



NWD CRIA Unmet Needs Data Entry

This document pertains to Agencies which document Unmet Needs.

New Unmet Needs / Waitlist Link in CRIA2

A new link has been provided within the CRIA Encounter where Unmet Needs and Waitlist data can be entered and tracked. The Unmet Needs link that previously existed under Additional Forms has been removed. This change was put in place to allow for easier access to the data entry screen for Unmet Needs and Waitlist items.

The screenshot shows the PeerPlace Empowering Care interface. At the top, there is a header with the PeerPlace logo and client information for 'Test, Sam'. Below this is a sidebar menu for the 'CRIA Encounter' with links to 'CRIA External Referrals', 'CRIA Follow Ups', 'CRIA Notes', 'CRIA Internal Transfer', 'CRIA Unmet Needs / Waitlist' (highlighted with a red arrow), 'Units Entry', 'Additional Forms', 'CRIA Closing', and 'UAL List'. A red arrow points to the 'CRIA Unmet Needs / Waitlist' link with the text: 'A dedicated new link for Unmet Needs and Waitlist data entry'. The main area displays a table with columns: 'Date Determined', 'Service', 'Category', 'Unit Type', 'Unit Quantity Needed this Month', 'Unit Quantity Needed Every Month', and 'Estimated for remainder of Year'. At the bottom, there are buttons for 'Edit' and 'Exit'.

Unmet Needs Data Entry Changes

1. Within a CRIA Encounter, click on the new CRIA Unmet Needs / Waitlist link
2. Click on the New button to enter a new Unmet Need / Waitlist

This screenshot shows the same PeerPlace interface as the previous one, but with the 'New' button highlighted by a red arrow. The 'CRIA Unmet Needs / Waitlist' link in the sidebar is also highlighted. The main table area is empty, and the bottom buttons are 'Save', 'Save & Exit', and 'Cancel'.



3. Complete the following data entry:
 - a. Enter Date Determined (this will default to today's date but can be edited to match the actual date determined)
4. Select either Underserved or Unserved
5. Select a Service from the dropdown of services provided by your agency
 - a. "Other Service" has been added to allow for entry of Unmet Needs for services which are not provided by your agency and when "Other Service" is selected, a textbox will appear for the description of the other service being entered
6. Select a Program that matches up with the Service being entered
 - a. These Programs match back to the AAA AMR values
7. Select a Unit Type that matches up with the Service being entered
 - a. A blue question has been provided if assistance is needed with determining what Unit Type to select based on the Service entered
8. Select Yes or No to indicate if the Service will occur every month
9. Enter the number of units needed every month (if the Service will be needed every month)
10. Click Save or simply hit the tab key to enable the system to perform the calculation of Unmet Needs in terms of units needed for the remainder of the year
11. Enter a Waitlist Start Date if this Unmet Need needs to be added to the Waitlist
12. Enter a Planned Program Queue After Waitlist if it is known where the Service will be provided at the end of the Waitlist

13. Click Save and Exit to save the record and exit the screen or Save and New to save the record and enter another Unmet Need Waitlist item



Example of data entry where the service being entered for the Unmet Need is not one provided at your agency:

PeerPlace Empowering Care

Test, Sam
Client ID: 00301-02638-0001831863
DOB: 12/10/1947
Home: 804-555-7777
Cell: 804-555-1474
1219 Somewhere Lane
Richmond, VA 23229

User Name: christy.miller.va
Program: AASC-CRIA2
User Role: Program Admin
Push Pin Tickler History Print

Required fields are marked with an * asterisk.

Date Determined *: 12/10/2024

Category *: ☒ Underserved ☐ Unserved

Unmet Needs Service Name:
Select an Unmet Need Service from the List of Services Provided by Your Agency (For AAAs, Unmet Need Based on Required Assessment)
Service #: 1 Other Service [Other]

OR enter an Unmet Need Service Description of Service Not Provided by Your Agency
Other Service #: Home Assistance

Unmet Needs Program Category and Units Total

Complete the Following Section to Categorize, Quantify and Calculate the Unmet Needs Units

Program #: Homemaker

Unit Quantity Needed This Month #: 5.00

Unit Type #: Hour

Will This Service Occur Every Month? *: ☐ No ☒ Yes

Unit Quantity Needed Every Month #: 20.00

Estimated for Remainder of Year: 5

After Calculation Unmet Need - Add Unmet Need to Waitlist

Waitlist Start Date (mm/dd/yyyy) #:

Waitlist End Date (mm/dd/yyyy) #:

Waitlist Outcome Client Will Be Taken Off Waitlist Because #: Select One

Planned Program Queue After Waitlist: Select One

View Builder Changes:

(*note - none of the screen changes which are part of this change, impacted the overall existing functionality of any reports, and reports containing unmet needs data will function the same way with the new changes)

CRIA Unmet Needs Client Detail:

In looking at the example above for data screen entry, where data was entered and flagged as a waitlist item you can see that the data entered for unmet needs as well as waitlist values is now captured in the updated version of the CRIA Unmet Needs Client Detail list.

PeerPlace Empowering Care

User Name: christy.miller.va
Program: AASC-CRIA2
User Role: Program Admin

View Builder - CRIA Unmet Needs Client Detail

CRIA Encounter CRIA Communication Community Log My Views Search Queue Logout

Type: CRIA Unmet Needs Client Detail Date Range: Enter a Date Range Date Range Start (mm/dd/yyyy): 12/10/2024 Date Range End (mm/dd/yyyy): 12/10/2024 Sort By: Client Name Sort: Ascending Descending

Go Export to Excel Cancel

View Filters

Select Field (1): Client Last Name Relation: Equal to Choose or Enter Value: Select One Test and / or Remove Filter (1): X

Select Field (2): Select One Relation: Equal to Choose or Enter Value: Select One Remove Filter (2): X

Filter Save to My Views

2 Results

Client ID	Client Name	Date Determined	Program	Service	Estimated For Remainder of Year	Waitlist Start Date	Waitlist End Date	Waitlist Status	Days on Waitlist	Waitlist Outcome	Post Waitlist Program Queue	Client Last Name
1831863	Test, Sam	12/10/2024	Home Delivered Meals	22053 Home Delivered Meals [Home Delivered Meals]	10.00	12/10/2024	-	Open	16	-	AASC-Home Delivered Meals	Test
1831863	Test, Sam	12/10/2024	Homemaker	Home Assistance	5.00	-	-	-	-	-	-	Test

The date for which the item was added to the waitlist is captured as well as a calculated value using the date when the item was added to the waitlist against



the current date. The planned program queue is also added for clarity for where the individual will be transferred when the waitlist is complete.

The following highlighted items have also been added as filters for the View Builder to assist with managing waitlists and identifying data for outcomes and other analytical purposes. When using these filters and then using the Export to Excel, the filters will remain intact.

PeerPlace
Empowering Care

User Name: christy.miller.va
Program: AASC-CRIA2
User Role: Program Admin

View Builder - CRIA Unmet Needs Client Detail

CRIA Encounter CRIA Communication Community Log My Views Search Queue Logout

Type: CRIA Unmet Needs Client Detail Date Range: Enter a Date Range Date Range Start (mm/dd/yyyy): 12/10/2024 Date Range End (mm/dd/yyyy): 12/10/2024 Sort By: Client Name Sort: Ascending Descending

Go Export to Excel Cancel

View Filters

Select Field (1): Client Last Name Relation: Equal to Choose or Enter Value: Select One Test and / or Remove Filter (1): X

Select Field (2): Client Last Name Relation: Equal to Choose or Enter Value: Select One Remove Filter (2): X

Filter Save to

Days on Waitlist
Post Waitlist Program Queue

2 Results

Client ID	Client Name	Program	Service	Estimated For Remainder of Year	Waitlist Start Date	Waitlist End Date	Waitlist Status	Days on Waitlist	Waitlist Outcome	Post Waitlist Program Queue	Client Last Name
1831963	Test, Sam	Service	22053 Home Delivered Meals (Home Delivered Meals)	10.00	12/10/2024	-	Open	16	-	AASC-Home Delivered Meals	Test
1831963	Test, Sam	Service	Home Assistance	5.00	-	-	-	-	-	-	Test