

State of Alaska Department of Labor

ICM Case-Based User Guide

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1. General Interface

Each page in ICM consist of the main components listed below:

- Command Bar - contains the Navigation Bar and Local Commands.
- Navigation Bar - runs across the top of the window and displays different sections within the application.
- Local Commands - is displayed below the Navigation Bar and displays what options can be selected based on the current page or item a user is on. The local commands are sometimes referred to as the Ribbon.
- ICM Content - is any content below the local commands. The ICM content can house lists of data (views), individual records (forms), and dashboards (charts and views from multiple record types).

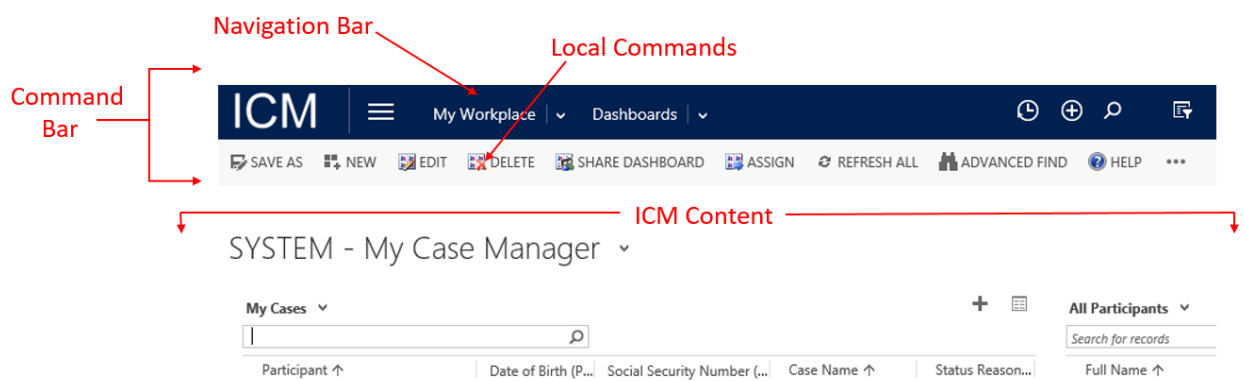


Figure 1 Main components of a ICM page

1.1 Navigation Bar

The Navigation Bar runs across the top of the window and displays different sections within the application. Selecting one of the options on the navigation bar will expand a menu, often referred to as a fly out, and allow users to move throughout the application.



Figure 2 The navigation bar

The hierarchy of the navigation bar navigation goes from left to right: ICM (home) > Work Area Menu > Current Work Area > Record Type > Current Item, and further to the right are Recently Viewed Items, Quick Create (New), Global Search, Advanced Find, the Session Information, Settings, and Help. Below is a detail of each option available in the navigation bar.

Table 1.1: Navigation Bar Overview

Option Name	Functional Description
ICM (Home Button)	
	This will return users to their default home screen, usually the dashboard.
Work Area Menu	
	This is the three stacked horizontal lines to the right of ICM in the navigation bar, from which users can select the Work Area Menu and navigate through different areas of the site. Users can select the dropdown arrow to navigate to the record type to find or in which to enter information.
Record Type	
	The record types available to users will differ depending on the specific work area a user has navigated to. Many users will work in the “My Workplace” area. Users can select the dropdown arrow, to the right of the record type, to navigate to recently viewed items within that record type.
Current Item	
	When a user opens a record, that record will be displayed as the last item in this section of the navigation bar. Users can select the dropdown arrow, to the right of the current item, to view related records.
Recently Viewed Items	
	Allows users to easily navigate to the records that they were most recently working with. This Recently Viewed button will show relevant records from any record type.
Quick Create (New)	
	Allows users to quickly create a record without leaving the record that they are currently working on.
Global Search	
	Allows users to search over multiple record types (e.g. participants, cases, or enrollments) and return all relevant records configured for global searching.
Advanced Find	
	Allows users to filter data and create and save views. The views can be used on user dashboards, in charts, or exported to Excel.
Session Information	
	Displays the current user logged into the system, the name of the system, and, if applicable, a photo.

1.2 Local Commands

The Local Commands are displayed below the Navigation Bar and displays what options can be selected based on the current page or record a user is on.

Depending on which page or record the user is currently viewing, the Local Commands options will vary. Not all options for a particular record are displayed, but More Commands can be viewed by selecting the ellipsis '...'.

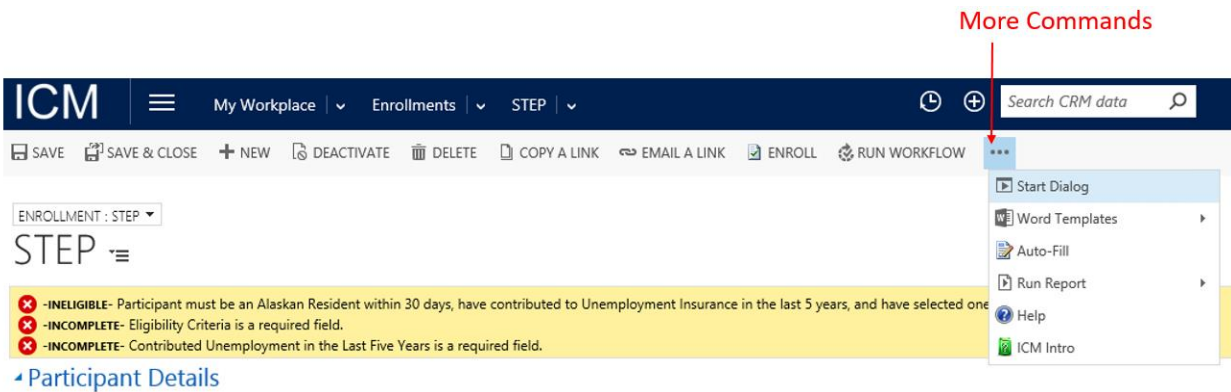


Figure 3 Using the ellipses to view more commands

1.3 ICM Content

The ICM content will vary depending on where the user is while navigating through the system. Some common pages are dashboards, views, and forms.

1.3.1 Dashboards

The default homepage within the system (unless changed by the user in their personal options) is the default Dashboard. The dashboards are designed to give a quick overview of data elements within the system. Personal dashboards can be created to enhance and compliment an individual's work.

If a user would like, they can create their own dashboard by clicking the **New** button on the local commands.

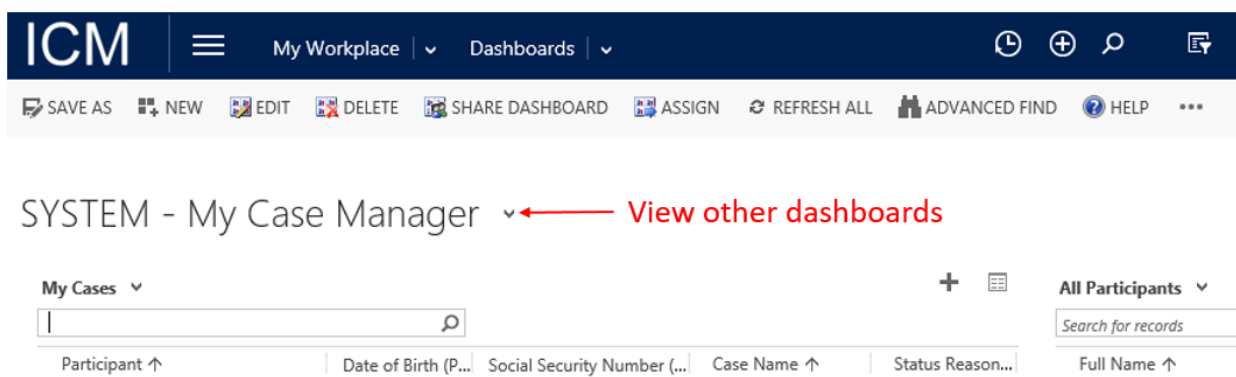


Figure 4 Creating a new Dashboard

The user can then select the Dashboard layout of their preference and click **Create**. This will display the Dashboard creation window where the user can enter a **Name** and select the views and charts they wish to have displayed. Once the user has completed their selections, they can **Save** the dashboard.

Back on the Dashboard page, they can refresh and then select the dashboard that they created and select **Set as Default** in the local commands. This will make their default dashboard and home, their personal dashboard.

1.3.2 Views

Views are lists of information formatted in a table or list. When on a view page, users will see a Search for Records textbox on the right side above the list. This allows users to search the record type that they are in. For example, if a user were looking at active enrollments, the Search for records would only search and return enrollments. When a user navigates to record type, the first view is the Default View. To change the view, click the dropdown arrow next to the view name, this will display a list of views that are available to select from.

The screenshot shows the ICM software interface. At the top, there is a navigation bar with 'ICM', 'My Workplace', and 'Enrollments'. Below this is a toolbar with various actions like '+ NEW', 'DELETE', 'EMAIL A LINK', 'RUN REPORT', 'EXPORT TO EXCEL', 'FILTER', 'ADVANCED FIND', and 'HELP'. The main content area shows a view titled 'Active Enrollments' with a dropdown arrow. A red arrow points to this dropdown with the text 'Select other views'. The dropdown menu is open, showing a list of views under 'System Views' and 'My Views'. The 'Active Enrollments' view is currently selected. Below the dropdown, a table displays enrollment records with columns for Owner, Status Reason, Enrollment Date, and Exit Date.

Owner	Status Reason	Enrollment Date...	Exit Date
DBP Tester 1	Draft		
Sean Schubert	Closed	11/8/2013	11/8/2013
Sean Schubert	Closed	11/6/2013	11/6/2013
Sean Schubert	Closed	11/18/2013	11/18/2013
Nicole Skeek	Closed	11/6/2013	
Nicole Skeek	Closed	11/4/2013	

Figure 5 Default View with System and Personal View Options

The System Views will display at the top of the list; these views have been defined as the most commonly used views with filtering and searching for data. When a user creates their own views, there will be a section at the bottom of the selection called My Views. To learn more about how to create My Views, visit the Advanced Find section.

1.3.3 Forms

Forms allow users to view, edit, or add information to a record or item. A user can access a record from the selected view by double-clicking the item or right-clicking. Clicking a blue link will take the user to the record in the link name. For example, clicking [Terrific, Tom TEST](#) in the enrollments view will take the user to the participant records for Terrific, Tom TEST; this may not go where the user intended. Double-clicking or right-click the enrollment line will open the enrollment.

✓ Name ↑	Participant	Status Reason
NRA	Tester, Elissa S.	Draft
STEP	UAA (plug)	Draft
✓ STEP	Terrific, Tom TEST	Enrolled
STEP	Lightning, Louisiana TEST	Enrolled
STEP	TEST, Two Off	Enrolled
STEP	STEP, Field Removal TEST	Enrolled

Figure 6 Highlighted Item Selected by the User

Once an item has been opened from the selected view, the current item information will be displayed in the form and the item will also show in the navigation bar to the right of the record type.

ENROLLMENT : STEP

STEP

Participant Details
Enrollment
Services

Type Individual Participant Number 800041060

Figure 7 Form and option to skip to specific sections of the form

Once the user is viewing the selected item, the Local Commands can be used to provide the user with more options for that item. Additionally, a user may select the arrow to the right of the form title to skip to specific sections within the form.

2. Case-Based Workflow

The Case-Based workflow is to guide users through the process of enrolling a participant to receive services. The steps within the workflow diagram are broken out into greater detail following the flow or order of the diagram. Please note: the application has multiple ways to get to items and perform certain actions, the steps below are recommended.

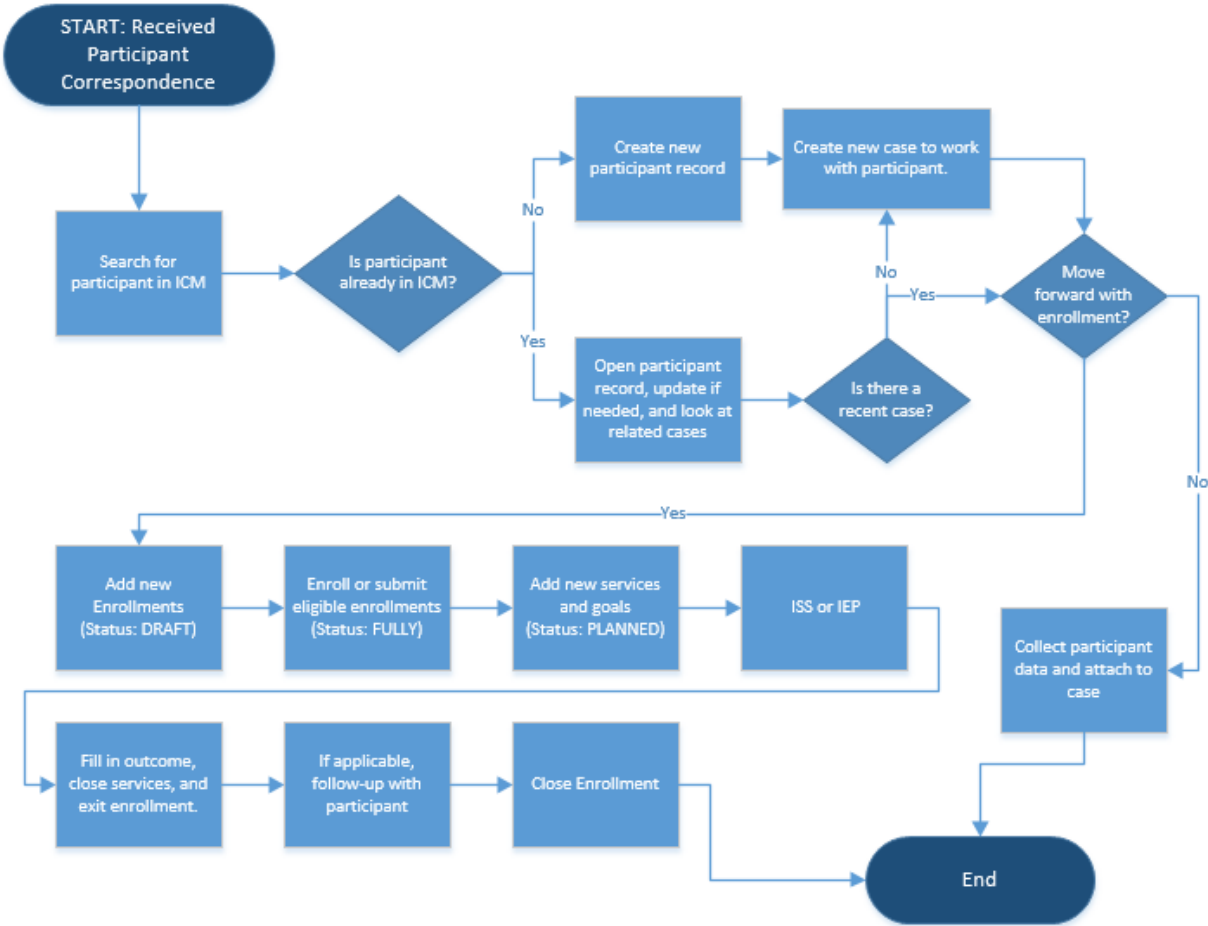


Figure 8 Case-Based workflow diagram

2.1 Searching for a Participant

2.1.1 Search for Participant using Dashboard

When users log in, the majority will see a dashboard with a participant list and search box. Use the search box directly above the participant list to search for participants. Type the participant full name, last name, or social security number and hit **Enter**. A list of participants matching the search will appear. Double-click the record to open the participant’s record. If the participant is not in ICM (in other words, does not show up when you search name and social security number), then a new participant must be created (refer to 2.2).

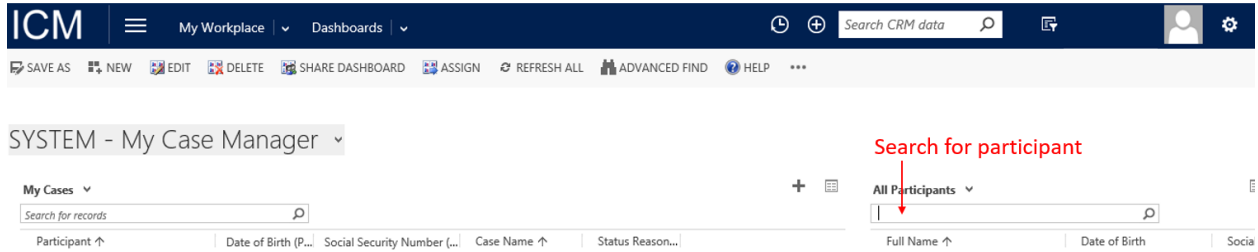


Figure 9 Search for Participant using dashboard

2.1.2 Search for Participant using Global Search

Another option to search for a participant is to use the Global Search in the navigation bar in the top right corner. Type the participant full name, last name, or social security number and hit **Enter**. A list of participants and other records matching the search will appear. Double-click the participant record to open the participant’s record. If the participant is not in ICM (in other words, does not show up when you search name and social security number), then a new participant must be created (refer to 2.2).

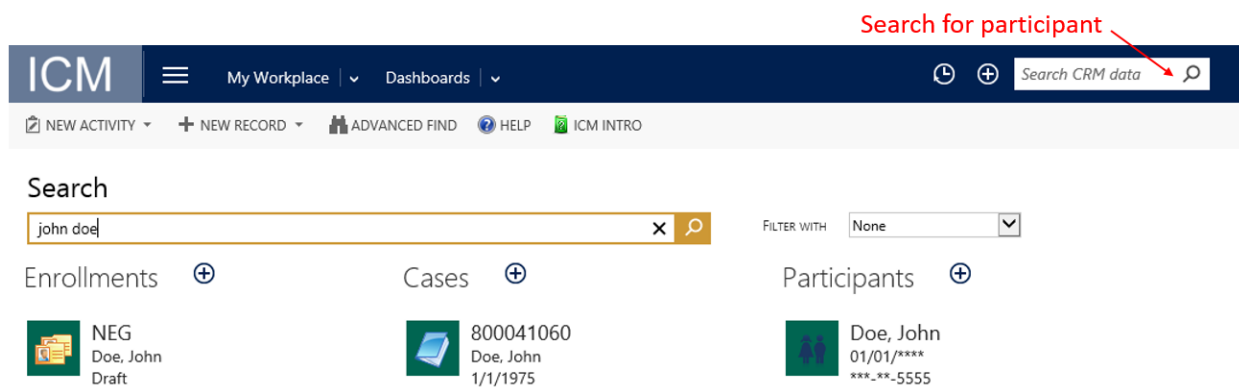



Figure 10 Search for Participant using Global Search and view of results

2.1.3 Search for Participant using navigation menu item “Participants”

When a user logs in, “**My Workplace**” will be at the top in the navigation bar. If “My Workplace” isn’t there, select the Work Area Menu  and select “My Workplace”. Clicking the dropdown arrow to the right of “My Workplace” will allow the user to select the **Participants** record type. Users will notice a search textbox under the local commands on the right. Type the participant full name, last name, or social security number and hit **Enter**. A list of participants matching the search will appear. Double-click the record to open the participant’s record. If the participant is not in ICM (in other words, does not show up when you search name and social security number), then a new participant must be created (refer to 2.2).

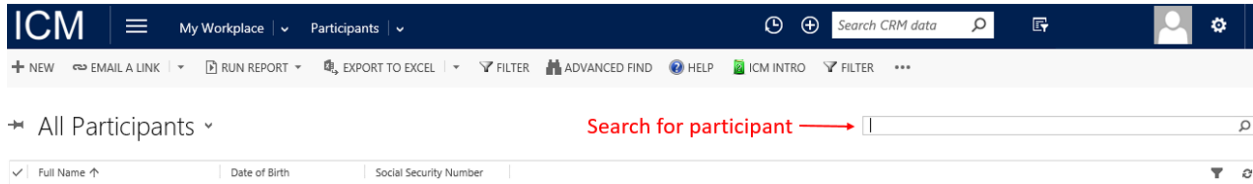



Figure 11 Search for Participant using Participant record type

2.2 Creating a Participant

When a user logs in, “My Workplace” will be at the top in the navigation bar. If “My Workplace” isn’t there, select the Work Area Menu  and select “My Workplace”. Clicking the dropdown arrow to the right of “My Workplace” will allow the user to select the **Participants** record type. If a user has already searched for a participant and determines that they need to create a new participant, the user can select the **New** command to create a new participant.

Create new participant

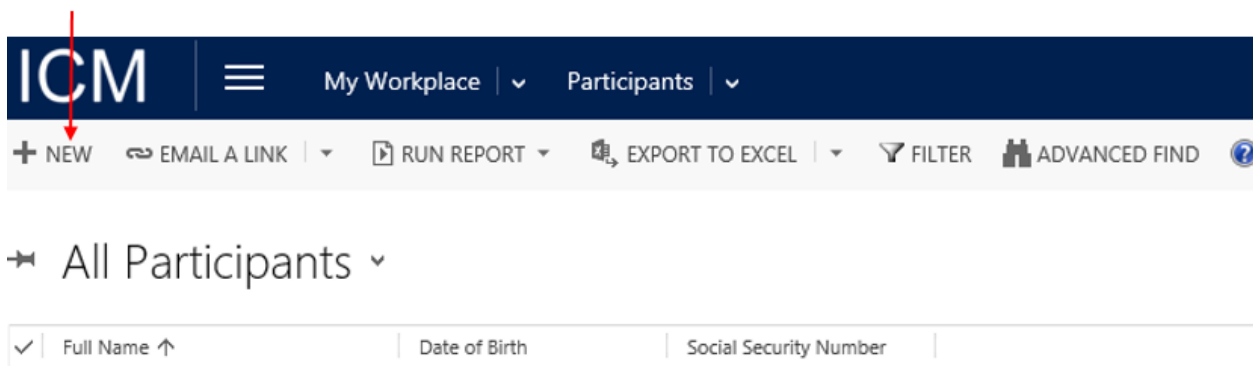


Figure 12 Create Participant using Participant record type

2.3 Handling Duplicate Detection Alert

Users will receive a duplicate detection alert when saving a participant if the participant information is similar to a participant already in ICM. This limits the number of duplicate participants created unintentionally. Users can choose to use the existing participant record or create a new record.

- A. **To use the existing participant** record, select the checkbox to the left of the participant’s full name and choose **Select**
- B. **Create a new participant** by selecting **Create New**

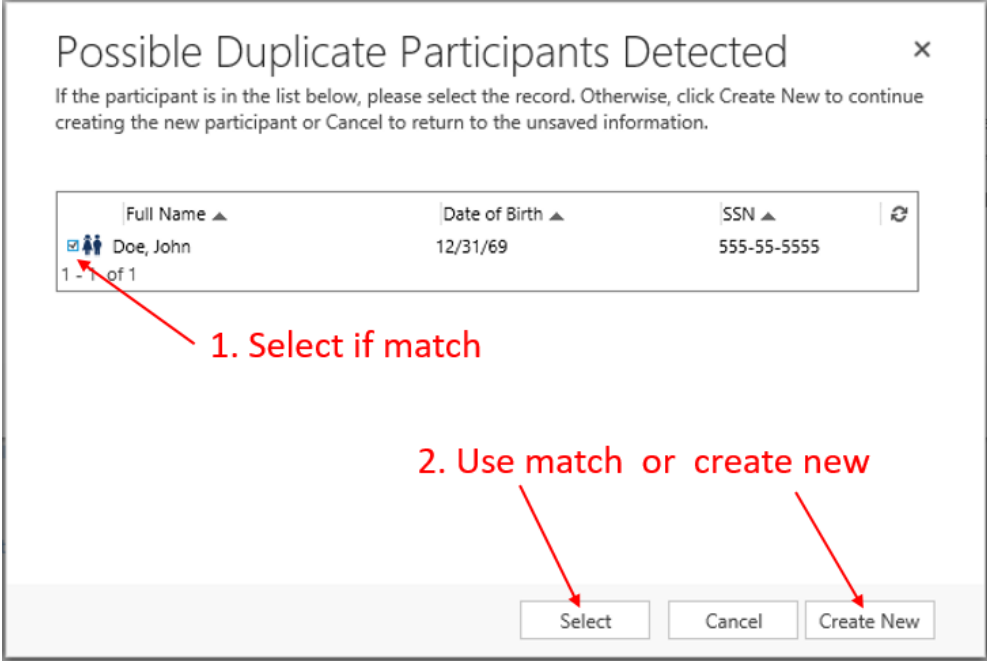


Figure 13 Duplicate detection alert when saving enrollment

2.4 Viewing Cases Related to a Participant

When a user is on the participant record (refer to 2.1 to navigate to a participant), then the participant’s name will be listed as the current item in the navigation bar. Users can select the dropdown arrow to the right of the current item to view the related record types, then select Cases. This will show the user the cases associated with a specific participant.

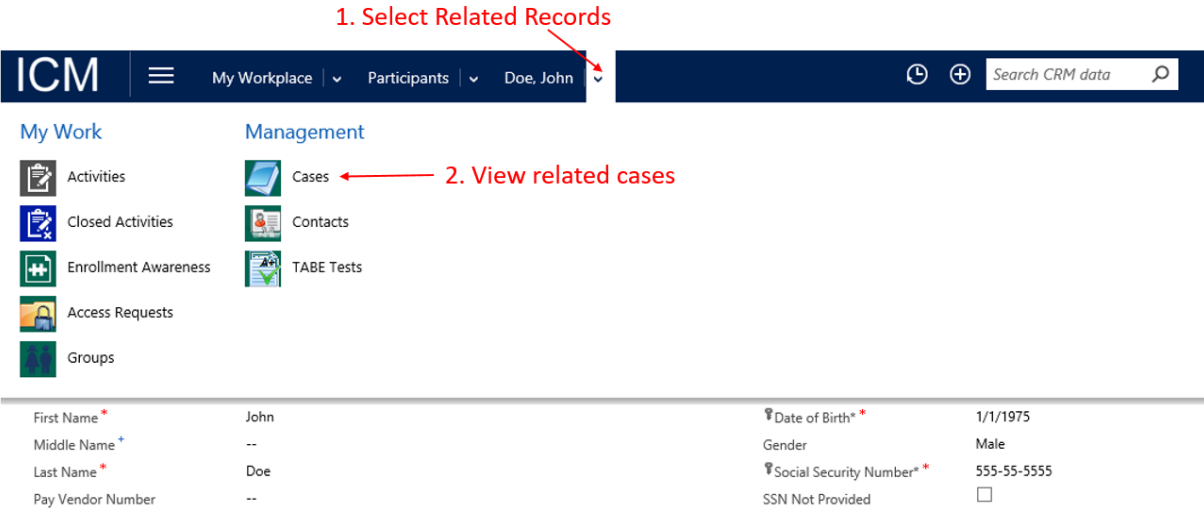


Figure 14 View cases related to a participant

2.5 Creating Cases Related to a Participant

When a user is on the participant record (refer to 2.1 to navigate to a participant), then the participant's name will be listed as the current item in the navigation bar. Users can select the dropdown arrow to the right of the current item to view the related record types, then users can select cases. This will show the cases associated with a specific participant as well as local commands to create a new case.

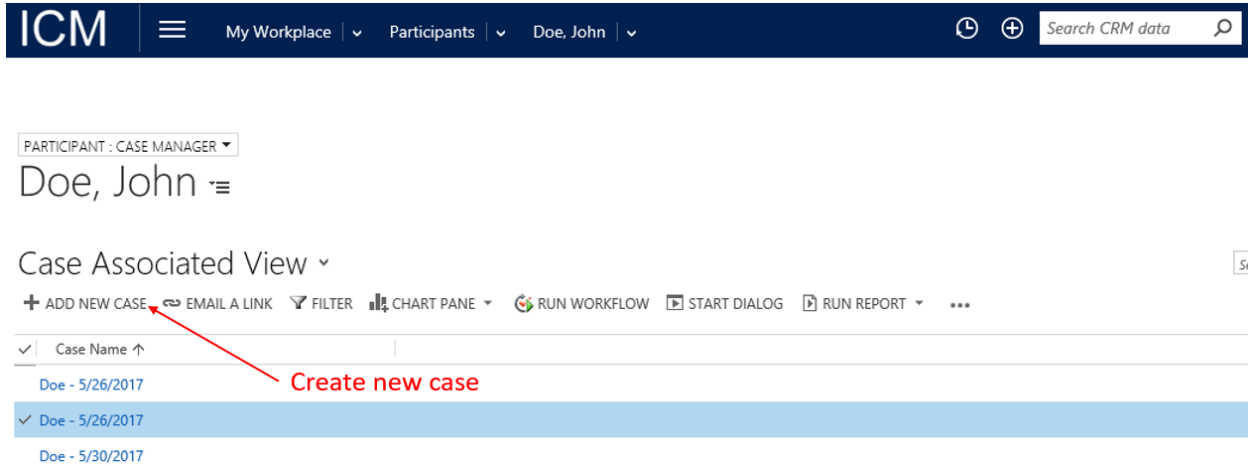


Figure 15 Create new case related to participant

1. When a user selects **Add New Case**, a case window will pop up and the participant is auto-populated because the user added the case from the participant's related cases
2. Fill in the Case Name as appropriate to the user's region standards
3. If applicable, check the DEI checkbox
4. Select **Save**

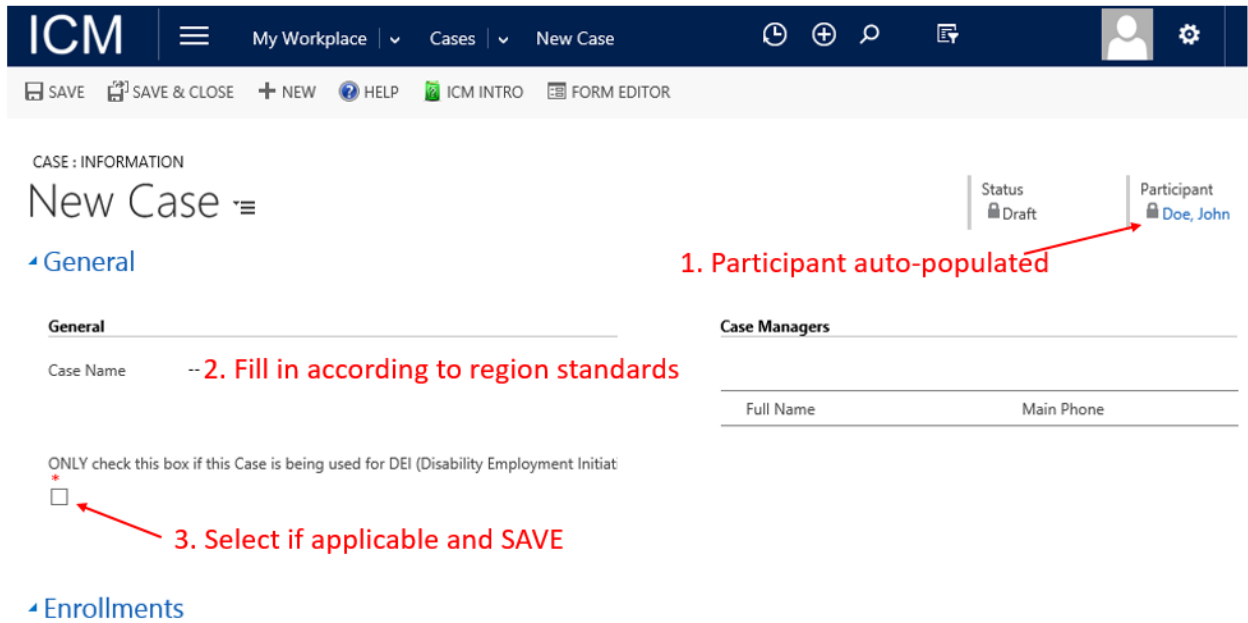


Figure 16 Saving a new case related to participant

2.6 Entering or Viewing Case Notes

Users may need to enter or view case notes throughout the life of the case. The steps below can be used any time after a case is created:

1. Open the participant's case or enrollment record
2. Select the arrow to the right of the current item in the navigation bar
3. Select **Case Notes** and the case notes related to the current record will appear in a list
4. View existing case notes by double-clicking a case note record, or create a new case note by selecting **Add New Case Note**
5. Enter the case note information
6. Select **Save**

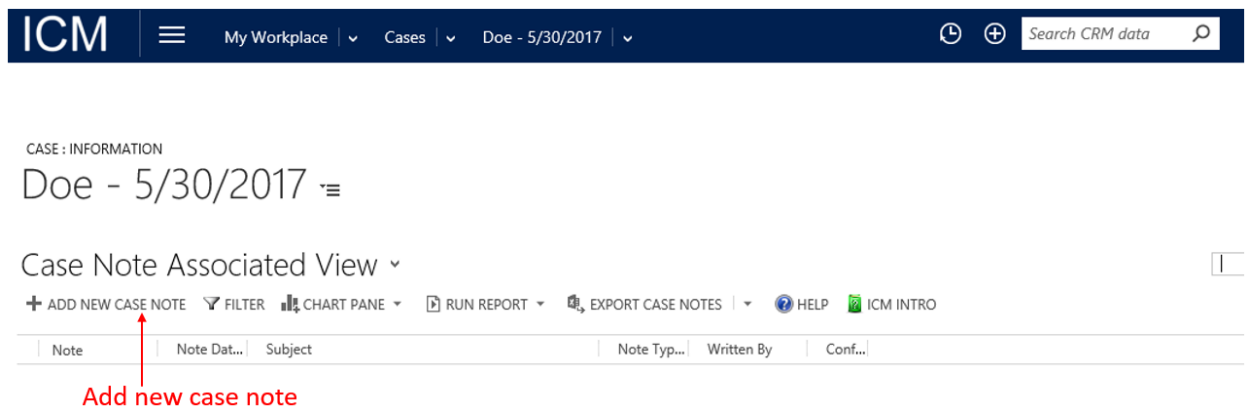


Figure 17 Add case notes to a case or enrollment

2.7 Adding Self Services to a Case

Self services can be added through the participant's case. The following are the steps to add a self service to a case:

1. Open the participant's case record
2. Scroll down to Services or use the arrow to the right of the case title to skip to Services
3. Select the + icon and the New service form will open
4. Populate the appropriate fields on the service form
5. Select **Save**

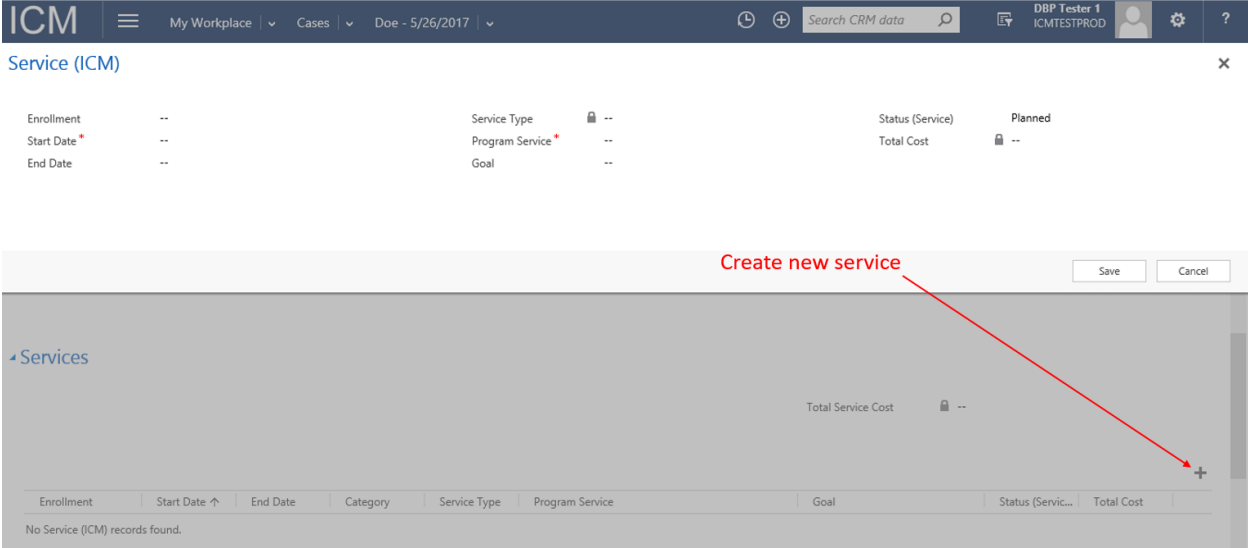


Figure 18 Create self service on participant case

2.8 Adding Enrollments

Users should use the following steps to add an enrollment:

1. Open the participant's case record
2. Scroll down to Enrollments or use the arrow to the right of the case title to skip to Enrollments
3. Select the + icon to the far right of Enrollments
4. Select the appropriate program
5. Select **Save**

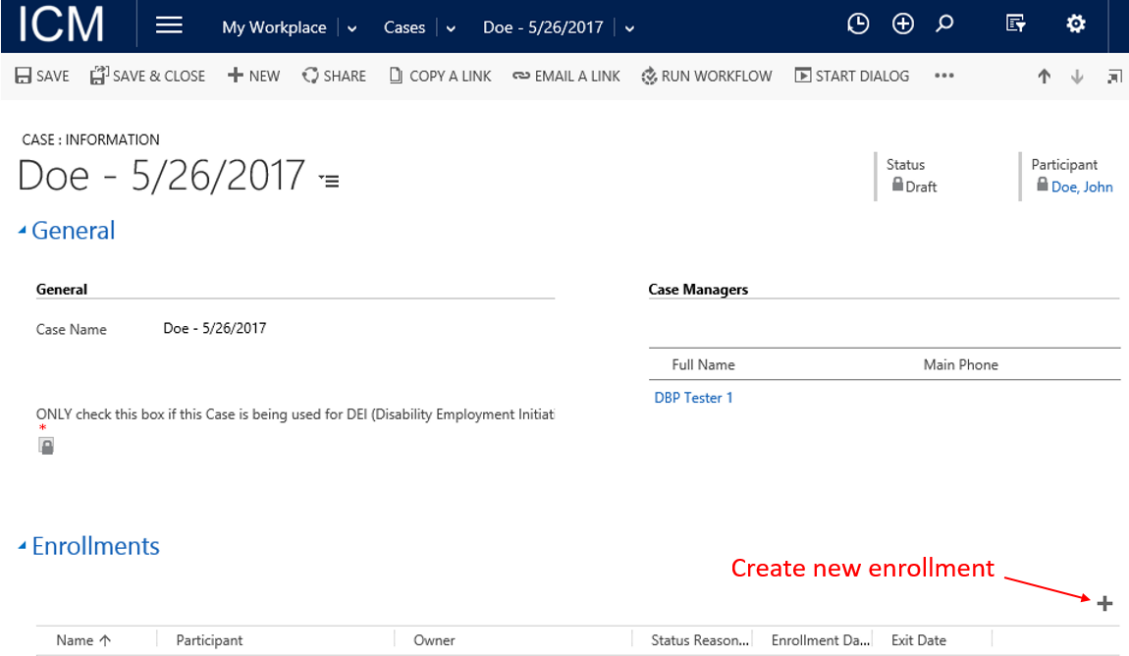


Figure 19 Create new enrollment from the participant's case form

- 6. The full enrollment form for the selected program will appear
- 7. The user will populate the appropriate fields on the enrollment form

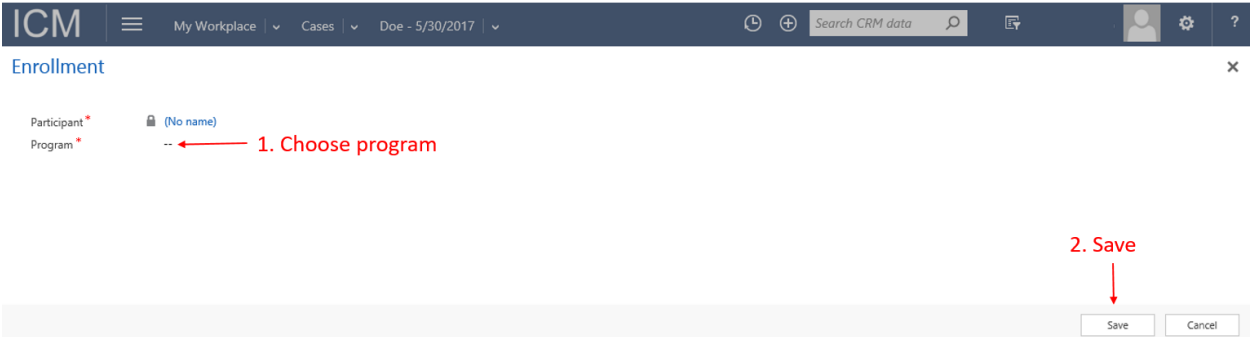


Figure 20 Start enrollment by choosing Program and Save

2.9 Enrolling Eligible Enrollments

Users should use the following steps to enroll an enrollment:

- 1. Open the enrollment
- 2. Resolve all issues listed in the yellow notification bar
- 3. Select **Enroll**

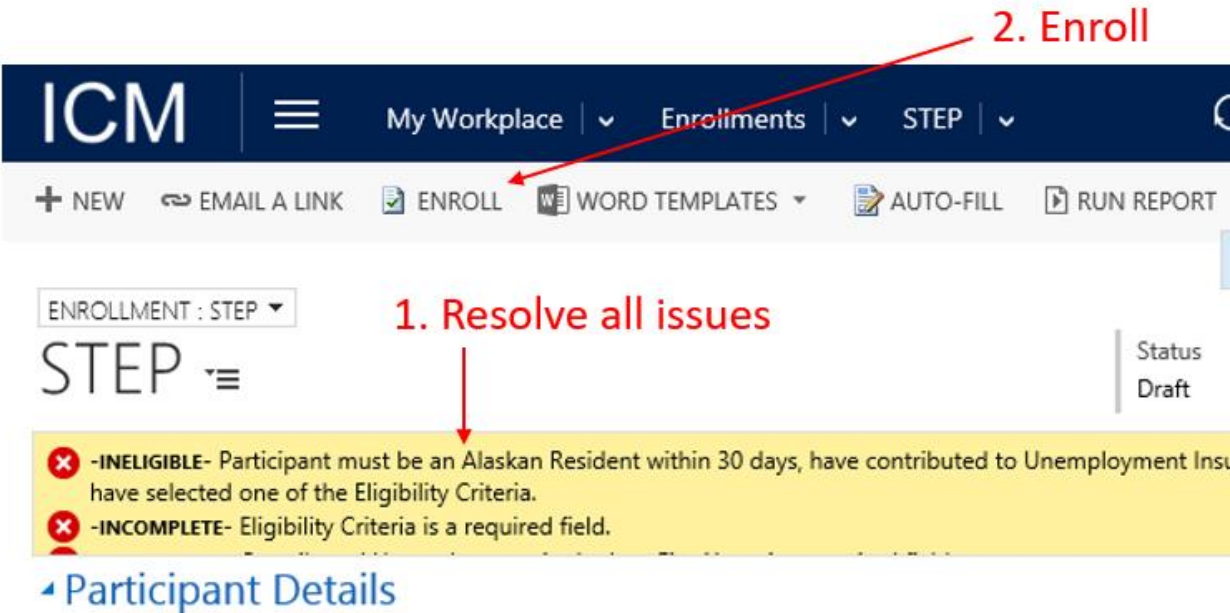



Figure 21 Resolve enrollment data validation and enroll

Once an enrollment is enrolled, the enrollment information becomes locked or unable to be edited.

2.10 Adding Services and Goals to an Enrollment

Users should use the following steps to add services to an enrollment:

1. Open the participant's case record
2. Double-click the appropriate enrollment
3. Scroll down to Services or use the arrow to the right of the enrollment title to skip to Services
4. Select the + icon to the far right of Services
5. Populate the appropriate fields on the service form
6. Goals
 - a. Associate a goal using the Lookup 

OR

- a. Create a new goal associated to the service by selecting the + New within the goal lookup
 - b. Fill in the goal information on the pop up goal screen
 - c. Select **Save**
7. After a goal has been populated, on the new service form, the user can **Save** the service.

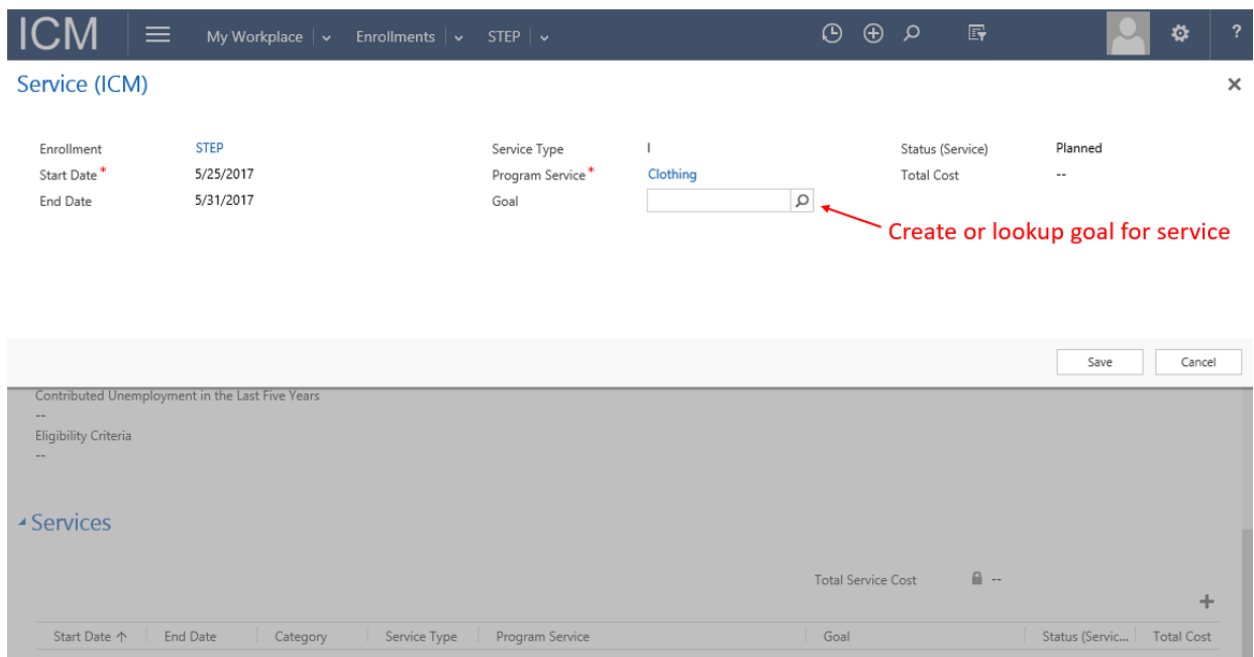


Figure 22 Create service and lookup or create goal for service from enrollment

Please visit 2.7 to review the steps to add a self service to a case.

ONLY Department of Labor staff must generate and print the ESD (DETS) Authorization Form:

1. On the enrollment, scroll down to Services or use the arrow to the right of the enrollment title to skip to Services
2. Double-click the new service to open the service
3. Select the ellipsis (...) in the local commands
4. Select **Run Report**
5. Select **ESD Authorization Form**
6. Once the form has completed, **export** the report and print the export

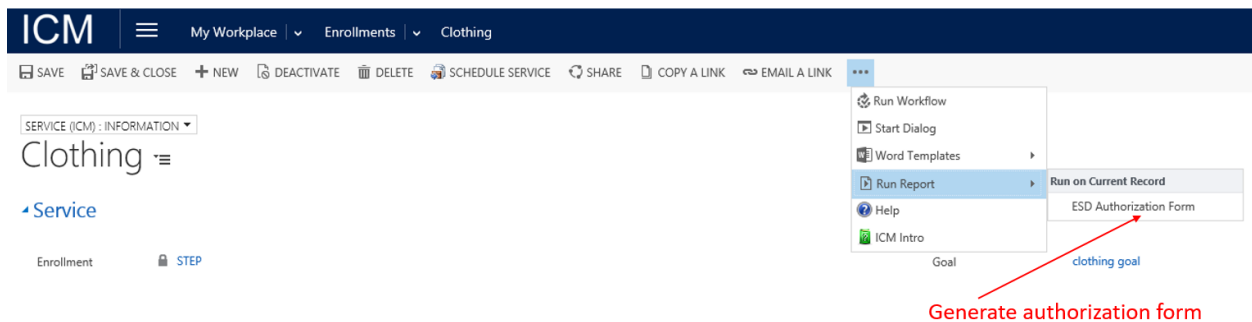


Figure 23 Generate ESD Authorization Form for printing

2.11 Generating an ISS or IEP

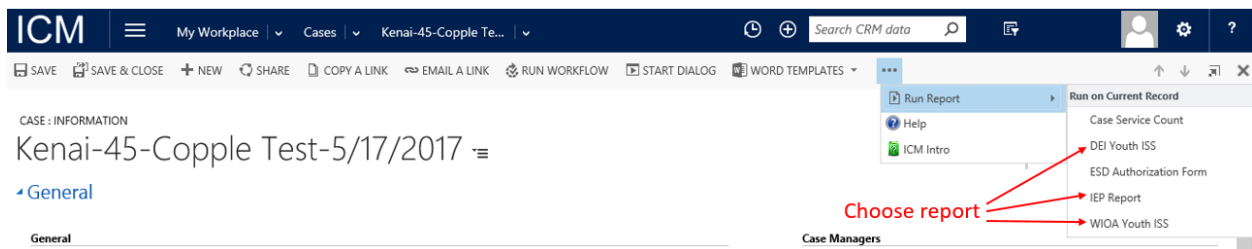


Figure 24 Run ISS or IEP for Participant's Case

Use the following steps to generate an ISS or IEP:

1. Open the participant's case
2. Select the ellipsis (...) in the local commands
3. Select **Run Report**
4. Select appropriate report (e.g. **DEI Youth ISS**, **WIOA Youth ISS**, or **IEP Report**)
5. Once the form has completed, **export** the report and print the export

2.12 Exiting an Enrollment

The screenshot shows the ICM system interface for a WIA-ADL enrollment. The top navigation bar includes 'My Workplace', 'Enrollments', and 'WIA-ADL'. A toolbar contains buttons for 'SAVE', 'SAVE & CLOSE', 'NEW', 'DEACTIVATE', 'COPY A LINK', 'EMAIL A LINK', 'EXIT ENROLLMENT', 'RUN WORKFLOW', and 'START DIALOG'. The 'EXIT ENROLLMENT' button is highlighted with a red arrow and labeled '2. Exit Enrollment'. Below the navigation, the enrollment title 'WIA-ADL' is shown. A sidebar on the left lists 'Enrollment', 'Services', and 'Reporting'. The main content area includes a form with sections for 'Reporting' (Individual Employment Plan (IEP) Attached, Pell Grant Recipient) and 'Outcome' (General: Entered Non-Traditional Employment, Training Related Placement, Other Reasons For Exit; Goals). A red arrow labeled '1. Input Exit information' points to the 'Other Reasons For Exit' field. At the bottom, a table with columns 'Name', 'Status', and 'Date Attained' is visible.

Figure 25 Exit Enrollment by completing Reporting and Outcome sections and Exit Enrollment

Use the following steps to exit the enrollment:

1. Open the appropriate enrollment
2. Scroll down to Services or use the arrow to the right of the enrollment title to skip to Services
3. Enter any additional information into services and change the status accordingly (e.g. Completed, Failed).
4. If applicable, scroll down to Reporting or use the arrow to the right of the enrollment title to skip to Reporting
5. If applicable, Enter exit information into the reporting section
6. Scroll down to Outcome or use the arrow to the right of the enrollment title to skip to Outcome
7. Enter exit information into the outcome section
8. Depending on the program, select EXIT ENROLLMENT (see Figure 25) or CLOSE ENROLLMENT (see Figure 26)

2. Close Enrollment

1. Input exit information

General

Relocated Out of Area	--
Training Related Placement	--

Goals

Name	Status	Date Attained
------	--------	---------------

Figure 26 Exit enrolled enrollment by completing Outcome section and select Close Enrollment

2.13 Entering Follow-up

Users may need to enter follow-up notes after exiting an enrollment. Please create a case note (section 2.6) and set the Note Type to “Follow-Up”.

2.14 Closing an Enrollment

An enrollment must be closed based on specific program guidance. Refer to your program guidance for more information.

Use the following steps to close an enrollment that has already been exited:

- 1. Open the appropriate enrollment
- 2. Select **Close Enrollment**

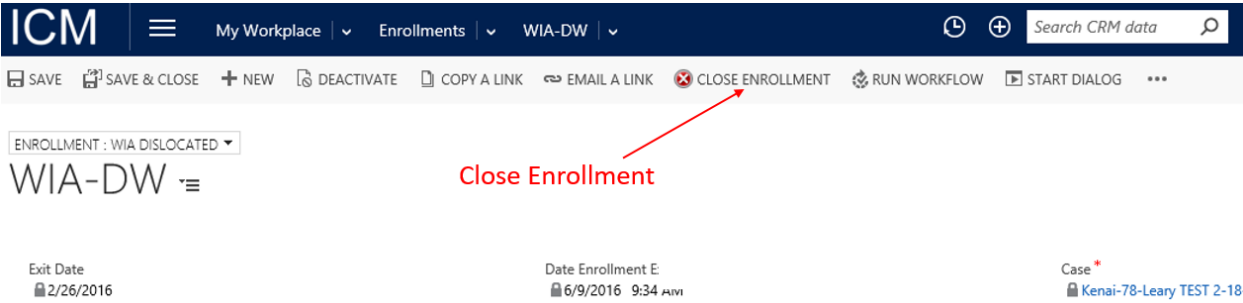



Figure 27 Close exited enrollment by selecting Close Enrollment

3. Advanced Find

The Advanced Find option can be one of the most useful tools in the System for searching for data by applying filter criteria. The advanced find allows users to create views or lists of data that can be saved and used on dashboards and to create charts.

To access Advanced Find, select the Advanced Find icon  on the right side of the Navigation Bar.

3.1 Advanced Find Form

Once the Advance Find Window opens, the form is broken down into three areas: the command bar or ribbon, record selection, and query area.

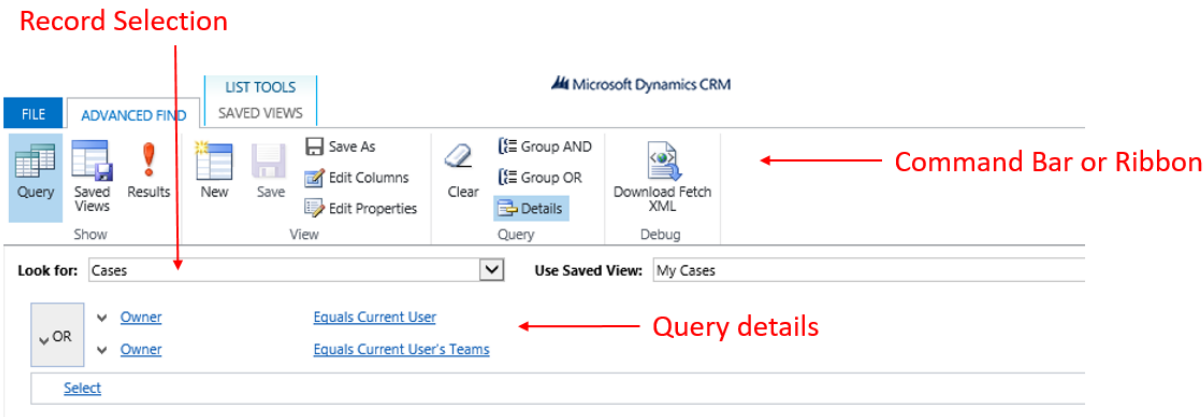


Figure 28 The Advanced Find Form

Across the Command Bar or Ribbon are the following options:

- Query – This is the default area
- Saved Views –Click this button to see all the user’s personal views
- Results – Once finished creating a query click this button to display the results
- New – To create a new query, this will create it from the beginning
- Save
- Save As
- Edit Columns – This button allows the user select the columns they will see when running a query
- Edit Properties – If the view that is being edited is a personal view, selecting this button will allow the user to change the name of the view
- Clear – Similar to the New button, it will clear the filter criteria for the current view
- Group AND – When adding filter criteria, select the rows of the query and group them as an AND so that all of the criteria have to be met
- Group OR – When adding filter criteria, select the rows of the query and group them as an OR so that only one of the criteria have to be met
- Details – This option will toggle the filter criteria to show simple mode or the details. If this option is not selected, the user will only see the criteria and not be able to edit. The Record Selection area contains the following:
 - Look for - This field is a dropdown that contains all of the record types that are able to be search.
 - Use Saved View – Once the user determines which record to perform the search under, this drop down field will display all of the System and Personal Views available to search

The Query Area contains three fields: Field/Attribute Selection, matching criteria, and Value. Depending upon the type of field selected, the Matching criteria and value options may be different.

3.2 Creating a Query

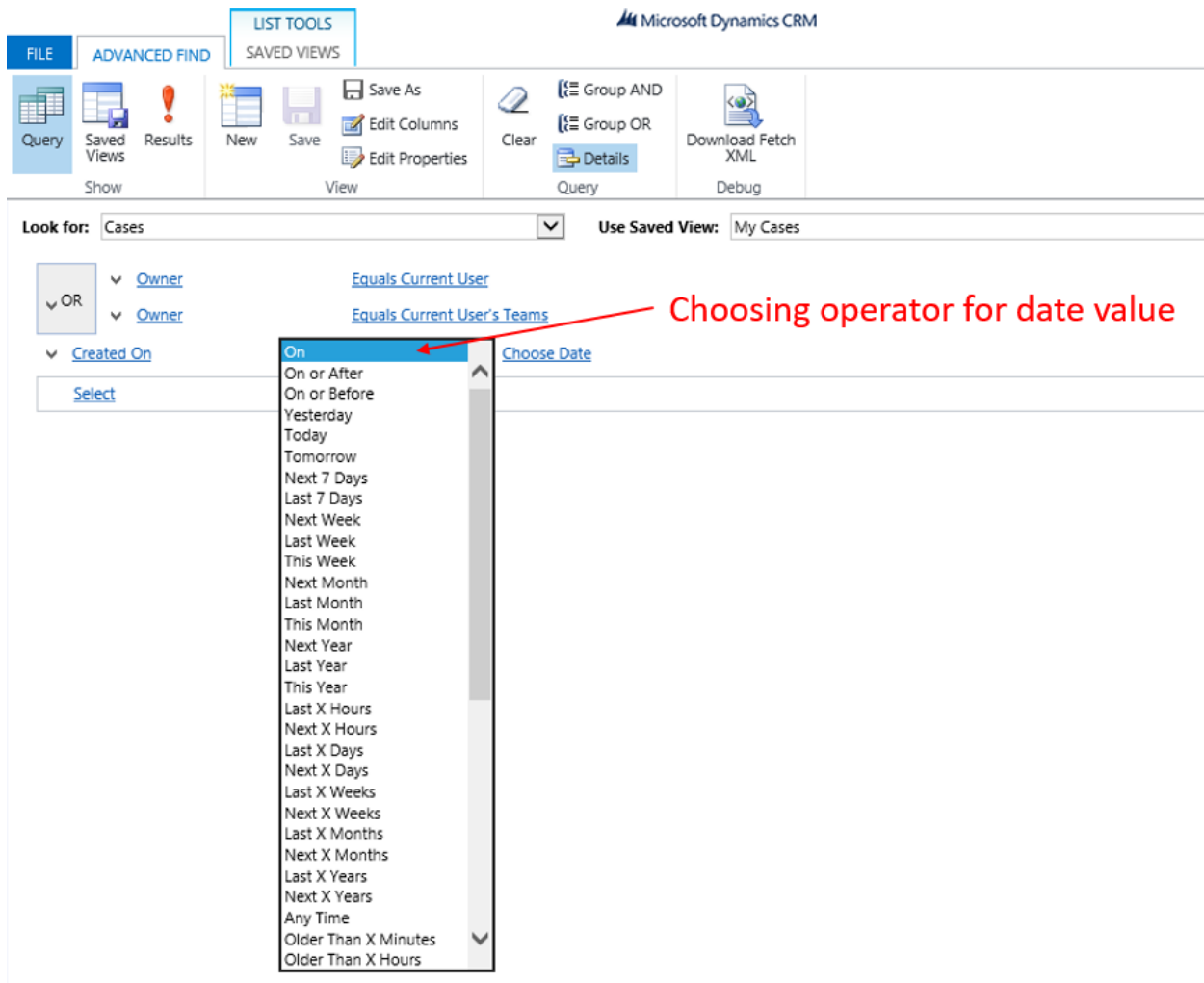


Figure 29 The query details

- In the Look For dropdown menu, select the record type to query (Figure 28 has *Cases* selected)
- Select **[new]** under Use Saved View, or use an already saved view to customize or change it (Figure 28 is using *My Cases*)
- Select the search criteria by hitting **Select** and searching for the Field in the drop down (Figure 28 has *Created On* selected)
- Select the query operator (equals, does not equal, contains, etc.) (Figure 28 has the query operator dropdown expanded)
- Enter the data to filter by (Figure 28 user would select [Choose Date](#))
- Select **Results!** in the Show section of the ribbon to view results

The screenshot shows the Microsoft Dynamics CRM interface with the 'LIST TOOLS' ribbon selected. The 'CASES' group is active, displaying a list of search results. The table below represents the data shown in the results pane.

Participant	Date of Birth (Pa...)	Social Security Number (Pa...)	Case Name	Status Reason
AR Auto, Grant TEST 4	09/10/****		AR Auto - 10/23/2015	Draft
AR Auto, Grant TEST 5	04/05/****		AR Auto - 10/23/2015	Draft
AR Auto, Grant TEST 7	01/02/****		AR Auto - 10/26/2015	Draft
AR Auto, Grant TEST 8	05/06/****		AR Auto - 10/26/2015	Draft
AR Auto, Grant TEST 84	08/04/****		AR Auto - 10/30/2015	Draft
AR Auto, Grant TEST 85	07/06/****		AR Auto - 10/30/2015	Draft
AR Auto, Grant TEST 86	05/04/****		AR Auto - 10/29/2015	Draft
AR Auto, Grant TEST 87	08/07/****		AR Auto - 10/29/2015	Draft
AR Auto, Grant TEST 88	03/06/****		AR Auto - 10/29/2015	Draft

Figure 30 The Results

Adding Search Criteria to an Advanced Find search:

- In the search criteria, choose the Field on which to search
- Select the query operator
- Enter the data to filter by
- Grouping (Figure 31 shows the *or* grouping – the cases that have the owner as the current user OR the current user’s team will appear in the results):
 - Group the field rows by clicking the dropdown menu to the left of the search criteria and choosing **Select Row**
 - Repeat the process so both rows are selected
 - Select Group Or or Group AND on the ribbon

The screenshot shows the 'ADVANCED FIND' ribbon in Microsoft Dynamics CRM. The 'LIST TOOLS' group is active, and the 'Group OR' button is highlighted in yellow. Below the ribbon, the 'Look for:' dropdown is set to 'Cases' and the 'Use Saved View:' dropdown is set to 'My Cases'. A dropdown menu is open, showing two options: 'Owner' and 'Owner'. A red arrow points from the text 'Grouping with Group OR' to the 'Owner' option in the dropdown menu.

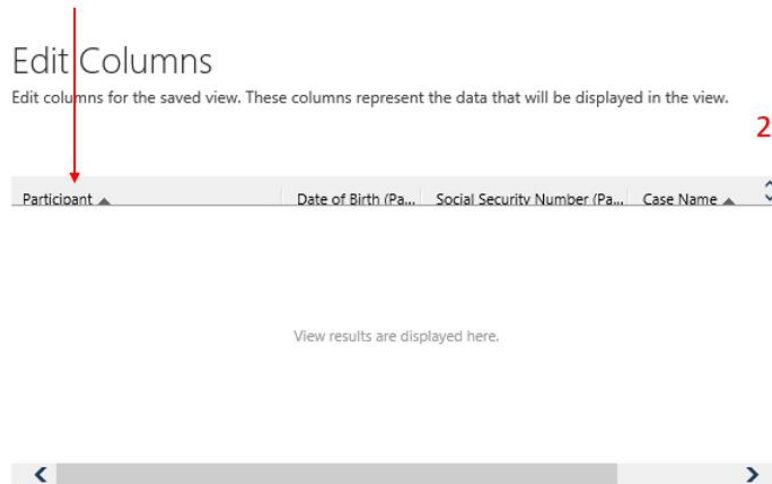
Figure 31 Grouping with the Group OR

3.3 Adding or Removing Columns:

Once the query has been built, the user can modify the columns that display in the Results:

- In the results screen, select the Advanced Find tab, and choose **Edit Columns** in the View section
- To move the columns from left to right select the desired column then use the arrows
- To configure the sorting, choose ascending or descending
- Listed under the Common Tasks there are other settings:
 - Add Columns – to add new columns to the results
 - Change Properties – allows a user to make columns wider or narrower
 - Remove – Select a column and remove it from the list
- Once the columns have been edited select **OK**

1. Select column



2. Use arrows to move column

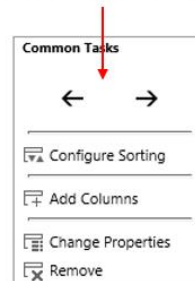


Figure 30 Moving columns in Advanced Find

3.4 Exporting Records to Excel

- On the Advanced Find tab, select **Results**
 - Select the **Export** option under the Data section
 - Select the type of worksheet to export
 - **Static** creates a copy of the data in Excel form. Static exports are limited to the current page of data that is visible to the user at export time.
 - **Dynamic** exports are queries with a link back to the live data. This enables the data in the Excel spreadsheet to be updated whenever the sheet is opened. When exporting data, a user can add new columns.
 - **Dynamic Pivot Table** exports like the dynamic export, but allows a user to export to a pivot table.
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