

Outcomes Star – CMS Recording Process Guide v1.4

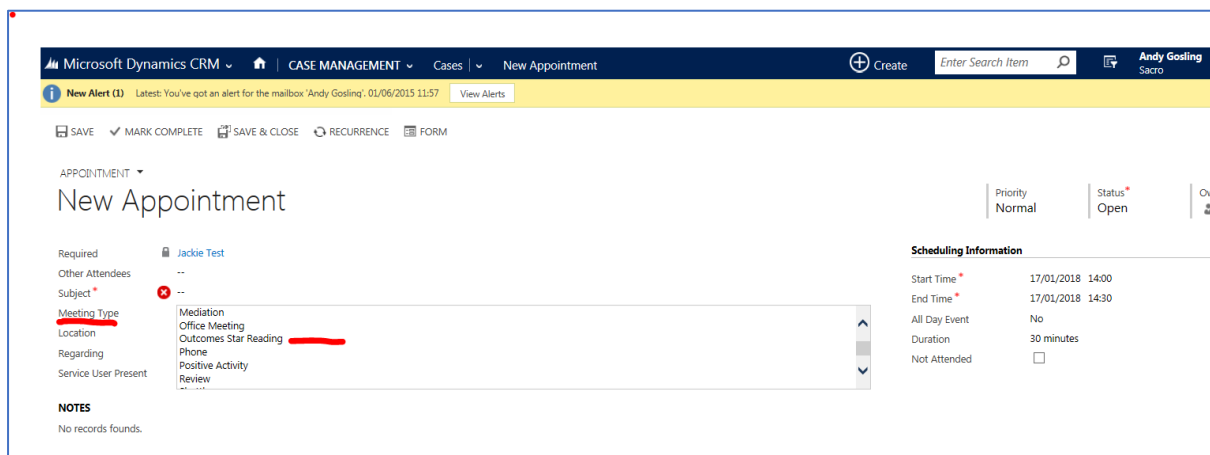
1. The Purpose of this document is to assist you with the creation and input of Outcomes Star (OS) information on CMS.

You should not be creating or using the OS materials unless you have received training and become a licensed OS user.

When you received your OS training you would have received instruction on how to complete the paper based forms. This guide will not replicate that OS training but will focus on the next stage which is recording on CMS the reading details captured in the OS forms. It is a straightforward process and very intuitive.

Firstly you should complete all the paper based forms with the service user. This includes the Star Chart, the Star Notes and the Star Action Plan. You should **not** carry out a reading by entering the values directly into the CMS Star Generator.

Once you have completed the paper based forms the next step is to scan these documents and produce a PDF. The PDF is then attached to a case activity note (appointment) by selecting Appointment Meeting Type – “Outcomes Star Reading” as shown below;



The screenshot shows the 'New Appointment' form in Microsoft Dynamics CRM. The form is titled 'New Appointment' and is part of the 'CASE MANAGEMENT' section. The 'Meeting Type' dropdown menu is open, showing options: 'Mediation', 'Office Meeting', 'Outcomes Star Reading' (highlighted with a red box), 'Phone', 'Positive Activity', and 'Review'. The 'Scheduling Information' section on the right shows 'Start Time' as 17/01/2018 14:00, 'End Time' as 17/01/2018 14:30, 'All Day Event' as 'No', 'Duration' as '30 minutes', and 'Not Attended' as an unchecked checkbox. The 'Status' is 'Open' and 'Priority' is 'Normal'. The 'Required' field is 'Jackie Test'. The 'Subject' field is empty. The 'Location' field is empty. The 'Regarding' field is empty. The 'Service User Present' field is empty. The 'NOTES' section at the bottom states 'No records found.'

Fig 1

The KPI_06 (Creation of Outcomes Star) in CMS uses this activity to determine if the KPI has been met.

2. Star Reading

The Reading values should be copied from the worker's completed paper version of Outcomes Star. Both Service Worker (SW) and Service User (SU) columns on the Outcomes Star tool require completion. These values may be different on some occasions but generally they will be the same. Irrespective if there is a difference in any values, the Star Chart generated will only show the readings that the Service Worker has selected.

3. Star Generator

Select Star from the case view using the STAR icon

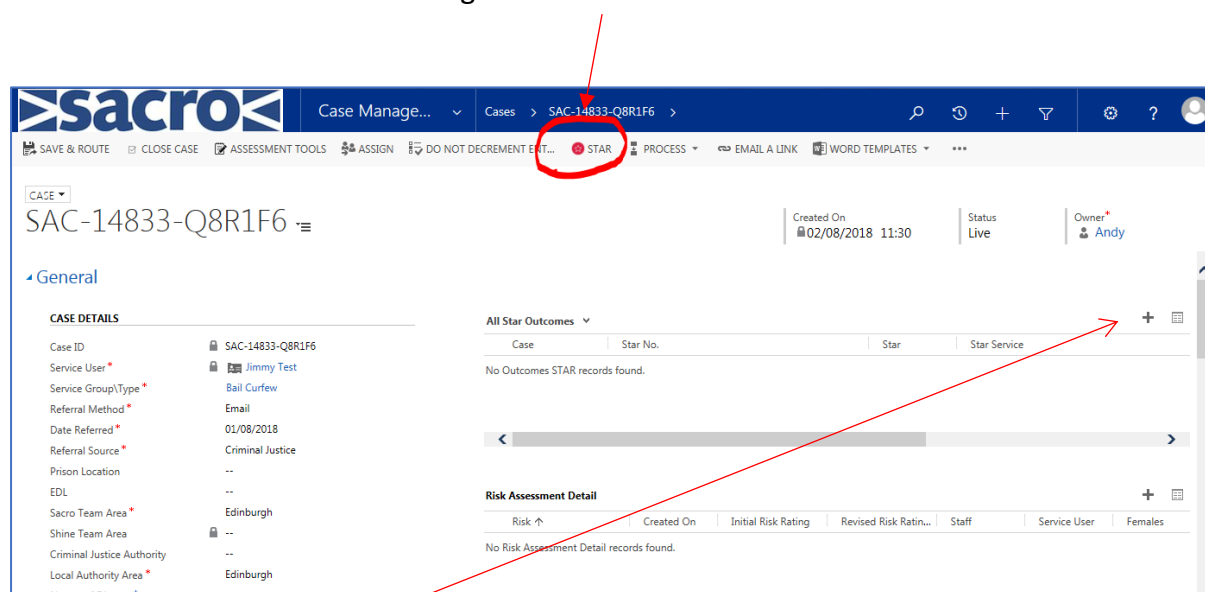
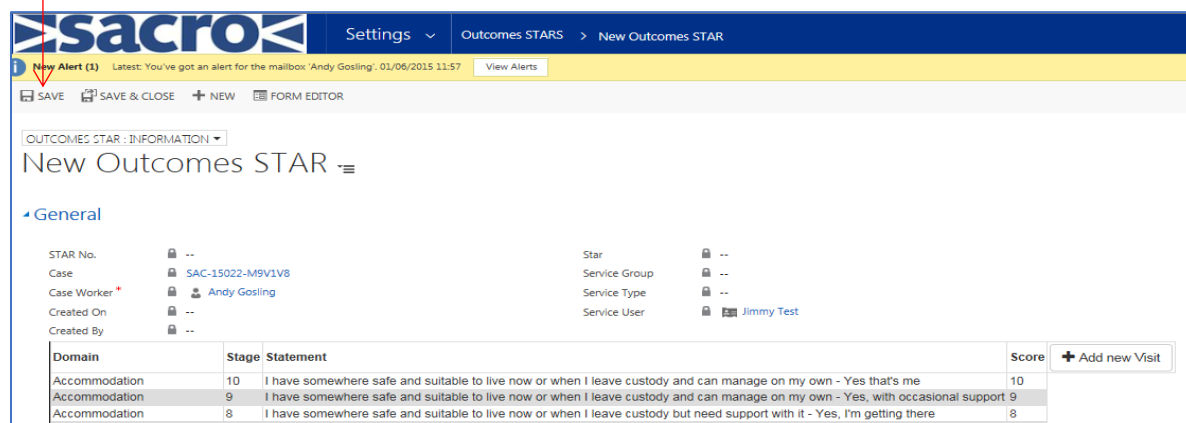


Fig 2

DO NOT USE the plus sign (this will give you a corrupted version of the Star).

3.1 Create NEW Star

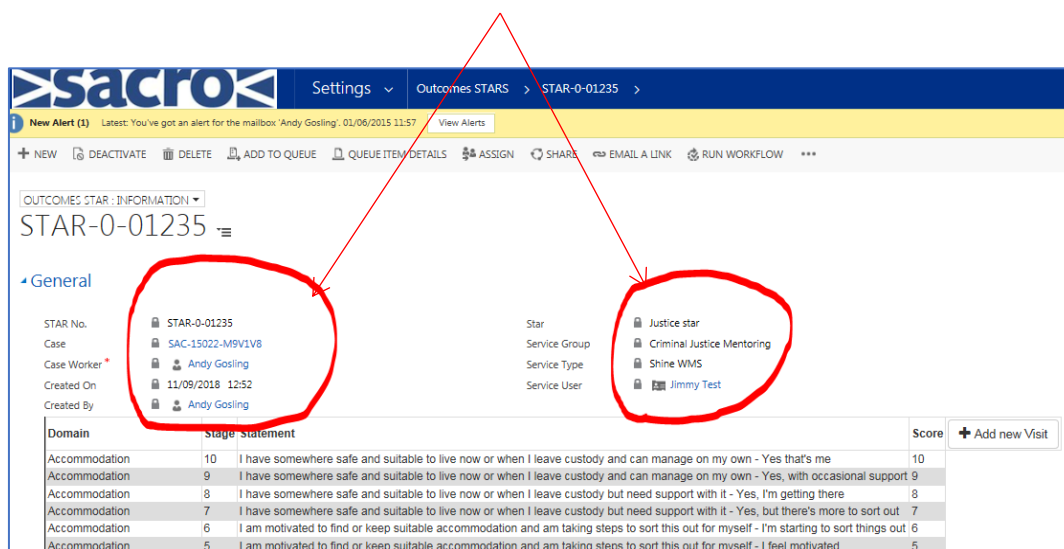
The Star that is displayed is the relevant Star for the Service Type which has previously been entered in the CASE. In order to complete the details in the header fields you need to select 'SAVE'.



Domain	Stage	Statement	Score
Accommodation	10	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes that's me	10
Accommodation	9	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes, with occasional support	9
Accommodation	8	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, I'm getting there	8
Accommodation	7	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, but there's more to get out	7

Fig 3

The various header fields are then auto-populated from the CASE



OUTCOMES STAR: INFORMATION

STAR-0-01235

General

STAR No. STAR-0-01235

Case SAC-15022-MSV1V8

Case Worker Andy Gosling

Created On 11/09/2018 12:52

Created By Andy Gosling

Star Justice star

Service Group Criminal Justice Mentoring

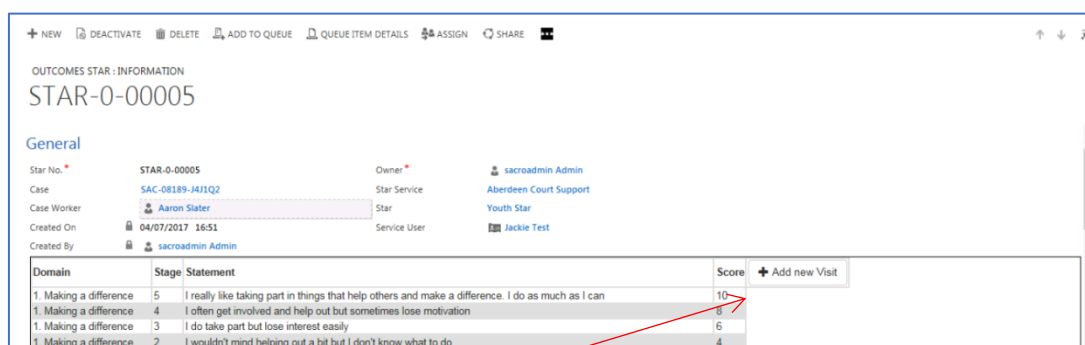
Service Type Shine WMS

Service User Jimmy Test

Domain	Stage	Statement	Score	+ Add new Visit
Accommodation	10	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes that's me	10	
Accommodation	9	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes, with occasional support	9	
Accommodation	8	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, I'm getting there	8	
Accommodation	7	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, but there's more to sort out	7	
Accommodation	6	I am motivated to find or keep suitable accommodation and am taking steps to sort this out for myself - I'm starting to sort things out	6	
Accommodation	5	I am motivated to find or keep suitable accommodation and am taking steps to sort this out for myself - I feel motivated	5	

Fig 4

3.2 Enter readings



OUTCOMES STAR: INFORMATION

STAR-0-00005

General

Star No. STAR-0-00005

Case SAC-08189-J41Q2

Case Worker Aaron Slater

Created On 04/07/2017 16:51

Created By sacroadmin Admin

Star Service Aberdeen Court Support

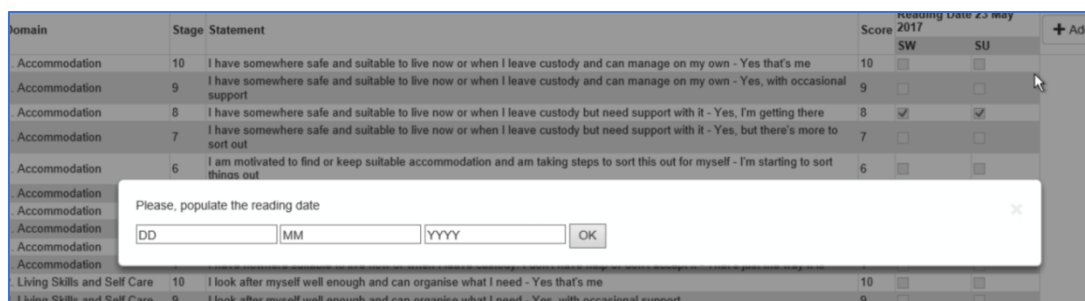
Star Youth Star

Service User Jackie Test

Domain	Stage	Statement	Score	+ Add new Visit
1. Making a difference	5	I really like taking part in things that help others and make a difference. I do as much as I can	10	
1. Making a difference	4	I often get involved and help out but sometimes lose motivation	8	
1. Making a difference	3	I do take part but lose interest easily	6	
1. Making a difference	2	I wouldn't mind helping out a bit but I don't know what to do	4	

Fig 5

- Select + Add New Visit
- Enter the reading date in the format DD/MM/YYYY, if not, it will fail.



Domain	Stage	Statement	Score	2017	SW	SU	+ Add new Visit
Accommodation	10	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes that's me	10				
Accommodation	9	I have somewhere safe and suitable to live now or when I leave custody and can manage on my own - Yes, with occasional support	9				
Accommodation	8	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, I'm getting there	8				
Accommodation	7	I have somewhere safe and suitable to live now or when I leave custody but need support with it - Yes, but there's more to sort out	7				
Accommodation	6	I am motivated to find or keep suitable accommodation and am taking steps to sort this out for myself - I'm starting to sort things out	6				
Accommodation							
Accommodation							
Accommodation							
Living Skills and Self Care	10	I look after myself well enough and can organise what I need - Yes that's me	10				
Living Skills and Self Care	9	I look after myself well enough and can organise what I need - Yes, with occasional support	9				

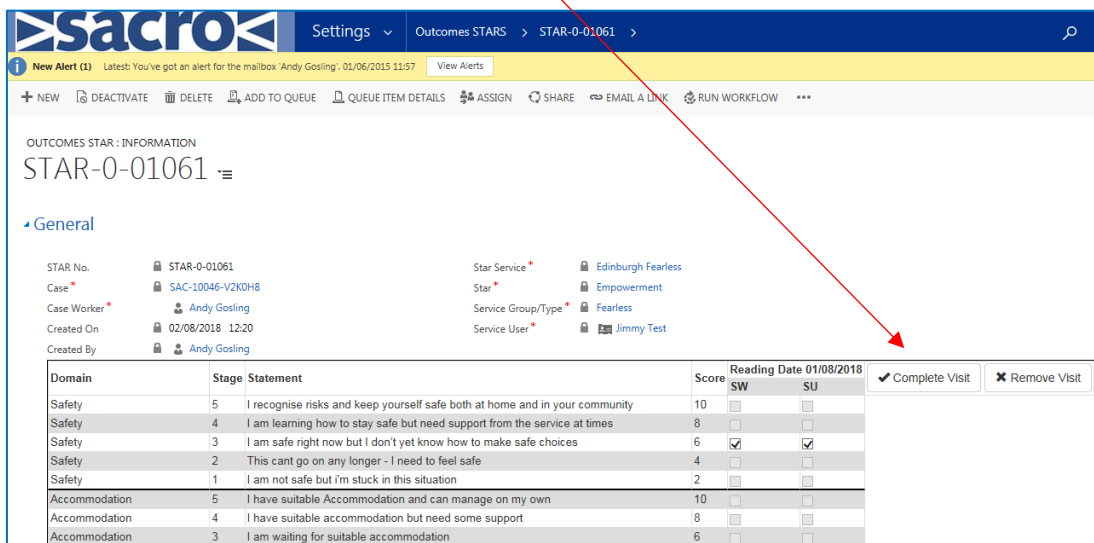
Please, populate the reading date

DD MM YYYY OK

Fig 6

- Enter ONE reading (tick) for each Domain. You must select one reading for both the SW and SU.
- If you have made an incorrect selection, you will need to un-check it **before** you can enter a different selection.
- If you miss a reading, you will get a message on the screen to tell you what domain(s) you have missed, and you will need to return and enter this.

- f. Once finished, select **“Complete Visit”** and the Star reading is then “completed”.



Settings Outcomes STARs > STAR-0-01061

New Alert (1) Latest: You've got an alert for the mailbox 'Andy Gosling', 01/06/2015 11:57 View Alerts

+ NEW DEACTIVATE DELETE ADD TO QUEUE QUEUE ITEM DETAILS ASSIGN SHARE EMAIL A LINK RUN WORKFLOW ...

OUTCOMES STAR : INFORMATION
STAR-0-01061

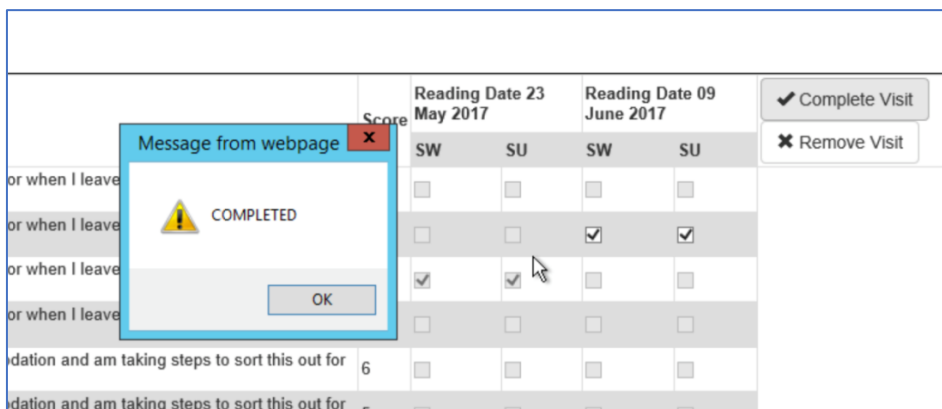
General

STAR No. STAR-0-01061 Star Service * Edinburgh Fearless
Case * SAC-10046-VZKH8 Star * Empowerment
Case Worker * Andy Gosling Service Group/Type * Fearless
Created On 02/08/2018 12:20 Service User * Jimmy Test
Created By Andy Gosling

Domain	Stage	Statement	Score	Reading Date 01/08/2018	SW	SU	Complete Visit	Remove Visit
Safety	5	I recognise risks and keep yourself safe both at home and in your community	10					
Safety	4	I am learning how to stay safe but need support from the service at times	8					
Safety	3	I am safe right now but I don't yet know how to make safe choices	6		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Safety	2	This can't go on any longer - I need to feel safe	4					
Safety	1	I am not safe but I'm stuck in this situation	2					
Accommodation	5	I have suitable Accommodation and can manage on my own	10					
Accommodation	4	I have suitable accommodation but need some support	8					
Accommodation	3	I am waiting for suitable accommodation	6					

Fig 7

- g. The “Completed” dialogue box (image below) only refers to the **READING** and **NOT** the Star itself. Once the reading is completed, you can click on the CASE number (blue) and this will return you to the case.



Message from webpage

COMPLETED

OK

Score	Reading Date 23 May 2017	Reading Date 09 June 2017	SW	SU	SW	SU	Complete Visit	Remove Visit
					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
6								
5								

Fig 8

- h. Once COMPLETED you will see the Star chart below, and you can either add a further reading (up to a total of 6) or exit the Star until a later date. Once completed you CANNOT change a reading. For each subsequent reading for that service user you add the reading values to the table using the +Add Visit button (Do not create another Star for each reading)
- i. If you have more than one reading to enter in a Star you must enter them in chronological order. The next reading date cannot be earlier than the current or previous one.
- j. Star – To view the Star: Scroll down past the input grid once you have completed the reading.

4. STAR after one reading.

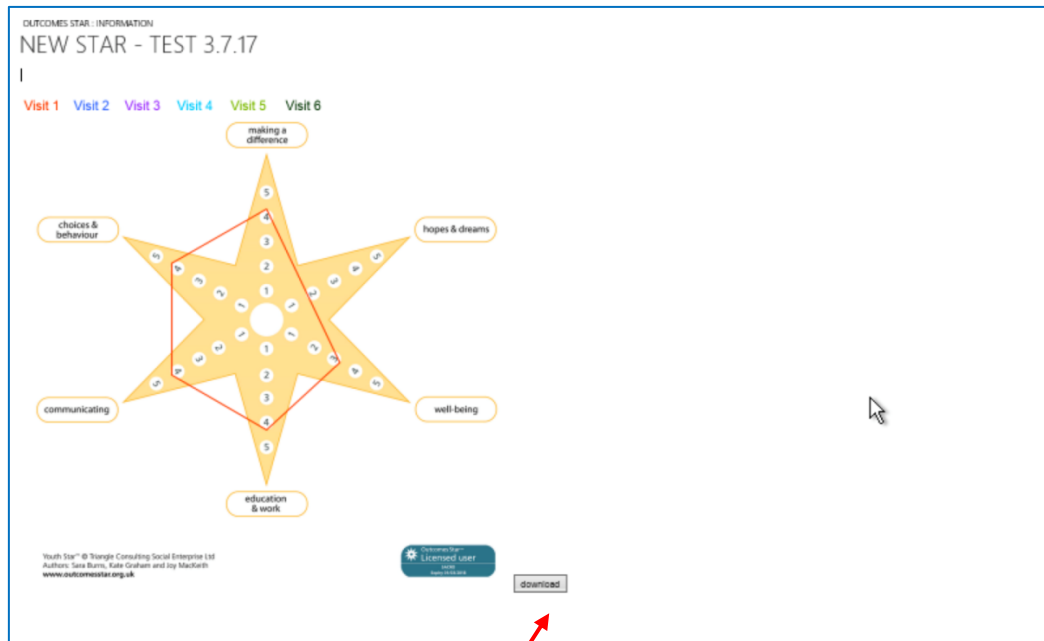


Fig 9

5. Printing the Star chart

The Star is generated and displayed once the reading is completed. To print the Star, you will need to select “download” button and open in a PDF reader where you will be able to print the Star or perhaps email as an attachment as required.

6. The Star chart

The Star chart contains the following information:

- The Star identifies each reading by colour
- The Star Number will be displayed
- The CASE Number, Service User (SU) and Service Worker (SW) names are displayed
- The SW readings will be shown and printed on the Star
- The Star chart (below) after 3 readings;

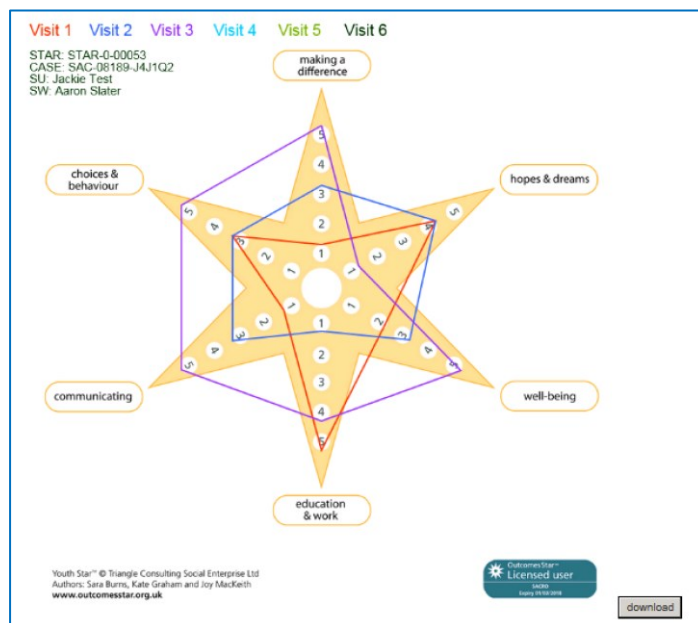
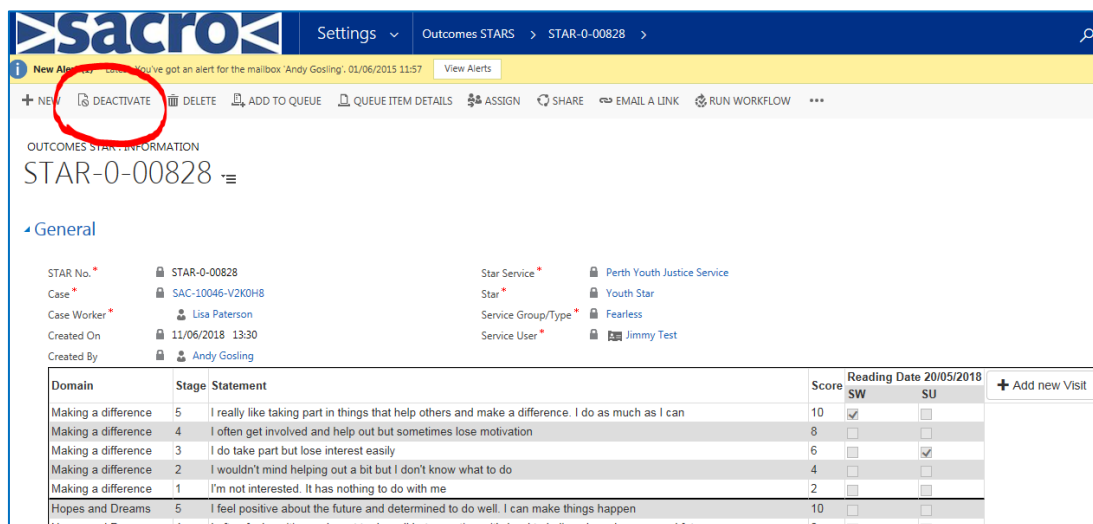


Fig 10

7. Closing the Star

After the final exit reading and case review, you will be required to close the Star. You will need to select “Deactivate”. This will close the Star and mark it as Completed. It is important that you do this from the Star as below or you may inadvertently deactivate the Template making it disappear from the selection list.

***If you do not deactivate the Star on closure of the case your Manager will get a warning that the Star is still active and you/Manager will have to access the Star and deactivate it.**



Settings Outcomes STARS STAR-0-00828

New Alerts You've got an alert for the mailbox Andy Gosling. 01/06/2015 11:57 View Alerts

+ NEW DEACTIVATE DELETE ADD TO QUEUE QUEUE ITEM DETAILS ASSIGN SHARE EMAIL A LINK RUN WORKFLOW

OUTCOMES STAR INFORMATION
STAR-0-00828

General

STAR No. STAR-0-00828
Case SAC-10046-V2KH8
Case Worker Lisa Paterson
Created On 11/06/2018 13:30
Created By Andy Gosling

Star Service Perth Youth Justice Service
Star Youth Star
Service Group/Type Fearless
Service User Jimmy Test

Domain	Stage	Statement	Score	Reading Date 20/05/2018	SW	SU	+ Add new Visit
Making a difference	5	I really like taking part in things that help others and make a difference. I do as much as I can	10				
Making a difference	4	I often get involved and help out but sometimes lose motivation	8				
Making a difference	3	I do take part but lose interest easily	6				
Making a difference	2	I wouldn't mind helping out a bit but I don't know what to do	4				
Making a difference	1	I'm not interested. It has nothing to do with me	2				
Hopes and Dreams	5	I feel positive about the future and determined to do well. I can make things happen	10				
Hopes and Dreams	4	I often feel positive and want to do well but sometimes it's hard to believe I can have a good future	8				

Fig 11