technical and Purchase Review Coverage	Technical; Technical & Purchasing
Reason(s)	Review Reasons
Consumer	Consumer's Name
CCS	Vocational Rehabilitation CCS's Name
Full Reviewer	Displays if case type is Full (C&Q + T&P). Otherwise it is hidden Full Reviewer Name
Technical & Purchasing Reviewer	Technical & Purchasing Reviewer Name
Caseload Support Staff (RST/RA)	Name of RST / RA assigned to case review
C&Q Validation	Displays when staff selected to validate corrective actions if case type is Full (C&Q + T&P). Otherwise it is hidden Name of staff assigned to validate corrective action
T&P Validation	Displays when staff selected to validate corrective actions. Otherwise it is hidden. Name of staff assigned to validate corrective action

2. Under this information, there are three buttons displayed:

Button	Description
Paper Case File Review	Launches to the next section
Export to PDF	Launches to a PDF version of the case review
Edit Review Assignments	Allows user to edit review assignments

Note: If Case Type is Full (C&Q + T&P), the first menu item on the left navigation is the review type which is not open for entry, update, or viewing. For example, if you are viewing the T&P, then the first menu item on the left navigation would be C&Q.

6.4 Reason(s) for Review

If the type selected on the review type page equals T&P, to enter or update this section:

1. Select **Reason(s) for Review** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Review Reasons	Required for all reviews at least one must be checked and all may be checked. For a full review, a T&P reviewer only has read access. Checkbox lists with values: • Approval • Consultation • Case transfer • Formal inquiry • Performance management • Data inquiry • VR risk assessment

3. Under this information, there are four buttons displayed:

Button	Description
General Information	Launches to the previous section
Save Reason(s) for Review	Saves the current section
VR risk assessment or consumer eligibility	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.5 VR Risk Assessment

To enter or update this section only if the Reason(s) for Review included VR Risk Assessment:

1. Select **VR Risk Assessment** from the left navigation menu.
2. Enter the following information:

Field	Instructions	Case Type
One-time maintenance total >$300	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Vacant caseload or change in CCS	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Unsuccessful closure by strategic population	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Successful closure	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost >$25,000	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Case length >5 years	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS TRN
Case length > 2 years	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR
Presumptive eligibility (SSI/SSDI)	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
In application phase >60 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
>90 days to IPE	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
No counseling and guidance >180 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost > $20,000	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN
Unsuccessful closure	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN

3. Under this information, there are four buttons displayed:

Button	Description
Reason(s) for Review	Launches to the previous section
Save VR Risk Assessment	Saves the current section

Button	Description
Consumer Eligibility	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.6 Paper Case File

To enter or update this section:

1. Select **Paper Case File Review** from the left navigation menu.
2. If the case review is for a
   - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and N/A] is required for each question.
   - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

   For each question where No is selected from the radio button list the Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Paper Case File Questions
Are identification and employment verification documents present (for example, driver's license, birth certificate, passport, etc.)?
Is the Permission to Collect Information form completed (no areas left blank), signed, and dated for each information source?
Is the Notice and Consent for Disclosure of Personal Information form completed, signed and dated?
Is the required documentation in the file to identify or designate a consumer representative?
Is there documented proof of income? (Exclude such payments-in-kind such as food stamps or housing subsidies.)
Is there documented proof of liquid assets (cash plus assets that are easily converted to cash)?
Is there documented proof of expenses?
Is there documented proof of any allowable additions to the BLR?
If income and assets are above BLR or liquid assets, is the consumer's contribution described? If not, is an exception to policy documented?
Is there documentation of SSI or SSDI benefits?
Is there a completed Referral for Psychological Evaluation form?

Paper Case File Questions
Is there a completed Referral for Vocational Evaluation form?
Before surgery, is a Surgery and Treatment Recommendations form, or comparable documentation, on file?
Is there a Consultant Review form on file?
Is there a Subrogation Report on file?
If the consumer is in school, is there a copy of the IEP or 504 Plan on file?

3. Under this information, there are four buttons displayed:

Button	Description
Reason(s) for Review or VR Risk Assessment	Launches to the previous section
Save Paper Case File	Saves the current section
Electronic Case File Review	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.7 Electronic Case File Review

To enter or update this section:

1. Select **Electronic Case File Review** from the left navigation menu.
2. If the case review is for a
   - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
   - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

     For each question where No is selected from the radio button list, the Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Electronic Case File Questions
Indicate whether the following are complete in the system" for the following:
Personal Information
Financial Information
Contact Information
Work history or employment information
If required, are appropriate management approvals present?

Does the disability in the system match the disability discussed in the eligibility case note?

3. Under this information, there are four buttons displayed:

Button	Description
Paper Case File Review	Launches to the previous section
Save Electronic Case File Review	Saves the current section
All Purchases	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.8 All Purchases

To enter or update this section:

1. Select **All Purchases** from the left navigation menu.
2. If all responses within **All Purchases** section are non-applicable, select the "Check here to mark ALL Purchasing Questions as Non Applicable" box and all responses within **All Purchases** will be marked N/A when the page is saved. If the box is unchecked and the page is saved, it does not change the answers on the other question pages to blank. It leaves them as N/A.
3. If certain responses within **All Purchases** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.
    - Note: If a Partial T&P review has coverage of Purchasing only then the "Check here to mark ALL Purchasing Questions as Non Applicable" option is not visible.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

All Purchases Questions
Does the case file reflect justification for each significant purchase (for example, IPE, case note, etc.)?
If a purchase is based on factors other than price, was a best-value approach used and documented?
If a purchase order was amended or changed, was a new purchase order sent to the provider?
If the PO issue date and PO start date are not before the date of service, did the AM approve the purchase?
Is there an accurate, itemized invoice or signed receipt for each service for which payment was authorized?
Does the receipt or invoice match the purchase order?
If there was no itemized receipt, was a DARS3425, Receipt for Items form used to document the consumer's receipt of goods or services?
Was payment authorized within three working days following receipt of both the good or service and the invoice?
If the purchase was $2,000 to $5,000, was the appropriate review and approval documented?
If the purchase was greater than $5,000, was management review and approval documented and sent to HHSC-PCS to get bids, if required?
If there are multiple orders from the same vendor, was the order not split to avoid the bidding process?
Are bid recommendations from HHSC-PCS in the case file?
If the purchase was not from the HHSC-PCS recommended provider, was a best-value rationale documented?
If required, is a DARS3472, Contracted Service Modification form in the case file?
Is a prescription or written recommendation in the case file for purchased items such as prescription drugs, medical assistive devices, wheelchairs, OT/PT/ST, eyeglasses, orthotics or prosthetics, mental restoration, etc.?
Was the receipt of items verified with the consumer before payment was authorized (for example, drugs, eyeglasses, job coaching, etc.)?
If the service was provided outside Texas, was the cost equal to or less than in-state cost?

All Purchases Questions
If the purchase was for consumer airfare, was it purchased in accordance with DARS policy?
If psychological tests or neuropsychological tests not listed in MAPS were provided, was the appropriate review and approval documented?
If required, is a DARS3106, Work Restriction Checklist, or comparable documentation in the case file?

6. Under this information, there are four buttons displayed:

Button	Description
Electronic Case File Review	Launches to the previous section
Save All Purchases	Saves the current section
Hospital Services	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.9 Hospital Services

To enter or update this section:

1. Select **Hospital Services** from the left navigation menu or button at the bottom of page for the previous or next menu item.
2. If all questions within **Hospital Services** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Hospital Services** will be marked N/A.
3. If certain responses within **Hospital Services** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Hospital Services Questions
Is an invoice, including an itemized charge list, the case file?
Is the operative report or discharge summary in the case file?
Are payments accurate based on the contract rate?
If the rate or amount paid is lower than the contract rate, is a DARS3422, Reduced Payment Agreement in the case file?
Are third-party payments and co-pays accurately applied?

6. Under this information, there are four buttons displayed:

Button	Description
All Purchases	Launches to the previous section
Save Hospital Services	Saves the current section
Prosthetics	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.10 Prosthetics

To enter or update this section:

1. Select **Prosthetics** from the left navigation menu or button at the bottom of page for the previous or next menu item.
2. If all questions within **Prosthetics** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Prosthetics** will be marked N/A.
3. If certain responses within **Prosthetics** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.

- Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Prosthetics Questions
If the prosthesis letter of specification is $12,500 or more and all L-codes have MAPS fees, is there evidence that the case was reviewed by the University of Texas Southwestern (UTSW) Medical Center Prosthetics–Orthotics Program?
If the prosthesis letter of specification contains an L-code for a device or component that is not listed in MAPS, is there evidence that the Central Office Orthotic and Prosthetic Review Committee (OPRC) approved the purchase of the specialized device or component?

6. Under this information, there are four buttons displayed:

Button	Description
Hospital Services	Launches to the previous section
Save Prosthetics	Saves the current section
Training	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.11 Training

To enter or update this section:

1. Select **Training** from the left navigation menu.
2. If all questions within **Training** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Training** will be marked N/A.
3. If certain responses within **Training** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a

- Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
- Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Training Questions
Is there evidence that the consumer applied for financial aid?
Was tuition paid for vocational or technical schools limited to $3,000 for the life of the case, or is there documentation of the management approval to exceed $3,000?
Is there a copy of a certificate of completion for academic, vocational, or technical training?
Are grades or progress reports present, if appropriate?

6. Under this information, there are three buttons displayed:

Button	Description
Prosthetics	Launches to the previous section
Save Training	Saves the current section
Job Placement	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.12 Job Placement

To enter or update this section:

1. Select **Job Placement** from the left navigation menu.
2. If all questions within **Job Placement** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Job Placement** will be marked N/A.
3. If certain responses within **Job Placement** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all

service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.

5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

    For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Job Placement Questions
For each benchmark, is the correct DARS form completed as required, with appropriate signatures?
Benchmark A – Placement (DARS3432A)
Benchmark B – 45 Days (DARS3432B)
Benchmark C – 90 Days (DARS3432C)
Professional Placement Premium (DARS3432C)
Is the DARS 3430 Job Placement Services – Referral form in the casefile?
Is the DARS 3431 Job Placement Services – Plan form in the case file?

6. Under this information, there are four buttons displayed:

Button	Description
Training	Launches to the previous section
Save Job Placement	Saves the current section
Job Coach	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.13 Job Coach

To enter or update this section:

1. Select **Job Coach** from the left navigation menu.
2. If all questions within **Job Coach** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Job Coach** will be marked N/A.

3. If certain responses within **Job Coach** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

    For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Job Coach Questions
Is the DARS3458, Job Coach Services Time Log initialed by the Job Coach and signed by the provider and the consumer?
Is there documented consumer (or other) verification of essential elements of the log?
Is there an explanation of specific services provided and outcomes included in the time log report?
Do hours on the time log match hours on the invoice?

6. Under this information, there are four buttons displayed:

Button	Description
Job Placement	Launches to the previous section
Save Job Coach	Saves the current section
Supported Employment	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.14 Supported Employment

To enter or update this section:

1. Select **Supported Employment** from the left navigation menu.

2. If all questions within **Supported Employment** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Supported Employment** will be marked N/A.
3. If certain responses within **Supported Employment** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

    For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Supported Employment Questions
For each benchmark, is the correct DARS form completed as required, with appropriate signatures?"
Benchmark 1A: CCSA (DARS1612)
Benchmark 1B: SESP Part 1 (DARS1613)
Benchmark 2: SESP Part 2 (DARS1614)
Benchmark 3: 4 weeks (DARS1615)
Benchmark 4: 8 weeks (DARS1615)
Benchmark 5: Job Stability (DARS1616)
Benchmark 6: Service Closure (DARS1616)
For each benchmark paid, is there evidence that the documentation from the SE provider was reviewed by a DRS staff member to ensure that all quality criteria for that benchmark have been addressed and achieved?

6. Under this information, there are four buttons displayed:

Button	Description

Button	Description
Job Coach	Launches to the previous section
Save Supported Employment	Saves the current section
Supported Self Employment	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.15 Supported Self Employment

To enter or update this section:

1. Select **Supported Self Employment** from the left navigation menu.
2. If all questions within **Supported Self Employment** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Supported Self Employment** will be marked N/A.
3. If certain responses within **Supported Self Employment** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

    For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Supported Self Employment Questions
For each benchmark, is the correct DARS form completed as required, with appropriate signatures?"
Benchmark 1A: CCSA (DARS1612)
Benchmark 1B: SSESP (DARS1800)
Benchmark 2: Business Concept (DARS 1801, 1802)

Benchmark 3: Business Plan (DARS1802, 1803-1, 1803-2, 1804)
Benchmark 4: SSE Business Start-Up (DARS 1802, 1805, 1806)
Benchmark 5: SSE Business Maintenance (DARS 1802, 1805, 1806)
Benchmark 6: SSE Business Stability (DARS 1802, 1805, 1806)
Benchmark 7: SSE Service Completion (DARS 1802, 1805, 1806)
Capital/Equity Self-Employment Premium

6. Under this information, there are four buttons displayed:

Button	Description
Supported Employment	Launches to the previous section
Save Supported Self Employment	Saves the current section
Vocational Adjustment Training	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.16 Vocational Adjustment Training

To enter or update this section:

1. Select **Vocational Adjustment Training** from the left navigation menu.
2. If all questions within **Vocational Adjustment Training** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Vocational Adjustment Training** will be marked N/A.
3. If certain responses within **Vocational Adjustment Training** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Vocational Adjustment Training Questions
Is there a signed narrative statement, including the number of hours and training provided in the case file?
Did the consumer verify the services provided?

6. Under this information, there are four buttons displayed:

Button	Description
Supported Self Employment	Launches to the previous section
Save Vocational Adjustment Training	Saves the current section
Durable Medical Equipment	Launches to the next section
Export to PDF	Launches to a PDF version of the case review.

6.17 Durable Medical Equipment

To enter or update this section:

1. Select **Durable Medical Equipment** from the left navigation menu.
2. If all questions within **Durable Medical Equipment** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Durable Medical Equipment** will be marked N/A.
3. If certain responses within **Durable Medical Equipment** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Durable Medical Equipment Questions
Was a manufacturer's suggested retail price (MSRP) provided with the invoice?
Are payments accurate based on the contract rate (applicable MSRP less contract discount rate)?

6. Under this information, there are four buttons displayed:

Button	Description
Vocational Adjustment Training	Launches to the previous section
Save Durable Medical Equipment	Saves the current section
Vehicle Modifications	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.18 Vehicle Modifications

To enter or update this section:

1. Select **Vehicle Modifications** from the left navigation menu.
2. If all questions within **Vehicle Modifications** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Vehicle Modifications** will be marked N/A.
3. If certain responses within **Vehicle Modifications** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Vehicle Modification Questions
If the vehicle modification cost more than $2,500, was the area manager's approval acquired?
If required, was a DARS3494, Mechanic's Evaluation—Used Vehicle obtained?
Is there a completed and signed DARS3409, Consumer Vehicle Modification Agreement?
If the modification cost more than $1,000, is there a copy of • Certificate of Title, or • Tax Collector's Receipt for Texas Title Application/Registration /Motor Vehicle Tax?
If the modification cost $1,000 or more, and the Certificate of Title shows a third-party lien, is there a • Vehicle Modification Mutual Agreement (DARS3419), and • Vehicle Modification, Express Waiver of Right to DRS Equipment (DARS3417)?
Is there a DARS3474, Vehicle Modification Acceptance indicating that the MSS inspected the modified vehicle?
If the modification cost more than $9,000, is there evidence that the Texas Transportation Institute (TTI) of Texas A&M University inspected the modifications?
Is there a copy in the file of • the paid insurance policy, or • verification from the insurance company that the consumer is eligible for insurance when the modification is complete?

6. Under this information, there are four buttons displayed:

Button	Description
Durable Medical Equipment	Launches to the previous section
Save Vehicle Modification	Saves the current section
Job Site or Home Modifications	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.19 Job Site or Home Modifications

To enter or update this section:

1. Select **Job Site or Home Modifications** from the left navigation menu.
2. If all questions within **Job Site or Home Modifications** section are non-applicable, select the "Check here to mark ALL of this section's responses as Non Applicable" box and all responses within **Job Site or Home Modifications** will be marked N/A.
3. If certain responses within **Job Site or Home Modifications** section are non-applicable, select N/A radio button below the specific question.
4. Service Authorizations/Purchase Orders are not displayed within TxROCS. The following message is displayed "See ReHabWorks for all service authorizations / purchase orders for this case." The message has a link to take user to ReHabWorks.
5. If the case review is for a
    - Full (C&Q + T&P) and Entire T&P, a selection from the drop-down list [values: Yes, No, and NA] is required for each question.
    - Partial T&P, a selection from the radio button list is optional, but all other questions in this section are required if any question is answered.

    For each question where No is selected from the radio button list. The Comments or Corrective Actions for that question is required in the text entry field. Otherwise, it is optional.

Job Site or Home Modifications Questions
Is there, as applicable, a completed • DARS3394, Job Site Modification Assessment Referral, and/or • DARS3395, Home Modification Assessment Referral?
For job site modifications, or home modifications costing more than $1,000, was management approval documented?
If the job site modification cost more than $700, was an agreement with the employer, such as the DARS3404, Employer Job Site Modification Agreement, obtained?
If the job site or home modification cost more than $1,000, was a lien examination purchased?
If there is a lien, was an express written disclaimer, such as the DARS3426,

Job Site or Home Modifications Questions
Residence or Job Site Modification, Express Waiver of Right to DRS Equipment obtained from the lien holder?
If the home modification involved attaching equipment to the property, was a DARS3403, Consumer Residence Modification Agreement obtained from the property owner?

6. Under this information, there are four buttons displayed:

Button	Description
Vehicle Modifications	Launches to the previous section
Save Job Site or Home Modifications	Saves the current section
Overall Comments	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.20 Overall Comments

To enter or update this section:

1. Select **Overall Comments** from the left navigation menu.
2. Enter the Overall Comments in the text entry field. Required if approach is Entire. Otherwise, optional.
3. Under this information, there are four buttons displayed:

Button	Description
Job Site or Home Modifications	Launches to the previous section
Save Overall Comments	Saves the current section
Actions	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

6.21 Actions

To enter or update this section:

1. Select **Actions** from the left navigation menu.
   Instructions state user should enter corrective actions due date, or the date by which the review should be acknowledged.
2. Enter the Due Date and select the Confirm Due Date button. The Corrective Action Due Date cannot be less than today's date.
3. User also has the option to send email notification by checking the box

4. After a review is completed, the reviewer can make changes if the corrective actions are not entered. If changes are made, the corrective action date must be re-entered. This only impacts the form changed (C&Q or T&P), not both if the review is a full review.
5. Note: email notification will automatically be sent to the RST/RA.
6. After selecting Confirm Due Date button the next page states the review is waiting for Technical & Purchasing Reviewer to complete their review and set an Actions Due Date
7. Under this message is an Export PDF button to launch to a PDF version of the case review.

Corrective Action functionality is not available for Central Office or any Directorate level user roles.

6.21.1 Send to Caseload Carrying Staff (CCS)

Submit for Review button will be inactive until all items listed on the Corrective Action page have been addressed by the Reviewer. Reviewer selects option to send Email notification to the CCS and submits the form. The status is changed from *Draft* to *Out for CCS Review*.

6.21.2 Enter Corrective Action Completed

After corrective action has been completed by appropriate staff *outside of the Case Review Application*, the *CCS* enters the Corrective Action Completed Date and feedback. The CCS then acknowledges the review by selecting the Acknowledge Review button or requests a revision by selecting the Revision Request button. The CCS can request a revision only one time. Once the Corrective Action Completed Date has been entered, the reviewer will be notified by Email. The *status* is changed to CCS *Acknowledged* or *Revision* based on button selection.

- If *Acknowledged*, skip to 6.21.4 Assign Validator

Reminder - Corrective Action functionality is not available when the reviewer selects Oversight as the review approach. Currently, the option for Oversight reviews is limited to Central Office and Directorate Level user roles.

6.21.3 Revisions

The Reviewer makes revisions to review as appropriate, then enters feedback and sets the due date. Return 5.16.2 Enter Corrective Action Completed.

6.21.4 Assign Validator

The Reviewer selects the staff to validate the corrective action was completed. From the drop-down list populated with Full Reviewers in the Reviewer's Field Headquarters.

6.21.5 Enter Validation Date

After corrective action(s) has been validated by appropriate staff ***outside of the Case Review Application***, the *reviewer assigned validation responsibilities* enters the Validation Date. Once the Validation Date has been entered, the Case Review is considered Final. The case review will be locked and will be read-only.

6.22 Feedback

After CCS feedback is entered, a left navigation menu option is added to display feedback. It displays CCS feedback and if revision was requested for the review, it will display Reviewer feedback and Additional CCS feedback.

Chapter 7: Case Reading

Used for the following case type:

- Case Reading

Case Reading is a new review type to allow users to have the ability to quickly read over the case, add comments and actions.

The Reviewer has the ability to navigate to the various sections of the form by selecting the section menu item on the left navigation menu.

At any time the Reviewer can save the form as Draft and may Export/Print. When all desired information has been entered, including overall comments and selecting the Finalize Case Reading button, then the review is saved as Final Reportable. At this point the review is View only; no further changes can be made.

7.1 Creating a New Case Reading Review

1. Select a case from a list of cases in the Search Results (see 3.0 Search) or by selecting the Caseload link on the Reviews Dashboard.
2. TxROCS opens the Review Type page with three sections:

Section	Description
Create Review – Review	Displays the following information:

Section	Description
Type	• Directorate • Headquarters • Case ID # • Date • Consumer • CCS
Current Action: Create Review – Review Type	The following drop down list is displayed: "Please select the review type:" • Full (C&Q + T&P) (Default) • C&Q • T&P • Case Reading The following check box options are displayed: "Review reason" • Approval • Consultation • Case transfer • Formal inquiry • Performance management • Data inquiry • VR risk assessment
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

3. Select the Next button to continue creating the case reading.
4. TxROCS opens a page with three sections:

Section	Description
Create Review – Confirmation	Information sections where TxROCS displays the following: • Directorate • Headquarters • Case ID # • Date • Type

Section	Description
	• Approach • Reason(s) • Consumer • CCS • Case Reading Reviewer
Current Action: Create Review – Confirmation	The following confirmation message is displayed: "You are about to create a Review as described above, Press "Next" to continue, or "Previous" to go back"
Review History Dashboard	Displays data about case reviews previously completed and contains the following fields: • View • Reviewer • Type • Approach • Created • Final Date

5. Select the Next button to create the case reading, or the Previous button to return to the previous page.
6. If Next is selected, TxROCS displays the General Information page for this new review.
7. The Reviewer has the ability to navigate to the various sections of the form by selecting the menu item on the left navigation menu. At any time the Reviewer can save form as Draft and may Export/Print.

7.2 Updating or Viewing a Case Reading

Reviewer selects a case reading review previously saved as Draft.

1. TxROCS opens the General Information page.
2. Reviewer navigates to the section using the left navigation menu.
    a. If the review status is draft and the "Review Creator" equals the operator, the Reviewer can make changes. Otherwise, the reviewer can only view.
    b. If the review status is Final, then the case reading can only be viewed.

7.3 General Information

1. When the Case Reading is first opened or you select **General Information** from the left navigation menu, it displays the General Information section which includes the following:

Label	Displays
Directorate	Case Assigned Caseload Directorate
Headquarters	Case Assigned Caseload Headquarters
Case ID #	Case ID Number
Date	Date Created
Type	Case Reading
Approach	Case Reading
Consumer	Consumer's Name
CCS	Caseload Carrying Staff's Name
Case Reading Reviewer	Case Reading Reviewer Name

2. Under this information, there are three buttons displayed:

Button	Description
Reason(s) for Review	Launches to the next section.
Export to PDF	Launches to a PDF version of the case review.
Edit Review Assignments	Allows user to edit reviewers

7.4 Reason(s) for Review

To enter or update this section:

1. Select **Reason(s) for Review** from the left navigation menu.
2. Enter the following information:

Field	Instructions
Review Reasons	Required for all reviews at least one must be checked and all may be checked. Checkbox lists with values: • Approval • Consultation • Case transfer • Formal inquiry • Performance management • Data inquiry • VR risk assessment

3. Under this information, there are four buttons displayed:

Button	Description
General Information	Launches to the previous section
Save Reason(s) for Review	Saves the current section
VR risk assessment or Overall Comments	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

7.5 VR Risk Assessment

To enter or update this section:

1. Select **VR Risk Assessment** from the left navigation menu.
2. Enter the following information:

Field	Instructions	Case Type
One-time maintenance total >$300	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Vacant caseload or change in CCS	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Unsuccessful closure by strategic population	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Successful closure	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost >$25,000	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
Case length >5 years	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS TRN
Case length > 2 years	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR
Presumptive eligibility (SSI/SSDI)	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
In application phase >60 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR
>90 days to IPE	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
No counseling and guidance >180 days	Required. Radio button list with values Yes and No. Defaults to No.	DRS VR DBS VR DBS TRN
Case cost > $20,000	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN

Field	Instructions	Case Type
Unsuccessful closure	Required. Radio button list with values Yes and No. Defaults to No.	DBS VR DBS TRN

3. Under this information, there are four buttons displayed:

Button	Description
Reason(s) for Review	Launches to the previous section
Save VR Risk Assessment	Saves the current section
Overall Comments	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

7.6 Overall Comments

To enter or update this section:

1. Select **Overall Comments** from the left navigation menu.
2. Enter the Overall Comments in the text entry field.
3. Under this information, there are four buttons displayed:

Button	Description
Reason(s) for Review or VR Risk Assessment	Launches to the previous section
Save Overall Comments	Saves the current section
Additional Action(s) Needed	Launches to the next section
Export to PDF	Launches to a PDF version of the case review

7.7 Additional Action(s) Needed

To enter or update this section:

1. Select **Additional Action(s) Needed** from the left navigation menu. The top of the page displays as follows:
   Form CR – Additional Action(s) Needed
   Consumer Name Case ID #
2. The following text is displayed: “Are any additional actions needed as a result of this case reading?” Radio buttons “Yes” and “No” are displayed. Select “Yes” if additional action is needed and “No” if no additional action is needed.
3. If “Yes” is selected then “Reason for Additional Actions” text box must be populated with comments. If no comments are added then the following error message will be displayed “Question marked 'Yes' but the reason is blank”. If “No” is selected then no comments are needed.

4. Under this information there are four buttons displayed:

Button	Description
Overall Comments	Launches to the previous section.
Save Additional Action(s) Needed	Saves the current section
Actions	Launches to the next section
Export to PDF	Launches to a PDF version of the case review.

7.8 Actions

To enter or update this section:

1. Select **Action** from the left navigation menu.
   The top of the page displays as follows:
   Form CR – Additional Action(s) Needed
   Consumer Name Case ID #
2. Click on "Finalize Case Reading" button

   Note: if the "Finalize Case Reading" button is selected before Comments and Additional Action(s) Needed sections are completed then the following text will be displayed "You cannot view the Actions Page for this Case Reading review until you begin answering questions."

3. Under this message is an Export PDF button to launch to a PDF version of the case review.
4. After selecting "Finalize Case Reading" button the Finalize Case Reading page loads with the following question: "Are you sure you want to finalize the case reading on consumer: _____?"
5. Below this text are two buttons:

Button	Description
Do Not Finalize	Does not finalize review, takes user back to General Information page
Finalize Case Reading	Finalizes case reading

Note: User is only able to have one open case reading per case per reviewer.

Chapter 8: Reports

The operator's user role will limit the breadth of the results returned and the types of Reviews reported on.

8.1 Compliance & Quality Performance Report

Performance report for finalized C&Q reviews.

1. Select **Reports** from the top menu bar.
2. Select **Compliance & Quality Performance Report** from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Defaults to All.
Review Type	Drop-down list. Defaults to Full and C&Q.
Approach	Drop-down list. Defaults based on Review Type.
Start Date	Enter a date before the End Date entered and before today's date. If no start date is entered then will default to the start date of the current fiscal year when 'Show Report' button is selected (for example 9/1/14).
End Date	Enter a date after the Start Date entered and before today's date. If no end date is entered then will default to today's date when 'Show Report' button is selected.
Display Questions	Check box. If checked then questions will be displayed in report results.

4. Select the Show Report button
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the C & Q list of review questions arranged by Sections for the search criteria entered.
   The following fields are returned on the report:
   - Reason(s) for Review

- VR Risk Assessment (if applicable)
- Plan and Planning
- Services and Closure
- Level of Significance
- Consumer Eligibility
- Counseling and Guidance
- Eligibility Decision

Aggregate totals are displayed for:

- Compliance-type answers are described in Number and Percentage of Yes/No
- Quality-type answers are described in Number and Percentage of Quality, Competent, and Needs Improvement
- The total number of cases
- The total number of case reviews

6. Select option to: Export to Excel, Print or Print Large.

8.2 Technical & Purchasing Performance Report

Performance report for finalized T&P reviews.

1. Select **Reports** from the top menu bar.
2. Select **Technical & Purchasing Performance Report** from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Defaults to All.
Review Type	Drop-down list. Defaults to Full and T&P.
Approach	Drop-down list. Defaults based on Review Type.
Start Date	Enter a date before the End Date entered and before today's date. If no start date is entered then will default to the start date of the current fiscal year when 'Show Report' button is selected (for example 9/1/14).

Field	Instructions
End Date	Enter a date after the Start Date entered and before today's date. If no end date is entered then will default to today's date when 'Show Report' button is selected.
Display Questions	Check box. If checked then questions will be displayed in report results.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the T & P list of review questions arranged by Sections for the search criteria entered.
   The report is broken down by the following Sections of the review questions:
   - Reason(s) for Review
   - VR Risk Assessment (if applicable)
   - All Purchases
   - Durable Medical Equipment
   - Electronic Case File Review
   - Hospital Services
   - Job Coach
   - Job Placement
   - Job Site or Home Modifications
   - Paper Case File Review
   - Prosthetics
   - Supported Employment
   - Supported Self Employment
   - Training
   - Vehicle Modifications
   - Vocational Adjustment Training
6. Select option to: Export to Excel, Print or Print Large.

8.3 Case Reading Performance Report

Performance report for finalized T&P reviews.

1. Select **Reports** from the top menu bar.
2. Select **Case Reading Performance Report** from the list displayed.
3. Select the following search criteria

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Defaults to All.
Start Date	Enter a date before the End Date entered and before today's date. If no start date is entered then will default to the start date of the current fiscal year when 'Show Report' button is selected (for example 9/1/14).
End Date	Enter a date after the Start Date entered and before today's date. If no end date is entered then will default to today's date when 'Show Report' button is selected.
Display Questions	Check box. If checked then questions will be displayed in report results.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the T & P list of review questions arranged by Sections for the search criteria entered.
   The report is broken down by the following Sections of the review questions:
   - Reason(s) for Review
   - VR Risk Assessment (if applicable)

   The report provides aggregate totals for
   - The number and percentage of Yes/No and N/A answers listed for each category.
   - The total number of cases
   - The total number of case reviews

6. Select option to: Export to Excel, Print or Print Large.

8.4 Acknowledgement/Corrective Action Report

The Acknowledgement/Corrective Action report includes data for both Compliance & Quality and Technical & Purchasing Case Reviews that need acknowledgement or went past their due date.

1. Select **Reports** from the top menu bar.

2. Select **Acknowledgement/Corrective Action Report** from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Drop-down list populated based on the Directorate and Field Headquarters selected. Defaults to All.
Out for CCS Review	Check box. If checked, only Out for CCS Review is included in report. Can be checked with Out for Validation, Revision, CCS Acknowledged, and/or Finalized.
Revision	Check box. If checked, only Out for Revision is included in report. Can be checked with Out for Validation, out for CCS Review, CCS Acknowledged, and/or Finalized.
CCS Acknowledged	Check box. If checked, only Out for CCS Acknowledged is included in report. Can be checked with Out for Validation, out for CCS Review, Revision, and/or Finalized.
Out for Validation	Check box. If checked, only Out for Validation is included in report. Can be checked with Out for CCS Review, Revision, CCS Acknowledged, and/or Finalized.
Finalized	Check box. If checked, only Finalized is included in report. Can be checked with Out for CCS Review and/or Out for Validation.
Review Type	Drop-down list. Defaults to All.
Form Type	Drop-down list. Defaults to C&Q and T&P.
Approach	Drop-down list. Defaults based on Review Type.
Past due	Drop down list. Options include All, Yes, No. Defaults to Yes.
Acknowledged	Drop down list. Options include All, Yes, No. Defaults to Yes.
Start Date	Enter a date before the End Date entered and today's

Field	Instructions
	date. Default is blank.
End Date	Enter a date after the Start Date entered and before today's date. Default is blank.

Note: If no Start Date and End Date are selected then all records will be returned when user selects 'Show Report' button.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the results with the following fields:
    - Case ID # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
    - Consumer Last Name
    - Consumer First Name
    - CCS
    - Due Date
    - Acknowledged Date

    Results reports are capped to 300 returns per page, with Next/Previous page navigation links provided.

6. Select option to: Export to Excel, Print or Print Large.

8.5 Cumulative Review Report

The Cumulative Review report includes data for finalized reviews by designated start and end dates.

1. Select Reports from the top menu bar
2. Select Cumulative Review Report from the list
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Caseload Carrying Staff Name. Defaults to All.
Review Type	C&Q Only, T&P Only, Full (C&Q and T&P), Case Reading. Defaults to All.
Approach	Entire and Partial, Entire, Partial, Case Reading.

Field	Instructions
Start Date	Enter a date before the End Date entered and before today's date. If no start date is entered then will default to the start date of the current fiscal year when 'Show Report' button is selected (for example 9/1/14).
End Date	Enter a date after the Start Date entered and before today's date. If no end date is entered then will default to today's date when 'Show Report' button is selected.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays a listing of all full reviews within the selected date and area ranges that are in Final Status. Results reports are capped to 300 returns per page, with Next/Previous Page navigation links provided.

   For each case review the following fields are displayed:
   - Case ID # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
   - Consumer
   - Division
   - Directorate
   - Headquarters
   - CCS
   - Full Reviewer
   - Technical & Purchasing Reviewer
   - Type
   - Approach
   - Final
   - Case Status

   Note: Because this is not an aggregate reporting, but a listing of individual cases, Caseload Carrying Staff (CCS)/Corrector users will only receive results **within their own caseload** and Reviewer users will only receive results **within their domain.**

6. Select option to: Export to Excel, Print, Print Large.

8.6 Reviewer Report

Finalized reviews searchable by reviewer.

1. Select Reports from the top menu bar.
2. Select Reviewer Report from the list displayed
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
Reviewer	Drop-down list populated based on the Headquarters selected. Defaults to All.
Start Date	Enter a date before the End Date entered and today's date. Default is blank
End Date	Enter a date after the Start Date entered and before today's date. Default is blank.

Note: If no Start Date and End Date are selected then all records will be returned when user selects 'Show Report' button.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the finalized reviews by reviewer.

   For each case review the following fields are displayed:
   - Case ID # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
   - Consumer
   - Directorate
   - Headquarters
   - CCS
   - Full Reviewer
   - Technical & Purchasing Reviewer
   - Type
   - Approach
   - Created
   - Final

6. Select option to: Export to Excel, Print, Print Large.

8.7 Caseload Carrying Staff Report

Finalized reviews searchable by caseload carrying staff.

1. Select **Reports** from the top menu bar.
2. Select **Caseload Carrying Staff Report** from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
CCS	Drop-down list. Defaults to All.
Start Date	Enter a date before the End Date entered and today's date. Default is blank
End Date	Enter a date after the Start Date entered and before today's date. Default is blank.

Note: If no Start Date and End Date are selected then all records will be returned when user selects 'Show Report' button.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the draft reviews by reviewer. For each case review the following fields are displayed:
    - Case Id # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
    - Consumer
    - Directorate
    - Headquarters
    - CCS
    - Full Reviewer
    - Technical & Purchasing Reviewer
    - Type
    - Approach
    - Created
    - Final
6. Select option to: Export to Excel, Print, Print Large.

8.8 In Progress Review Report

In Progress Review Report has the ability to show all reviews (Draft, Out for CCS Review, and Out For Validation) that are not finalized.

1. Select Reports from the top menu bar.
2. Select In Progress Review Report from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
Search by Reviewer	Defaults to checked, report will be searched by reviewer. When box is unchecked, report will search by CCS.
Reviewer	Drop-down list populated based on the Headquarters selected. Defaults to All.
CCS	Drop-down list populated based on the Headquarters selected. Defaults to All.
Draft	Checked for all roles except CCS and RST/RA. This option does not appear for CCS and RST/RA.
Out for CCS Review	Defaults to unchecked for all roles except CCS and RST/RA. Default checked for CCS and RST/RA.
Out for Validation	Defaults to unchecked for all roles except CCS and RST/RA. Default checked for CCS and RST/RA.
Review Type	Drop-down list. Defaults to all.
Approach	Drop-down list. Defaults to all.
Number of Days Since Review Created	Select an option to show only Draft reviews after the number of days in the drop down box.
Start Date	Enter a date before the End Date entered and today's date. Default is blank
End Date	Enter a date after the Start Date entered and before today's date. Default is blank.

Note: If no Start Date and End Date are selected then all records will be returned when user selects 'Show Report' button.

4. Select the Show Report button.

5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the draft reviews by reviewer. For each case review the following fields are displayed:
    - Case Id # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
    - Consumer
    - Directorate
    - Headquarters
    - CCS
    - Full Reviewer
    - Technical & Purchasing Reviewer
    - Status
    - Type
    - Approach
    - Created
    - OFR

6. Select option to: Export to Excel, Print, Print Large.

8.9 Case Reading Report

Case Reading Report includes all finalized case readings.

1. Select Reports from the top menu bar.
2. Select Case Reading Report from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
Search By Reviewer	Defaults to checked, report will be searched by reviewer. When box is unchecked, report will search by CCS.
Reviewer	Drop-down list populated based on the Headquarters selected. Defaults to All.
CCS	Drop-down list populated based on the Headquarters selected. Defaults to All.
Additional Action(s)	Drop-down list. Defaults to All.

Field	Instructions
Needed	
Start Date	Enter a date before the End Date entered and today's date. Default is blank
End Date	Enter a date after the Start Date entered and before today's date. Default is blank.

Note: If no Start Date and End Date are selected then all records will be returned when user selects 'Show Report' button.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the case reading reviews by reviewer. For each case review the following fields are displayed:
    - Case Id # (Note: If user has the appropriate role to view the details then the Case ID will display as a link to the review)
    - Consumer
    - Directorate
    - Headquarters
    - CCS
    - Reviewer
    - Created
    - Final
    - Additional Actions
6. Select option to: Export to Excel, Print, Print Large.

8.10 Users and Roles Report

Users and Roles Report includes all users in TXROCS.

1. Select Reports from the top menu bar.
2. Select Users and Roles Report from the list displayed.
3. Select the following search criteria:

Field	Instructions
Division	Drop-down list. Defaults to the user's division.
Directorate	Drop-down list. Defaults to the user's directorate.
Headquarters	Drop-down list populated based on the Directorate selected. Defaults to All.
Office	Drop-down list populated based on the Headquarters selected. Defaults to All.

Field	Instructions
Active Users	Drop-down list. Defaults to Yes. This is only available for users with the "Expanded User Roles Support" option on.
Has Role(s) Assigned	Drop-down list. Defaults to Yes. This is only available for users with the "Expanded User Roles Support" option on.
Role	Drop-down list. Defaults to All.
Site Admin	Check box. If selected report will display all Site Admins.
User Admin	Check box. If selected report will display all User Admins.
Support Admin	Check box. If selected report will display all Support Admins.

4. Select the Show Report button.
5. If there are not records for the search criteria selected, displays "Report yielded no results." Otherwise, TxROCS displays the case reading reviews by reviewer. For each case review the following fields are displayed:
    - Action
    - Employee
    - Division
    - Directorate
    - Headquarters
    - Office
    - Role
    - Job Description
    - Site Admin
    - User Admin
    - Support Admin
    - Inactive Date (Expanded User Roles Support only)
6. Select option to: Export to Excel, Print, Print Large.

Appendix A: Organizational Structure

NOTE: TxROCS will use the Division, Directorate, Field Headquarters, Field Office and CCS.

	Old Terminology	New Terminology
Level 1	DARS	DARS

	Old Terminology	New Terminology
Level 2	Division	Division
Level 3	Region	Directorate
Level 4	Field Office (Area Manager's Office)	Field Headquarters
Level 5	Office	Field Office
Level 6	Counselor	CCS

Glossary

A

approach—The way that the case review will be conducted: entire or partial.

B

C

case purchase order—A **purchase order** that is created in an individual file (case ID) for one consumer.

case service record—A **service record** that is created in an individual file (case ID) for one consumer.

case note—Information such as a contact report or justification for a purchase that you enter as permanent documentation into ReHabWorks.

case note list—Permanent collection of all case notes for a case. The list gives the title of each note, the date it was entered, who entered it, and indicates if it is draft.

caseload carrying staff—Agency personnel assigned a specific group of cases in one of the programs that provide services to consumers. This includes CCSs, VRCs, VR Transition CCSs, IL Workers, and Blind Children's Specialists. CCS is used interchangeably to represent both the staff assigned to a caseload and the caseload number throughout ReHabWorks.

closed phases—Those stages in a case life cycle that are not open. These include Closure before application (Phase 01), Closure after Application (Phase 08), Successful Closure (Phase 26), Unsuccessful Closure after plan initiated (Phase 28), Unsuccessful Closure before plan initiated (Phase 30), Post-closure completed (Phase 34), and Post-closure completed Unsuccessfully (BCP only—Phase 36).

comparable benefits—Services and benefits that are provided or paid for, in whole or in part, by a source other than DARS; available at the time needed to ensure the progress toward achieving the planned outcome; and would be provided by DARS if there was not another source available.

coverage—The focus of a T&P case review:

- Technical & Purchasing (default)
- Technical, and
- Purchasing.

D

data warehouse—Storage of transactional history used for management information, end-of-day reports, or ad hoc queries.

directorate—An organizational level below Division and above Field Headquarters. For DBS, this is North, South, and CCRC. For DRS, this is designated as "regions."

division—An organizational level below agency (DARS) and above Directorate. For ReHabWorks, the current divisions are DRS and DBS.

E

electronic case file—Online record that contains all documents generated by DARS staff, such as Initial Contact, Application, Case Notes, Plans, etc.

entire—All sections of the review form have been completed.

F

field headquarters—The organizational level below directorate and above caseload. For DRS, this is shown as area managers. For DBS, this is shown as field directors.

Full – All sections of both the C&Q and T&P review forms have been completed.

G

good—A consumable product or merchandise, such as a laptop PC or Perkins brailler.

I

M

O

open phases—Those stages in a case life cycle that are not closed. This includes Initial Contact without case assignment (Phase 99), Initial Contact with case assignment (Phase 00), Application (Phase 02), Eligibility/Plan Development (Phase 10), Active Services (Phase 14), Employment (VR Only-Phase 22), and Post-closure (Phase 32).

P

"paper" phase date—a date entered by the user for the phase either based on when the

- event actually occurred such as the date the CCS took an initial contact in a consumer's home or
- signature was recorded on a hard copy such as a plan signed on a paper which is filed in the consumer's paper case file.

Partial—Some or all sections of the C&Q review form have been completed

PO begin date—Date that the service is expected to start or that the initial delivery of a good is expected.

PO Create Date—The initial date the PO is saved draft or non-draft status; this value cannot be changed. This is simply the system date the PO record is first entered into the database, regardless of draft status.

PO Detail—Page that collects all the details for a purchase order from a service record through payment. This is the best place to see the phase of a purchase order and the only place to see a warrant number.

PO Issue Date—The finalized date on which the PO is saved as a non-draft PO; this value cannot be changed.

PO Last Update Date—The date on which the PO was last changed. A draft or non-draft PO can be updated. This date just indicates any change made to the PO after the create date, regardless of the status.

proprietary/sole-source justification—The documentation and approval needed for circumstances in which a non-contract, non-MAPS purchase is $5,000.00 or more and the product or service is only available from

- one vendor (sole source), or
- one manufacturer (proprietary).

purchase order—A commercial document issued by a buyer to a seller, indicating the type, quantities, timeframes and agreed prices for products or services the seller will provide to the buyer. Sending a PO to a supplier constitutes a legal offer to buy products or services. Acceptance of the purchase order constitutes a purchase contract and is legally binding on all parties. See also "case purchase order."

purchase order transaction—Transaction that encumbers funds to buy a specific good or service.

R

review type—the kind of case review that will be conducted:

- Full (C&Q + T&P)
- Quality and Compliance
- Technical and Purchasing
- Case Reading

S

Service—Work performed by a vendor that benefits a consumer but that does not result in a tangible product; training and counseling are examples of services.

service category—Means by which DARS classifies purchased goods and services. The value selected helps determine the applicable receiving requirements enforced by ReHabWorks and may be used to determine whether a transaction can be paid in advance. These codes help DARS ensure compliance with State Comptroller requirements and are also used to meet certain Federal reporting obligations. This was previously referred to as Object Class for DBS and Type Service for DRS.

"system" phase date—the date that the data was entered into ReHabWorks and Saved – the date the case moved to the status in ReHabWorks.

T

U

V

W

Acronyms

Acronym	Description
3399	Technical and Purchasing Review-VR form DARS 3399
3456	Compliance and Quality Case Review-VR form DARS 3456
AM	Area Manager
BLR	Basic Living Requirements
CCS	Caseload Carrying Staff
CCSA	Career & Community Support Assessment
CPCSC	Consumer Procurement and Client Services Contracting
CRP	Community Rehabilitation Program
DARS	Department of Assistive and Rehabilitative Services
DBS	Division for Blind Services
DRS	Division for Rehabilitation Services
Full Review	Case review comprised of the Compliance and Quality Case Review and the Technical and Purchasing Case Review
HQ	Headquarter
IEP	Individualized Education Plan
IPE	Individualized Plan For Employment
LA	Liquid Assets
Lvl	Level
MAPS	Maximum Affordable Payment Schedule
MSS	Management Support Specialist
MST	Medical Services Technician
MSC	Medical Services Coordinator
ODP	Operations Director for Programs
OFR	Out for CCS Review
OPRC	Central Office Orthotic and Prosthetic Review Committee
OT	Occupational Therapy
PO	Purchase Order
PT	Physical Therapy
C&Q	Compliance and Quality
RA	Rehabilitation Assistant
RD	Regional Director

Acronym	Description
RPC	Regional Psychological Consultant
RST	Rehabilitation Services Technician
SE	Supported Employment
SFY	State Fiscal Year
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
SSN	Social Security Number
T&P	Technical and Purchasing
TRN	Transition Program
TxROCS	Texas Review, Oversight and Coaching System
TTI	Texas Transportation Institute of Texas A&M University
UPS	Unit Program Specialist
UTSW	University of Texas Southwestern
VR	Vocational Rehabilitation
VRC	Vocational Rehabilitation Counselor

Revision History

Revision Date	Version	Description
5/29/2014	1.0	Approved by the TxROCS project team.
12/8/2014	1.1	Updated for changes made in releases.
1/14/2015	1.2	Updated with the following changes: • Chapter 2.1: Added TxROCS User Guide • Chapter 2.2: Added TxROCS User Guide • Chapter 2.4: Added Review Types • Chapter 2.5: Added Review Statuses • Chapter 2.6: Added Review Approaches • Chapter 7: Added Case Review • Chapter 8: removed Ad Hoc Report • Chapter 8.7: Added Case Reading Review Report
1/21/2015	1.3	Updated with the following changes: • Chapter 2.3: Added more examples to user roles • Chapter 6.6: Added a note to clarify All Purchases section when review is Partial with Purchasing only coverage
1/29/2015	1.4	Updated with the following changes: • Chapter 4.1: Added a note to clarify searching by Consumer Name
2/6/2015	1.5	Updated with the following changes: • Chapter 7.6: Changed Case Reading Review references to Case Reading • Chapter 5, Chapter 6, Chapter 7: Changed "Save to Draft" buttons to indicate the section name, for example "Save Overall Comments"
2/20/2015	1.6	Updated with the following changes: • Changed references from 3456 to C&Q and 3399 to T&P throughout • Chapter 4.1: Clarified Search Text by Case ID • Chapter 7.6: Added a note regarding open case readings • Chapter 8.1: Changed reference to Compliance & Quality instead of 3456 • Chapter 8.2: Changed reference to Technical & Purchasing instead of 3399 • Chapter 8.5, 8.6, 8.7: Added CCS column

Revision Date	Version	Description
4/16/2015	1.7	Updated with the following changes: • Chapter 2.2: Added user role to welcome message next to user name • Chapter 2.3: Updated user role examples and user role permissions • Chapter 3.2 Updated number of days displayed on dashboard • Chapter 5.1: Added note regarding RST/RA assignment • Chapter 6.6 - 6.17: Updated to reflect that PO's are no longer displayed in TxROCS and informing user to go to RHW to view PO's • Chapter 6.19: Added note for email notification going to RST/RA. • Chapter 7.5: Added a note on additional actions required within Case Reading • Chapter 8.1 and 8.2: C&Q and T&P Performance Report: Added options for Review Type, Approach, Display Questions, Start Date, End Date • Chapter 8.3: Renamed Corrective Action Report to Acknowledgment/Corrective Action Report and added options for Out for Validation, Finalized, Review Type, Form Type, Approach, Acknowledged, Start/End Date • Chapter 8.4: Renamed Fiscal Year Report to Cumulative Review Report and added options for Review Type, Approach, Start/End Date • Chapter 8.6: Added new Caseload Carrying Staff Report • Chapter 8.8: Added new Users and Roles Report
5/2/2015	1.8	Updated with the following changes: • Chapter 2.3: Modified note regarding 1260 process and user role changes • Chapter 5: Modified note for open case review rules • Chapter 6: Modified note for open case review rules
6/9/2015	1.9	Updated with the following changes: • Removed SSN from database and display, but

Revision Date	Version	Description
		SSN search remains • Chapter 2.3: Modified User Roles Table to add UPS/VR Coordinator • Chapter 2.3: NOTE – DARS1260-DARS Help Desk mailbox effective date • Chapter 5.1: For FULL Reviews reduced questions • Chapter 8.6: Changed name to In Progress Review Report - updated options and columns • Chapter 8.8: Changed name to Users and Roles Report - updated options and columns • Fixed inconsistencies with CCS label names.
8/25/2015	1.10	Updated with the following changes: • Chapter 1.1: Added Revision request to the Workflow. • Chapter 2.5: Added to Review Statuses table – Revision and CCS Acknowledged. Updated Out for Validation description. Included sentence after table. • Chapter 2.5: Added Review Status Triggers and flow chart • Chapter 3.2: Added sentence about independent form statuses for each dashboard. • Chapter 3.2.1: Expanded Column Heading under Reviewer, Status, OFR • Chapter 3.2.2: Expanded Column Heading under Reviewer, Status, OFR • Chapter 5.1: Added review reason under Description in the Table • Chapter 5.3: The Table under #2, added Reason(s) for Review under Button • Chapter 5.4: Added Reason(s) for Review • Chapter 5.5: Added VR Risk Assessment • Chapter 5.6: Table under #3, added Reason(s) for Review under Button • Chapter 5.16.2: Updated language • Chapter 5.16.3: Updated language • Chapter 5.17: Added Feedback • Chapter 6.4: Added Reason(s) for Review • Chapter 6.5: Added VR Risk Assessment

Revision Date	Version	Description
		• Chapter 6.8 Add clarification on checking and unchecking the mark ALL purchases question. • Chapter 6.21.2: Updated language • Chapter 6.21.3: Updated language • Chapter 6.22: Added Feedback • Chapter 7:1: Added review reason under Description in the Table • Chapter 7:4: Reason(s) for Review • Chapter 7.5: Added VR Risk Assessment • Chapter 7.6: Table under #3, added Reason(s) for Review under Button • Chapter 8.1: Under #5, added two bullets in list • Chapter 8.2: Under #6, added two bullets in list • Chapter 8.3: Under #3, added additional information to Columns, Field and Instructions • Chapter 8.5: Added Case Status column
8/28/15	1.10.1	Added clarification note to 5.1 concerning Full Reviews and review reasons.