Reportable Event User Manual

A step by step navigational process

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1 Access Reportable Event

To access reportable Event, you must login as a permitted user:

- 1. Log in as the permitted user
- 2. Search for client under *Clients* tab using "Case" search
- 3. Click **Client Summary** for client

LTSSM	aryland		FEI\ting.zhang Location: DHMH	(On behalf of: DH	HMH, dhmhadmin	istrator1)				Menu	I Accoun
🔂 Home	& Clients	I≣ My Lists	A Alerts	Dashboard	🔜 Reports						
Client ID:		Last N	lame:	Fi	rst Name: isco						
SSN#		1 MA#		Da	ate of Birth:	Ē					
Search:	Cases	Profiles Cle	ear								Create Client
Client ID	≎ Last N	ame 🗘 First Name	♦ Date Of Birth \$	Jurisdiction \$	Facility	\$	SSN# ≎	Current MA# 💠	Primary Phone	# \$	Actions
2209030IC2	48120 Smith	Cicio	02/20/1980		Nursing Fa	cility Baltimore 1	***-**-4320	111111111111	(410) 555-11	11 (ext.) 111	Client Summary
										2	
										\searrow	
Showing 1 to	1 of 1 entries							Filter a	all columns:		

4. Click Case Management from left navigation, then click "Reportable Events"

LTSSMaryland Fi			Elting.zhang (On behalf of: DHMH, dhmhadministrator1) scation: DHMH				Men	u Account		
🔂 Home	& Clients	I≣ My Lists		lerts	erts 🙆 Dashboard 🔤 Reports 🖼 Client Details					
Ting Zhang D: 1129411IT338111 DOB: 11/12/1984 MFP Eligible: N/A				Clie	ent Summary				Expand All	
Client				> Eli	gibility Inform	ation				
▼ Case Management				➢ Current Assignments						
Alerts				Current Enrollment						
Support Planning Agency Selection Support Planner Monitoring				• Pr	ogram Snapsh	ot		View Eligibility Spans	View History	
Reportabl	e Events		>							
MDOD Self-Direction Training										
LTSS Screening										
Activities										
Case Notes										

5. LTSS will bring you to Reportable Events - List page

LTSSMaryland				. zhang (On behalf o DHMH	f: DHMH, dhmhadi	ministrator1)				Menu	Ac	count
🔂 Home	& Clients	I My Lists	Alerts	🙉 Dashboard	Reports	📼 Client	ធ Client Details					
Ting Zh	nang		Rep	Reportable Events — List								
 ID: 1129411IT338111 DOB: 11/12/1984 MFP Eligible: N/A 												<u>Add</u>
Client			Repor	t Submit Date 🛛 🗘	Event Date 💠	Program 🗘	Interventi	on & Action Plan Submit Date	Case Closure Da	te \$	Action	5
• Case Ma	anagement		11/01/	2013	N/A	со	N/A		N/A		View	Print
Alerts			N/A		N/A	со	N/A		N/A		View	Print
Support	Planning Agen	cy Selection	N/A		N/A	со	N/A		N/A		View	Print
Support	Planner Monito	oring										
Reportab	le Events		>									
MDOD Self-Direction Training												
LTSS Screening												
Activities												
Case Not	es											

2 Add Reportable Event

To add reportable Event, you must login as a permitted user:

- 1. Access Reportable Event
- 2. Click "Add" form Reportable Events List page

Reportable Events — List								
				-	Add			
Report Submit Date \$	Event Date \$	Program \$	Intervention & Action Plan Submit Date	Case Closure Date \$	Actions			
11/01/2013	N/A	со	N/A	N/A	View Print			
N/A	N/A	со	N/A	N/A	View Print			
N/A	N/A	со	N/A	N/A	View Print			
N/A	N/A	CFC	N/A	N/A	View Print			

3. If client doesn't have active enrollment or application, LTSS will ask you to confirm continue or cancel. Click "Yes" to continue, click "No" to cancel

This person does not have an active application or enrollment. Did this event occur during active application or enrollment?						
Yes No						

4. Check applicable program type(s) and click "save"

Reportable Event — Summary Information							
<u>Cancel</u>			Save				
Summary Information							
Client Information							
RE Number:		MA#	2222222228				
Jurisdiction:	Baltimore	DOB:	11/12/1984				
Participant/Applicant Name:	Ting Zhang	Gender:	Female				
Address:	Test Street 1, Baltimore, MD 20103	Support Planner/Service Coordinator:	aaacasemanager1 Baltimore				
Program Type *							
□ co		CFC					
□ _{WOA}		MAPC					
LAH		ПТВІ					

5. An In Progress reportable event is created and you can start entering detailed reportable event information

ist			Submit Event Report Discard
Summary Information	**		Progress Notes
Client Information			
RE Number:	12	MA#	2222222228
Jurisdiction:	Baltimore	DOB:	11/12/1984
Participant/Applicant Name:	Ting Zhang	Gender:	Female
Address:	Test Street 1, Baltimore, MD 20103	Support Planner/Service Coordinator:	aaacasemanager1 Baltimor
Program Type **			
⊖co		CFC	
WOA		MAPC	
⊖ _{LAH}		⊖тві	
O I. Event Report**			
Reporting Information **	ŧ		St
O Event Information **			St
O Alleged Incidents			St
O Complaint			St
 Description of Event(s) a 	ind Response **		St

2.1 I. Event Report

2.1.1 Add I. Event Report

The "I. Event Report" section is automatically initiated after selecting program type(s). To enter Event Report information, you must login as permitted user and select an "In Progress" record:

1. Access an "In Progress" reportable event record and click "Start" of a sub-section of "I. Event Report"

Reportable Event — Summary Status: In Progress		
Back to List	Submit Event Report	Discard Expand All
Summary Information **		Progress Notes Edit
O I. Event Report **		
CReporting Information **		Start
O Event Information **		Start
O Alleged Incidents		Start
▶ ○ Complaint		Start
O Description of Event(s) and Response **		Start
Contact Information **		Start

2. Enter information for selected sub-section and click "Save"

Reportable Event — Reporting Information					
Cancel			Save		
Reportable Event					
Reporting Information					
Initial Telephone Report Reported to *					
Support Planner	Operation State Agency				
Office of Health Services	Provider				
Date/Time of Initial Telephone Report					
Date of Telephone Report: *	(
Time of Telephone Report:	<u></u>				
Reporter Information					
Relationship to Participant/Applicant: **	Administrative State Agency				
Name of Reporter:					
Title (If applicable):					
Agency (If applicable):					
Phone: **		Ext:			
Email Address:]			
Person Completing the Form					
Date the Form was Completed and Sent to Support Planner: *	Ê				
Relationship to Participant/Applicant: **	Administrative State Agency	•			
Name:*	DHMH, dhmhadministrator1				
Title:	Random Title]			
Agency:	Department of Health and Mental	Hygiene			
Phone: **		Ext:			
Email Address:	dummy@ltssdomain.com]			

3. LTSS will bring you back to RE summary page and you can check status of each section: indicates a complete section; indicates an In Progress section; indicates an un-started section

Reportable Event — Summary Status: In Progress	
Back to List	Submit Event Report Discard Expand All
Summary Information **	Progress Notes Edit
* Q I. Event Report	
Reporting Information **	Edit
▶ ⊖ Event Information **	Edit
▶ ○ Alleged Incidents **	Start
▶ ○ Complaint	Start
Description of Event(s) and Response **	Start
Contact Information **	Start

2.1.2 Edit I. Event Report

To edit "I. Event Report", you must login as permitted user and select an "In Progress" record

1. Access an "In Progress" reportable event and click "edit" of an In progress section

Submit Event Report Discard	Expand All
Progress	Notes Edit
	Edit
	Edit
	Start
	Start
	Start
	Start
	Submit Event Report Discard Progress

2.1.3 Submit I. Event Report

To submit "I. Event Report", you must login as permitted user and complete all sub-sections of "I. Event Report"

- 1. Access an "In Progress" reportable event and complete all sub-sections of "I. Event Report"
- 2. Click "Submit Event Report"

Reportable Event — Summary Status: In Progress			
Back to List	Submit Event Report	Discard	and All
Summary Information **		Progress Notes	Edit
▼ ⊘ I. Event Report **			
▶		(Edit
▶ S Event Information **-		(Edit
▶ S Alleged Incidents **		(Edit
▶ ⊘ Complaint ^{**}		(Edit
▶ ⊘ Description of Event(s) and Response **		(Edit
Contact Information **		(Edit

3. If you are DHMH user, LTSS will prompt you to choose alerting support planner or not. Click "Yes" to submit and alert support planner; click "No" to submit and without alerting support planner; click "cancel" to cancel submission.

Do you want to alert support planner to review this RE case and complete intervention & action plan?
Yes No Cancel

4. Once submitted, the reportable event status will be changed to "Event Report Submitted" and "II. Intervention and Action Plan(s)" and "III. DHMH Triage" are automatically initiated

Reportable Event — Summary Status:	Event Report Submitted
Back to List	Submit Intervention and Action Plan Submit DHMH Triage Expand All
▶ Summary Information	Progress Notes
▶ 🗹 I. Event Report	¥
○ II. Intervention and Action Plan(s)	start Start
▹ ◯ III. DHMH Triage **	Start

2.1.4 Discard I. Event Report

Please refer to "3 Discard Reportable Event".

2.2 II. Intervention & Action Plan

2.2.1 Add II. Intervention & Action Plan

The "II. Intervention & Action Plan(s)" section is automatically initiated after submitting "I. Event Report". To enter Intervention & Action Plan information, you must login as permitted user

1. Access a reportable event record and click "Start" of "II. Intervention & Action Plan(s)"

Reportable Event — Summary Status:	Event Report Submitted			
Back to List	Submit Intervention and Action Plan	Submit DHMH Triage Expand All)	
► Summary Information Progress Notes				
▶ 🐨 I. Event Report				
• O II. Intervention and Action Plan(s) ** Start]	
▶ O III. DHMH Triage **		Start		

2. Enter Intervention & Action Plan information and click "Save"

Intervention Action Plan		
Alleged Incidents		
Alleged Incidents: Abuse: Physic	al;	
Did the involved Agency/Ind	ividual respond to the event appropriately?	
Participant *	○ Yes ○ No	
Providers		
Family *	◎ Yes ◎ No ⑧ Not Applicable	
Other *	Yes No Not Applicable	
Was Adult or Child Protection	ve Service (APS/CPS) contacted? **	
🔍 Yes 🔍 No		
Was the participant informe	ed of their right to appeal or adverse action? **	
© Yes ◎ No		
Was onsite visit conducted	?**	
© Yes ◎ No		
Additional Information		
Findings: **		
		/

2.2.2 Edit II. Intervention & Action Plan

To edit "II. Intervention & Action Plan", you must login as permitted user and select an "open" reportable event record¹

1. Access an open reportable event record and click "Edit" of "II. Intervention & Action Plan(s)"

Reportable Event — Summary Status: Event Report Submitted					
Back to List		Discard Intervention and Action Plan	Submit Intervention and Action Plan	Submit DHMH Triage	Expand All
	Image: Summary Information			Progress Notes	
	🕨 🗹 I. Event Report				
	►	ı Plan(s) **		> Edit	
	▶ © III. DHMH Triage **			Start	

2. Edit Intervention & Action Plan information and click "Save"

2.2.3 Submit II. Intervention & Action Plan

To submit "II. Intervention & Action Plan", you must login as permitted user and select an "open" reportable event record

¹ "Open" reportable event record refers to a RE record without submitted "IV.DHMH Review"

- 1. Access an open reportable event record and complete "II. Intervention & Action Plan"
- 2. Click "Submit Intervention and Action Plan"

Reportable E	vent — Summary Status: Event R	Report Submitted		-	
Back to List		Discard Intervention and Action Plan	Submit Intervention and Action Plan	Submit DHMH Triage	Expand All
	Image: Summary Information			Progress Notes	
	🖻 🕼 Event Report				
	II. Intervention and Action	ı Plan(s) **		Edit	
	• O III. DHMH Triage **			Start	

2.2.4 Discard II. Intervention & Action Plan

To discard "II. Intervention & Action Plan", you must login as permitted user and select an "open" reportable event record. Please note once "II. Intervention & Action Plan" is submitted, you can no longer discard it.

1. Access an open reportable event record and click "Discard Intervention and Action Plan"

Reportable I	Event — Summary Status: Even	t Report Submitted	×	
Back to List		Discard Intervention and Action Plan	Submit Intervention and Action Plan Submit DHMH Triage Expand All	
	Summary Information		Progress Notes	
	I. Event Report			
	• © II. Intervention and Actio	on Plan(s)**	Edit	
	→ O III. DHMH Triage **		Start	

2. Enter comments for discard, then click "Yes" to complete discard. You can also click "No" to cancel

Somment:	
	-

2.3 III. DHMH Triage

2.3.1 Add III. DHMH Triage

The "II. DHMH Triage" section is automatically initiated after submitting "I. Event Report". To enter DHMH Triage information, you must login as permitted user

1. Access a reportable event record and click "Start" of "III. DHMH Triage"

Reportable Event — Summary Status:	Event Report Submitted
Back to List	Submit Intervention and Action Plan Submit DHMH Triage Expand All
Summary Information	Progress Notes
I. Event Report	
O II. Intervention and Action Plan(s)	Start
▹ O III. DHMH Triage **	> Start

2. Enter DHMH Triage information and click "Save"

<u>Cancel</u>		· · · · · · · · · · · · · · · · · · ·	Save
DI	HMH Triage		
Tr	iage Information		
D	ate Report Received: *	11/22/2013	
Т	riage Category: *	Immediate Jeopardy	
DI	HMH Staff Assigned: **	dhmhqualityunitstaff1 DHMHQualityStaff 💌	
A	ssignment Date: **	Ē	

3. Please note that if Triage Category = "No Action Necessary", the reportable event record will be closed automatically upon submission of "III. DHMH Triage"

DHMH Triage	
Triage Information	
Note: Once "DHMH Triage" is submittee	d, this Reportable Event case will be closed.
Date Report Received: *	11/22/2013
Triage Category: *	No Action Necessary
DHMH Staff Assigned: **	dhmhqualityunitstaff1 DHMHQualityStaff 💌
Assignment Date: **	Ē

2.3.2 Edit III. DHMH Triage

To edit "III. DHMH Triage", you must login as permitted user and select an "open" reportable event record

1. Access an open reportable event record and click "Edit" of "III. DHMH Triage"

Reportable	Event — Summary Status: Event Report Submitted		
Back to List	Discard DHMH Triage Discard Intervention and Action Plan Submit Intervention and Action Plan	Submit DHMH Triage	Expand All
	→ 🖻 Summary Information	Progress Notes	
	✓ I. Event Report		
	>	Edit	
	> ⊜ III. DHMH Triage **	Edit	

2. Edit DHMH Triage information and click "Save"

2.3.3 Submit III. DHMH Triage

To submit "III. DHMH Triage", you must login as permitted user and select an "open" reportable event record

- 1. Access an open reportable event record and complete "III. DHMH Triage"
- 2. Click "Submit DHMH Triage"

Reportable I	Event — Summary Status: Event Report Submitted		
Back to List	Discard DHMH Triage Discard Intervention and Action Plan Submit Intervention and Action Plan	Submit DHMH Triage	Expand All
		Progress Notes	
	[→] 🖾 I. Event Report		
	v ♥ II. Intervention and Action Plan(s) **	Edit	
_	rolli DHMH Triage **	Edit	

 Once submitted, the reportable event status will be changed to "Pending DHMH Review" and "IV. DHMH Review" is automatically initiated

Reportable E	vent — Summary Status: Pending Dhmh Review		
Back to List		Submit DHMH Review	Expand All
	▶ Summary Information	Progress Notes	
	▹ 🛙 I. Event Report		
	▹ 🖙 II. Intervention and Action Plan(s)	Edit	
	≥ III. DHMH Triage	Edit	
	▷ O IV. DHMH Review **	Start	

2.3.4 Discard III. DHMH Triage

To discard "III. DHMH Triage", you must login as permitted user and select an "open" reportable event record. Please note once "III. DHMH Triage" is submitted, you can no longer discard it.

1. Access an open reportable event record and click "Discard DHMH Triage"

Reportable Event — Summary Status: Event Report Submitted				
Back to List		Discard DHMH Triage	Discard Intervention and Action Plan Submit Intervention and Action Plan Submit	DHMH Triage Expand
) 🗹 Sumn	nary Information	Prog	ress Notes
	🕨 🗹 I. Eve	ent Report		
	🔹 🔿 II. Inte	ervention and Actio	n Plan(s) **	Edit
) ⊘III. DH	IMH Triage 🎌		Edit

2. Enter comments for discard, then click "Yes" to complete discard. You can also click "No" to cancel

Jomment:		
		:
	Yes No	•

2.4 IV. DHMH Review

2.4.1 Add IV. DHMH Review

The "IV. DHMH Review" section is automatically initiated after submitting "III. DHMH Triage". To enter DHMH Review information, you must login as permitted user and choose a "Pending DHMH Review" record

1. Access a "Pending DHMH Review" reportable event record and click "Start" of "IV. DHMH Review"

Reportable I	vent — Summary Status: Pending Dhmh Review		
Back to List		Submit DHMH Review	Expand All
	▶ Summary Information	Progress Notes	
	▶ 🖾 I. Event Report		
	▹ 🖙 II. Intervention and Action Plan(s)	Edit	
	→ 🖾 III. DHMH Triage	Edit	
	▷ O IV. DHMH Review **	Start	-

2. Enter DHMH Review information and click "Save"

DHMH Review		
Review Information-		
Review Due Date: *	01/03/2014	
Status Letter Date:	Ē	
Corrective Action Plan Date:	11/22/2013	
Close RE Case Information		
Case Closure Date: **	Î	
Closing Reasons **		
No further action necessary		
Participant expired		
Participant re-institutionalized (i.e.	admitted in a LTC facility 30+ days)	
Participant referred to community	care unit (i.e. acute hospital stay, rehabilitation stay in NF, psychiatric hospital stay)	
Referred for additional investigation	n (i.e. QCR Team, OIG, MBON, OHCQ)	

2.4.2 Edit IV. DHMH Review

To edit "IV. DHMH Review", you must login as permitted user and select a "Pending DHMH Review" reportable event record

1. Access a "Pending DHMH Review" reportable event record and click "Edit" of "IV. DHMH Review"

Reportable I	vent — Summary Status: Pending Dhmh Review		
Back to List		Submit DHMH Review Discard DHMH Review Expand All]
	✓ Summary Information	Progress Notes	
	[→] 🖾 I. Event Report		
	☑ II. Intervention and Action Plan(s)	Edit	
	[→] 🖾 III. DHMH Triage	Edit	
	› ♀ IV. DHMH Review **	Edit	

2. Edit DHMH Review information and click "Save"

2.4.3 Submit IV. DHMH Review

To submit "IV. DHMH Review", you must login as permitted user and select a "Pending DHMH Review" reportable event record

- 1. Access an open reportable event record and complete "IV. DHMH Review"
- 2. Click "Submit DHMH Review"

Reportable Back to List	Event — Summary Status: Pending Dhmh Review	Submit DHMH Review	Discard DHMH Review	Expand All
	▶ 🖻 Summary Information		Progress Notes	
) ⊠ I. Event Report			
	II. Intervention and Action Plan(s)		Edit	
	> © III. DHMH Triage		Edit	
>	▶ ⊘ IV.DHMH Review **		Edit	

3. Once submitted, the reportable event status will be changed to "Closed" and everything is locked and no longer editable except progress notes.

Reportable	Event — Summary Status: Closed	
Back to List	Expand All	
	▶ 🗹 Summary Information Progress Note:	
	▹	
	▹	
	≥ 🖻 III. DHMH Triage	
	▶ ☞ IV. DHMH Review	

2.4.4 Discard IV. DHMH Review

To discard "IV. DHMH Review", you must login as permitted user and select a "Pending DHMH Review" reportable event record. Please note once "IV. DHMH Review" is submitted, you can no longer discard it.

1. Access a "Pending DHMH Review" reportable event record and click "Discard DHMH Review"

Reportable I	Event — Summary Status: Pending Dhmh Review			
Back to List		Submit DHMH Review	Discard DHMH Review	Expand All
	✓ Summary Information		Progress Notes	
	▹			
	▹		Edit	
	› ☞ III. DHMH Triage		Edit	
	> ⊘ IV. DHMH Review **		Edit	

2. Enter comments for discard, then click "Yes" to complete discard. You can also click "No" to cancel

Do you want to discard this record? Comment: *	*
	E
Yes No	

2.5 Progress Notes

To access progress notes, you must login as permitted user choose a reportable event record to continue

- 1. Access a reportable event record
- 2. Click "Progress Notes"

Reportable Event — Summary Status: Closed	
Back to List	Expand All
▹ 🗹 Summary Information	> Progress Notes
▹ 🗹 I. Event Report	
II. Intervention and Action Plan(s)	
▹ 🗹 III. DHMH Triage	
▹ ፼ IV. DHMH Review	

3. You can see all progress notes for selected record. To enter new notes, type notes in "Note" area and click "Add Progress Note"; to print progress notes, click "Print", to exit progress notes, click "close".

	Progress Note) \$	
Client's Name: Ting Z	hang	Sort: Date	•
Agency: DHMH Note: adsfsdaf	By: DHMH, dhmhadministrator1	November 22, 2013, 5:33 PM	
Note:			

3 Discard Reportable Event

To discard a reportable Event, you must login as a permitted user and choose an "In Progress" record to discard:

1. Access an "In Progress" Reportable Event record and click "Discard"

Summary Information	**		Progress Notes Ed
Client Information			
RE Number:	3	MA#	2222222228
Jurisdiction:	Baltimore	DOB:	11/12/1984
Participant/Applicant Name:	Ting Zhang	Gender:	Female
Address:	Test Street 1, Baltimore, MD 20103	Support Planner/Service Coordinator:	aaacasemanager1 Baltimore
Program Type **			
CO		CFC	
WOA		MAPC	
LAH		⊖тві	

2. Enter comments for discard, then click "Yes" to complete discard. You can also click "No" to cancel

Do you want to discard this record? Comment: *	*
	E
Yes No	

4 **Print Reportable Event**

To print a reportable Event, you must login as a permitted user:

- 1. Access Reportable Event list page
- 2. Click "print" of a reportable event record

Reportable Events — List								
					Add			
Report Submit Date	Cevent Date	Program 🗘	Intervention & Action Plan Submit Date	Case Closure Date	Actions			
11/01/2013	N/A	со	N/A	N/A	View Print			
N/A	N/A	со	N/A	N/A	View Print			
N/A	N/A	со	N/A	N/A	View Print			

3. LTSS will generate a pdf version of selected record for printing purpose

able Event (RE) Form	
Jurisdic	tion: Baltimore
rting Information	
orter Information	
Time of Telephone Report:	
Relationship:	
Agency:	
Ext:	
Completing the Form	1
Relationship:	
Agency:	
	Jurisdic orting Information orter Information Time of Telephone Report: Relationship: Agency: Ext: Completing the Form Relationship: Agency:

5 Reportable Event My List

To access a reportable Event My List, you must login as a permitted user:

- 1. Login to LTSS
- 2. Click "My List Tab"
- 3. Click "My Client List" from left navigation, then click "Reportable Event"
- 4. Select desired option from "Show me" drop-down
- 5. Click "Filter"

LTSSMary	land		FEI\ting Location:	zhang (On behalf of DHMH	: DHMH, dhmhadminis	trator1)				Menu	Account
🔂 Home 🔒	Clients	I≣ My Lists	Alerts	🙉 Dashboard	Reports						
My Client List	st 🔷 2	2	My	Reportable Ev	ents List						
Applications											
Redeterminati	ions		Sho	w me *							
Appeals			All	Open RE Cases	<u> </u>	-4					
LOC											
Nurse Monitor	ring			Filter	• 5						
MDOD Training	9										
Dews Letters			RE Da	te 🗘 Clier	it Name	Triage	\$	Action Plan	Assigned SPA	≎ Act	ions
POS			_				No dat	a available in table			
Reportable Eve	ent 🚽	- 3									
• MFP List											
• MFP User Ac	ctivity										

6. LTSS will display searching result. You can choose one to "View" or "Print"

My Reportable Events List								
Show me*								
All Open RE C	Cases 💌							
Filter	Export							
RE Date 🗘	Client Name 🗘	Triage 🗘	Action Plan	Assigned SPA	\$ A	ctions		
	User2 85469		No	tcccasemanager1 TCC		View Print		
	Cicio Smith		No			View Print		
	Test Zoe		No	aaacasemanager1 Baltimore	1	View Print		
	Maura Clover		No		1	View Print		