

Aging Resource Management System

G.Susan.Ferriola

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Code	Agency	Status	Address	City	▲	▲
G046	PIEDMONT TRIAD REGIONAL COUNCIL	A	2216 W MEADOWVIEW RD, #201	GREENSBORO	Details...	Clients...

To add a client, first you must search for the client. Click on the word “client”. This will open up your agency’s client list.

Add Client

Providers

Client List

Provider Code : G046
Agency Name : PIEDMONT TRIAD CO

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SSN#	Last Name ▲	First Name	Sex	Date Of Birth	Provider
9155	BAKER	CHRIS	M	4/9/1948	Active
0000	BLAND	THOMAS	M	4/2/1939	Active
0000	CARMON	BILL	M	2/15/1928	Active
2865	CARTER	JAMES	M	7/9/1933	Active
0206	DAVIS	RUBY	F	2/6/1926	Active
7954	HARRISON	MARY	F	4/19/1938	Active
9981	MCDONALD	NANCY	F	9/17/1934	Active
6894	PATTERSON	JOSEPH	M	9/26/1926	Active
4663	PATTERSON	RUTH	F	5/6/1927	Active

Click the “Add Client” button.

This will open up the search for *existing* clients in the ARMS Database.

Provider Client Assessment

Provider Code : G046 Agency Name : PIEDMONT TRIAD COG

Click the radio button for ‘search existing’

Search for a client that has already been added to the ARMS system OR...
Add a brand NEW client that does not exist in the ARMS system at all

Search for existing Client Register New Client

Search client

Last Name* :

First Name* :

Sex : ▼

Date Of Birth : / /

Provider Client Assessment

Provider Code : G046 Agency Name : PIEDMONT TRIAD COG

Search for a client that has already been added to the ARMS system OR...
 Add a brand NEW client that does not exist in the ARMS system at all

Search for existing Client Register New Client

Search client

Last Name* :

First Name* :

Sex :

Date Of Birth :

Add your clients details and search.

Even though you do not *have* to add all the details for this search, it does give better search results if you add all the details.

Click the box beside your clients name, and click the "Next" at the bottom of the screen.

List of Clients

Legend: = is currently a client of this provider (use update services instead).

<input type="checkbox"/>	Last Name	First Name	MI	SSN4	Sex	Date Of Birth	Status
<input type="checkbox"/>	SMITH	JOHN	W		M	12/9/	A
<input type="checkbox"/>	SMITH	JOHN	W		M	8/17/	A
<input checked="" type="checkbox"/>	SMITH	JOHN	M		M	4/26/	A
<input type="checkbox"/>	SMITH	JOHN			M	4/15/	I
<input type="checkbox"/>	SMITH	JOHN			M	5/2/1	I
<input type="checkbox"/>	SMITH	JOHN	A		M	3/22/	A

This will bring up your agency's budgets.

Provider Client Assessment

Provider Code : G046 Agency Name : PIEDMONT TRIAD COG
 Last 4Digits of SSN : Date Of Birth :
 First Name : JOHN Last Name : SMITH

<input type="checkbox"/>	Service Code	Name	Service Status
<input type="checkbox"/>	734	PC-UNC-REGION G-RESPITE- ADULT DAY SERVICES	Active
<input type="checkbox"/>	735	PC-UNC-REGION G RESPITE-GROUP RESPITE	Active
<input type="checkbox"/>	736	PC-UNC-REGION G RESPITE-IN-HOME RESPITE	Active
<input type="checkbox"/>	737	PC-UNC-REGION G RESPITE-CONSUMER DIRECTED RESPITE	Active
<input type="checkbox"/>	738	PC-UNC-REGION G RESPITE-INSTITUTION RESPITE	Active

Check the box next to the appropriate budgets and click the "Next" button.

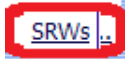
Depending on the type of service, this will open up the ADLs and IADLs for your client.

Services like Transportation will not have the ADLs and IADLs screen pop up.

The Next step is to add your client to your budget's SRW.



Go Back Home and click “Services”



The next screen will show you the SRW’s listed for the budget. Your agency may have one or more SRWs for a given budget.

Provider: PIEDMONT TRIAD COG(G046)
 Region: PIEDMONT TRIAD REGIONAL COUNCIL
 County: Alamance
 Service: PC-UNC-REGION G RESPITE-IN-HOME RESPITE

SRWCode	Description		
736	IN HOME RESPITE	Details	Service Totals

Add Provider Site/Route/Worker Provider Budgets Cancel

Select the “Details” link.

The details link opens up the details about the SRW. A list of clients already on the SRW will show up first.

Below the client list will be a dropdown box that will have the list of your agency’s clients that are tied to that SRW’s budget.

Highlight the correct client in the drop box and click add.

This client has now been added to your agency’s SRW.

Provider Site/Route/Worker Information

Provider Code : G046
 Agency Name : PIEDMONT TRIAD COG
 Region : G
 County : Alamance
 Service : PC-UNC-REGION G RESPITE-IN-HOME RESPITE(736)
 Site/Route/Worker Code : 736
 Description : IN HOME RESPITE

CreateUser: ELLEN.ATKINS
 CreateTime: 8/18/2011 11:28:24 AM
 ModifyUser: ELLEN.ATKINS
 ModifyTime: 9/6/2011 12:34:32 PM

Clients :

SSN4	Name	Sex	Date Of Birth	Client Status		
0000	CARMON BILL	M	7/1/1953	A	[Remove]	Details
0000	WILLIAMS BARBARA	F	7/1/1933	A	[Remove]	Details

CARTER-2865-M-07091933

[\[Add\]](#)

Update Cancel

Provider: PIEDMONT TRIAD COG(G046)
 Region: PIEDMONT TRIAD REGIONAL COUNCIL
 County: Alamance
 Service: PC-UNC-REGION G RESPITE-IN-HOME RESPITE

SRWCode	Description		
736	IN HOME RESPITE	Details	Service Totals

Add Provider Site/Route/Worker Provider Budgets Cancel

Now you can add your clients units of service. Go back “Home” click “Services” click “SRWs” click “Service Totals”

Provider Site/Route/Worker Service Totals

Provider: SENIOR RESOURCES OF GUILFORD(9255) Region - County : G - Guilford
 Service : CONGREGATE NUTRITION(180) Site/Route/Worker : 968 - Nutrition Meals

SSN#	Name	Sex	Date Of Birth	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
ALSTON	NORMAN	M	1/...	025												25
H DONG		F	10/...	021												21
				46	0	0	0	0	0	0	0	0	0	0	0	46

Units can be entered by the month

Click Update when finished to save. If user press the Enter Key it will default to Update and save the service totals

After keying units, click Verify. You can match totals to your turnaround document

Wait! My client did not already exist in ARMS! What do I do now?!

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Home **Clients** Export Reports Import ARMS/SIS

Region Details

Region Code : G
 Region Name : PIEDMONT TRIAD REGIONAL COUNCIL
 Region Contact Name : KIM BERRY
 Address : 2216 W MEADOWVIEW ROAD
 City : GREENSBORO
 State : NC
 Zip : 27407
 Work Phone : (336) 294-4950 ext.

Go to "Clients" on the horizontal menu bar.

This will open up a drop down menu.

In the previous example we were searching the ARMS database. Now we will be searching the CNDS database.

ARMS Production System

Clients Export Reports Import ARMS/SIS

Search

List

Create/Update

To Search CNDS, go back the "Clients" menu, and select **Create/Update** in the drop down menu. The CNDS search option will come up.

In CNDS you must search by last name, first name, sex and date of birth.

Search CNDS

Last Name* :

First Name* :

Sex* :

Date Of Birth* : / /

List of Clients

Last Name	MI	First Name	Suffix	SSN4	Sex	Date Of Birth	Race	Person ID	Action
SMITH		JEAN			M	01/01/1900	U	948466807L	Create
SMITH		JOHNNY			M	01/01/1900	U	948742529M	Create
SMITH		JONNIE			M	01/01/1900	U	949845393O	Create
SMITH		JOHN			M	01/01/1900	U	949894282K	Create
SMITH		JOHN			M	01/01/1900	B	945717144Q	Create
SMITH		JUAN			M	01/01/1900	U	944776276K	Create
SMITH		JOHNNIE			M	01/01/1900	B	945909280M	Create
SMITH		JOHN			M	01/01/1900	W	947449141L	Create
SMITH		JAMIE			M	01/01/1900	B	948044238S	Create
SMITH		JOHN			M	01/01/1900	B	948296635K	Create
SMITH		JOHN			M	01/01/1900	U	949781591N	Create
SMITH		JOHN			M	01/01/1900	B	950369564N	Create

- If* your client shows in the list, click the “**create**” button by his record. This will the client record up so you can complete the details on him.
- If* the client record has the word “**update**” beside his name, this means his record is active under another agency. Click the word “Update” and your client record should populate with his details automatically.

Double check all the details in the record and then click the word “Update” at the bottom of the client record.

Client updated successfully.

You should get a dialogue box that shows your client record has been updated.

Create/Update Client
Demographics/Status (SMITH, JOHN)

Last 4 Digits SSN :

Last Name :

First Name :

Middle Initial :

Your client is now active in the ARMS and CNDS database globally. **The next steps** are to tie your client to 1. your agency and 2. budget as shown previously.

Troubleshooting

1. I tried adding my client to CNDS and it says the record already exists in ARMS with that information, but I cannot locate the record.

There could be several reasons this has happened.

- a. The most common reason is that the client is 'inactive' in ARMS. Meaning they have not received units and ARMS has made them inactive. Inactive clients do not always show up in the searches. A client will have to be reactivated. if you are unable to reactivate the client, call your AAA ARMS Technical Support person 336-761-2111.
- b. The client already exists in ARMS but under a different *first* name. CNDS uses the last name, sex and date of birth as key identifiers. If all of those identifiers are hit in a CNDS search, it will be tell you the client already exists. Many times it is a case of you searching by a nick name instead of legal name. Try to ascertain the client's legal name and do the search again using the legal name.

If this fails to work, call your AAA ARMS Technical Support person 336-761-2111.

- c. The client in ARMS, and in CNDS but it will not let connect them. Look for spaces or punctuation in the ARMS record. If there is a space, CNDS will refuse to acknowledge it. Call your AAA ARMS Technical Support person 336-761-2111

2. I typo'd my client's social security number, how do I fix it?

We cannot change the social security numbers. The CNDS database will assign four zero's to all new ARMS clients in CNDS. Ex: 0000. Therefore changing it will not matter.

3. The social security number for my client in CNDS is wrong.

We cannot change the social security numbers owned by the CNDS database. The CNDS database has much stricter guidelines for data entry of social security than the ARMS system. HCCBG and Family Caregiver are 'self declared' programs, meaning we cannot demand proof of name or social security number. Therefore we have no proof to use to show the number is wrong.

The best way to get the social security number corrected in CNDS is to have the client request it be corrected by either the Social Security Administration or DSS.

Common Questions