



JAMES K. HAHN
MAYOR

To: All L.A. Bridges | Executive Directors

From: John Chavez, Director
L.A. Bridges Division

Date: December 16, 2004

Subject: **L.A. BRIDGES DIRECTIVE NO. 04-06: INTEGRATED SERVICES INFORMATION SYSTEM (ISIS) 21-DAY WINDOW TO ENTER CLIENT ACTIVITIES AND SYSTEM ENHANCEMENTS**

ENTERING CLIENT ACTIVITY

On July 1, 2004, ISIS was programmed to restrict users to enter daily client activity outside of 14 calendar-days. Since the timing of this restriction did not allow Contractors to enter June or prior data, a directive was released on July 9, 2004, (Directive No. 04-05) to temporarily remove the ISIS14-day restriction.

Effective January 1, 2005, there will be a 21 calendar-day window to enter daily client activities. The 21 days includes the day the services were rendered. Contractors will have until December 31st to ensure their data entry is complete.

SYSTEM ENHANCEMENTS

Currently, ISIS displays a large selection of services to choose from, when entering services for a client. Some of the ISIS options available track the method of service as well as the service provided. As of January 1, 2005, the system will primarily no longer track the method of service or how a service is provided. Instead, the system will allow the user to select the service(s) being rendered by the contractor or sub-contractor. This enhancement will allow the contractors to select a service from the list and be assured that the service will count as an active service. Attached, is a revised list that identifies the services that will be tracked as well as any changes beginning January 1, 2005.

Please Note: As follow-up to the meeting regarding the reconciliation process on 12/14/04, L.A. Bridges staff is researching the feasibility of tracking the various types of counseling provided by case managers. An update will be provided at the April 2005 quarterly meeting.

If you have any questions related to this Directive, do not hesitate to contact your assigned Service Delivery Area representative or e-mail labsupport@cdd.lacity.org.



Service/Activity List

<i>Services That Will Be Tracked</i>	<i>January 1, 2005</i>
Anger Management	None
Basic Skills Education	None
Community Mobilization	None
Conflict Resolution Training	None
ESL Classes	None
Family Counseling	None
Group Counseling	None
Individual Counseling	None
Leadership Training	None
Mentoring	None
Restitution	None
Family Education Workshop	None
Family Member Participation	None
Parent Support Group	None
Field Trips	None
Life Skills Training	None
Peer Support Groups	None
Recreational Activities	None
Tutoring/Homework Assistance	None

Services/Activities That Will Not Be Available for Selection

<i>Existing Service</i>	<i>January 1, 2005 - CHANGES</i>
Citizenship Classes	This is a referral service that will no longer be tracked. The referral should be captured in the client's case notes.
Court Appearance	This is no longer a service that will be tracked; this service should be captured in the client's case notes.
Drug or Alcohol Rehabilitation	This is a referral service that will no longer be tracked. The referral should be captured in the client's case notes.
Family Member Contact	This is a method of service that will no longer be tracked.
Family Unity Night	This service will be included with the service Parent Youth Interaction Activities.
Health Care	This is a referral service that will no longer be tracked. The referral should be captured in the client's case notes.
Home Visit	This is an activity that will no longer be tracked.
Job Training	This is a referral service that will no longer be tracked. The referral should be captured in the client's case notes.
Other	No longer will be captured
Other Contact	This is a method of service that will no longer be tracked.
Referrals	This is an activity that will no longer be tracked.
School Contact	This is a method of service that will no longer be tracked.
Transportation	This is a support service that will no longer be tracked. Support services should be captured in the client's case notes.
GED	This is a referral service that will no longer be tracked. The referral should be captured in the client's case notes.