

## **TERMINATING CLOSED CASES**

Some people are having problems terminating expired cases. In most of such instances, this is because they don't have permission. The problem is easily solved by getting your IT person to check the box for permission to terminate expired cases in your security group. Regional IT admins should perhaps grant this right to all clinical personnel.

## **CASE NUMBER PROBLEMS AGAIN**

Some users are putting their internal hardcopy case numbers into OARS and into the mainframe. Because of this confusion, some Regional Administrators have forbidden the use of local case numbers and ordered that only LADDS generated case numbers be used in their facilities. Policy on that matter is up to your regional or district administrator. But for those of you in facilities that do permit you to put your own case numbers on your hardcopy records (using the scheme you are accustomed to for generating case numbers) please remember that it is the LADDS case number that must be entered into OARS and into MISADA.

## **DUPLICATES**

We have begun the process of eliminating duplicates though it is not proceeding very swiftly at present. This is due to other priorities having to do with getting Federal reports developed and tested.

## **SERVICE TICKET PROBLEMS**

Some of you have expressed the need for doing multiple individual service tickets on the same form. We are discussing that matter in the Design Team this week and will likely move that task to higher priority to lighten your data entry tasks.

Another service ticket problem not so easy to solve has to do with the Program Element field. The problem is that people with different program element types are being put into the same group. Then when the group leader does a group ticket, he or she can choose only one program element for them all, so often the group leader just chooses "Not Applicable." This causes an erroneous count of services for each program element.

We may be able to get the program element for each individual from the Initial Interview in the Referral Source field. The Design Team will consider that

possibility. We will have more information about this problem for you in a future issue of this Bulletin.

## **TIME TO CUT THE CORD**

By the time you read this Bulletin you will likely have received the memo from Mr. Duffy ordering that data entry into the mainframe cease with August data. No September data should be entered into the mainframe. However you will have a few days after August 31 to get your August data into the mainframe system. Please don't delay. Remember that August reports will be run from the mainframe. That includes the counts that go to our Federal funding agency. The data reports so far between the two systems have been very close. When we adjust for the duplicate records in LADDS and for some contact cases that had admission dates which LADDS had regarded as admissions, the counts between the two systems are even closer.

This means in September you will have only two systems in which to enter data – LADDS and OARS. We hope in the next month or two to be able to eliminate most double data entry by having LADDS feed its service data directly into OARS. We will have more on this subject in future issues of the Bulletin.

## **HOW TO SPEED THE SYSTEM UP**

We still have diagnosed satisfactorily the problem of why LADDS sometimes slows down to the point of becoming dysfunctional. The speed of the system has been acceptable for most users recently. But if you should start experiencing the "server timeout expired" problem again, here are some things that can help:

When you search for a case, be as specific as you can. Enter both the first and last name, for instance, not just the last name. This makes for fewer records the system ships to you through the lines that are overburdened already in some places.

Avoid running reports during peak traffic times unless you have to do so. This will also lighten the network traffic burden during those times.

Do routine things such as closing cases and doing eval forms early in the day or late in the day. This will make for less traffic during those times of the day when clients are being admitted or service tickets are being entered.