



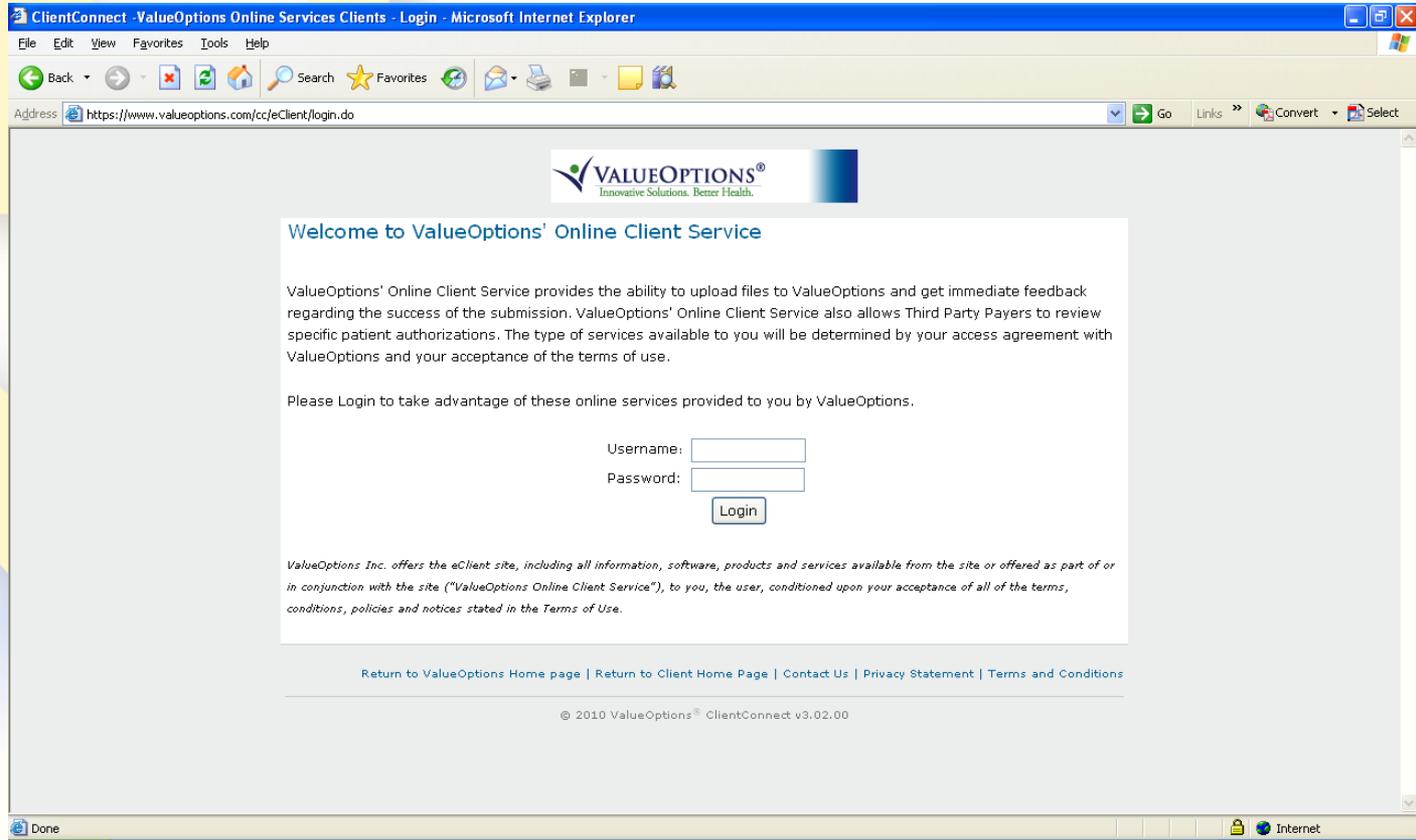
# ValueOptions® Maryland OMS Dashboards User Guide for CSAs

# Overview: IntelligenceConnect

- Utilizing the industry leading technology from Business Objects, IntelligenceConnect provides users with access to the OMS dashboards to facilitate interaction with the OMS data.
- OMS data is generated from the data warehouse and merged into tables that are then loaded into the data model to produce the dashboards.
- Users will access the OMS dashboards through a series of folders on IntelligenceConnect under the MARYLAND SERVICE CENTER.

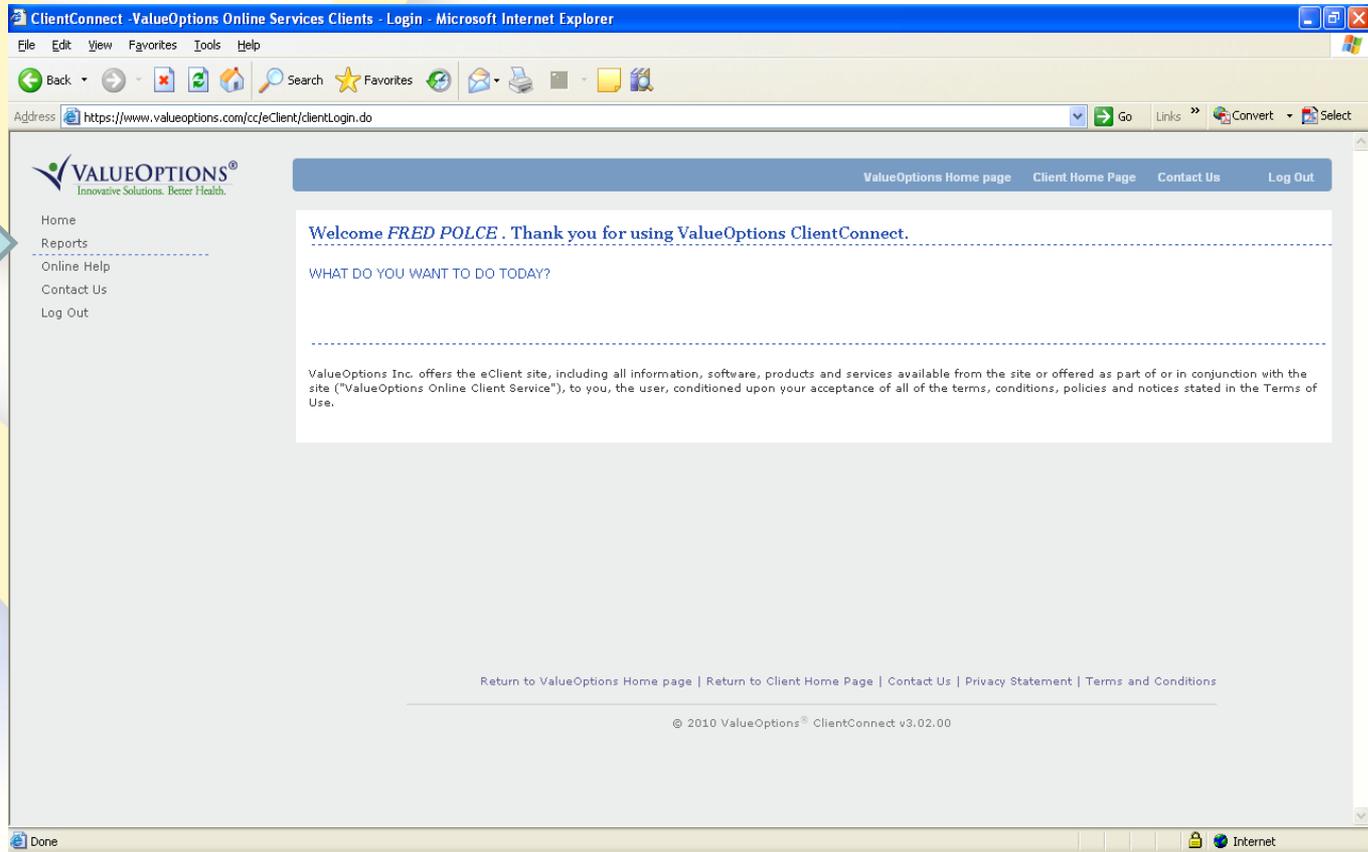
CSAs will log into ClientConnect.

Enter your user name and password and click the Login button.



# Logging In – ClientConnect

Click the 'Reports' link on the left sidebar of the screen and wait for the environment to load.



# IntelligenceConnect Home Page

On the IntelligenceConnect home page, click on the “Document List” folder to access the folders where the OMS dashboards reside.

The screenshot shows the IntelligenceConnect web application interface. At the top left is the logo "INTELLIGENCECONNECT". The top right corner displays "Welcome: VSZMRLDSS". Below the logo is a navigation bar with "Home", "Document List", "Open", "Send To", and "Dashboards". On the right side of the navigation bar are links for "Help", "Preferences", "About", and "Log Out". The main content area is divided into two columns: "Navigate" and "Personalize". The "Navigate" column contains a sub-header "Navigate" and a description: "View your Inbox, Favorites, or Document Lists. Use the Help to learn more about InfoView." Below this are four items: "Document List" (with a folder icon), "My Favorites" (with a folder icon), "My Inbox" (with a folder icon), and "Information OnDemand Services" (with a service icon). A "Help" link (with a question mark icon) is also present. The "Personalize" column contains a sub-header "Personalize" and a description: "Change your InfoView start page, viewing options, and preferences for daily tasks." Below this is a "Preferences" link (with a gear icon). A large blue arrow points from the left towards the "Document List" folder icon. At the bottom of the page, there is a "Discussions" section header. The browser's status bar at the very bottom shows "Done", "Local intranet", and "100%".

# Accessing the Dashboards: Public Folders

Expand the Public Folders by clicking the + button next to Public Folders.

The screenshot displays the INTELLIGENCECONNECT web application interface. At the top, the logo 'INTELLIGENCECONNECT' is visible on the left, and 'Welcome: V5ZMLDSS' is on the right. Below the logo is a navigation bar with links for 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. On the far right of this bar are 'Help', 'Preferences', 'About', and 'Log Out'. The main content area features a folder tree on the left and a list view on the right. The folder tree includes 'All', 'My Favorites', 'Inbox', and 'Public Folders'. A blue arrow points to the '+' icon next to 'Public Folders'. The list view shows a table with a 'Title' column containing 'My Favorites', 'Inbox', and 'Public Folders'. At the bottom right of the list view, it says 'Total: 3 objects'. The bottom of the interface has a 'Discussions' tab and a status bar with 'Done' on the left and 'Local intranet' and '100%' on the right.

# Access MD OMS Datamart

Click the + button next to the MARYLAND SERVICE CENTER folder, the External Users folder and click on the MD OMS Datamart folder to access the OMS Datamart.

The screenshot displays the INTELLIGENCECONNECT web application interface. The top navigation bar includes 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. The right side of the header shows 'Welcome: CSA1' and 'Log Out'. The main content area is divided into a left sidebar and a central table.

The left sidebar shows a folder tree with the following structure:

- All
  - My Favorites
  - Inbox
  - Public Folders
  - MARYLAND SERVICE CENTER
    - External Users
      - MD OMS Datamart

A large blue arrow points to the 'MD OMS Datamart' folder in the sidebar.

The central table displays the following data:

Title	Last Run	Type	Owner	Instances
MD OMS Datamart		Flash	Administrator	

The bottom of the interface shows a 'Discussions' section and a status bar with 'Local intranet' and '100%' zoom level.

# Access MD OMS Datamart

Right-click on the MD OMS Datamart and select 'View' to access the OMS dashboards.

The screenshot shows the INTELLIGENCECONNECT web application interface. The top navigation bar includes 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. The user is logged in as 'CSA1'. The left sidebar shows a folder structure: 'All', 'My Favorites', 'Inbox', 'Public Folders', 'MARYLAND SERVICE CENTER', 'External Users', and 'MD OMS Datamart'. The main content area displays a table with columns: 'Title', 'Last Run', 'Type', 'Owner', and 'Instances'. A single row is visible for 'MD OMS Datamart' with 'Flash' as the type and 'Administrator' as the owner. A context menu is open over the 'MD OMS Datamart' row, showing options: 'View', 'Properties', 'Categories', 'New', 'Add', and 'Organize'. A large blue arrow points from the text box to the 'View' option in the context menu. The bottom status bar shows 'Discussions' and 'The list pane is updated.' The browser's address bar shows 'Local intranet' and the zoom level is set to 100%.

Title	Last Run	Type	Owner	Instances
MD OMS Datamart		Flash	Administrator	

# MD OMS Dashboards and Welcome Page

The Welcome Page introduces the user to the OMS.

To access a dashboard, select the radio buttons in the 'Start Your Analysis' section for the specific dashboard by selecting Child & Adolescent or Adult, Most Recent Interview or Initial Interview Compared to Most Recent Interview, Rolling 12 Months, a specific Fiscal Year or a specific Calendar Year.

Click the 'View Results' button in the bottom right corner.

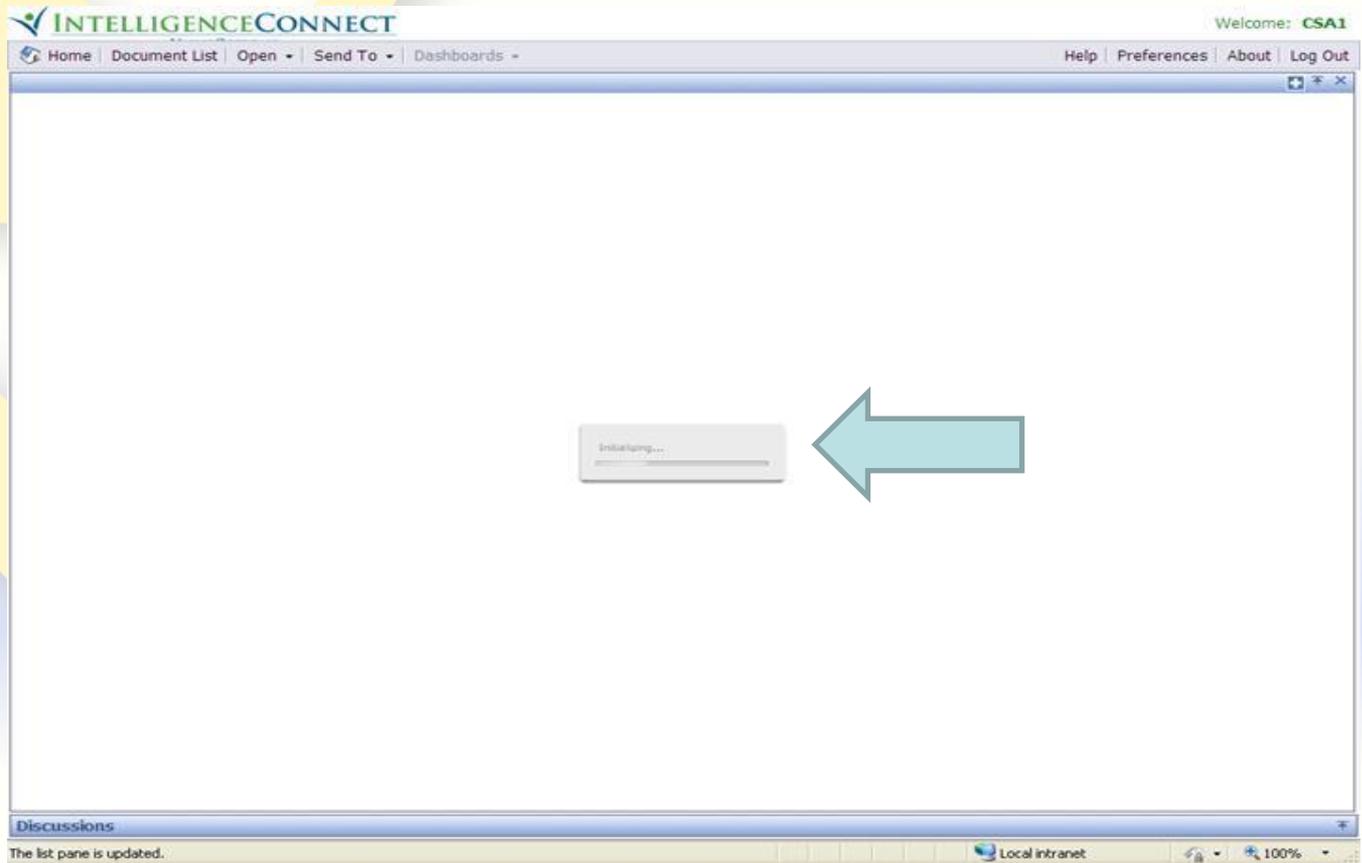
The screenshot shows the OMS Welcome Page within an INTELLIGENCECONNECT browser window. The page header includes the ValueOptions Maryland logo and the text 'Maryland Mental Hygiene Administration Outcomes Measurement System'. The main content area is titled 'Welcome to OMS' and contains introductory text and two buttons: 'OMS User Guidelines' and 'Additional OMS Resources'. Below this is a 'Start Your Analysis' section with radio buttons for 'CHILD & ADOLESCENT (5-17 years old)', 'ADULT (18-64 years old)', 'MOST RECENT INTERVIEW ONLY (Most Recent Interview Only presents aggregated responses from consumers' most recent OMS interviews)', 'INITIAL INTERVIEW COMPARED TO MOST RECENT INTERVIEW (Initial Interview Compared to Most Recent Interview presents aggregated comparisons of consumers' most recent interviews to their initial interviews)', 'ROLLING 12 MONTHS', 'FISCAL YEAR:', and 'CALENDAR YEAR:'. A 'View Results -->' button is located at the bottom right of this section. A large blue arrow points from the left towards the 'Start Your Analysis' section, and another blue arrow points from the right towards the 'View Results -->' button. The browser window also shows a 'Discussions' pane at the bottom left and a status bar at the bottom with the text 'The list pane is updated.' and 'Local intranet'.



# MD OMS Dashboards

The system begins to initialize the dashboard process.

The user login is displayed in the upper right corner.



# MD OMS Dashboards

This selected dashboard will display data for Adult – Most Recent Interview (PIT) – Rolling 12 Months.

This display is at the CSA level.

The screenshot displays the INTELLIGENCECONNECT web application interface. The top navigation bar includes 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. The user is logged in as 'CSA1'. The main content area is titled 'Adult OMS Data' and 'Most Recent Interview - Rolling 12 Months'. A yellow box highlights the 'Maryland Mental Hygiene Administration Outcomes Measurement System' logo. The dashboard shows a list of providers on the left and a main data area on the right. A blue arrow points to the dashboard title, and a yellow arrow points to the provider list.

Provider Name	Phone Number
Anne Arundel	
Adolescent & Family Services	- 265521700
Affiliated Sarne Group	- 420141600
Anne Arundel Mhc Hbh Svc	- 265541100
Arundel Lodge Inc	- 414479300
Arundel Lodge Inc	- 414479302
Baltimore Washington Medical Cent	- 000446600
Board Of Child Care	- 479100200
Care Solutions Corp-Youth Center	- 410648200
Catholic Charities Mental Hbh Cl	- 110171414
Omni House Mental Hbh Cl	- 265071100
Prs Mental Health Clinic 2	- 589411500
Psychotherapeutic Treatment Srv I	- 299601400

# MD OMS Dashboards

Left-click on a provider to select it and click the scroll-out menu-left arrow to retrieve the data for the provider.

The 'Data through' date will display at the bottom right corner.

The screenshot displays the 'INTELLIGENCECONNECT' dashboard for 'Adult OMS Data'. The page title is 'Adult OMS Data' with the subtitle 'Most Recent Interview - Rolling 12 Months'. The user is logged in as 'CSA1'. The dashboard features a left-hand navigation pane with a list of providers, including 'Anne Arundel', 'Adolescent & Family Services - 254410600', 'Affiliated Sante Group - 419030700', and others. A scroll-out arrow is visible on the left side of the provider list. The main content area is currently empty. At the bottom right of the dashboard, the text 'Data through: 5/18/2012' is displayed. The footer of the dashboard includes a 'Discussions' section and a status message: 'The list pane is updated.'



# MD OMS Dashboards

The dashboard will then start the process to retrieve the data for the selected provider.

The screenshot displays a web browser window with the following elements:

- Browser Title Bar:** INTELLIGENCECONNECT
- Browser Address Bar:** Home | Document List | Open | Send To | Dashboards | Help | Preferences | About | Log Out
- Page Header:** Welcome: CSA1
- Page Content:**
  - Logo:** VALUEOPTIONS<sup>®</sup> MARYLAND
  - Title:** Adult OMS Data
  - Subtitle:** Most Recent Interview - Rolling 12 Months
  - Filtering:** Ages - All | Genders - All | Races - All
  - Buttons:** <- Back To Welcome
  - Message:** Please wait while we retrieve your data...
  - Footer:** Data through: 2/24/2012
- System Tray:** Local intranet | 100%
- Taskbar:** Discussions | The list pane is updated.

# MD OMS Dashboards

The dashboard is displayed with tabs that show the different domains and the specific questions that fall under each domain.

The number of consumers is shown for each answer option along with a percentage of the total in the table, as well as, a pie chart above.

Click on the Page number in the upper right to go to the next page for that domain.

**VALUEOPTIONS MARYLAND**  
**Adult OMS Data**  
 Most Recent Interview - Rolling 12 Months  
 Adolescent & Family Services - 254410600  
 Maryland Mental Hygiene Administration  
 Outcomes Measurement System

Ages - All | Genders - All | Races - All | <- Back To Welcome

**Living Situation** | **Functioning** | **Substance Use** | **Legal** | **Employment** | **General Health** | **Counts**

Page: 1 2

**Q1. Where are you living now?**

Answer Options	# of Consumers	%
Independent	9	90.0%
Community	1	10.0%
Institutional	0	0.0%
Homeless	0	0.0%
Other	0	0.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

- Independent: Private residence, Boarding house/training house  
 - Community: Residential Rehabilitation Program, Group Home/Therapeutic Group Home, Halfway House, School or Dormitory, Foster Home, Child Residence  
 - Institutional: Assisted living, Skilled nursing facility, Residential Treatment Center for Children, Hospital, Jail/Correctional Facility/Correction center  
 - Homeless: Homeless or Emergency Shelter  
 - Other type reported

**Q2. In general, how satisfied are you with where you currently live?**

Answer Options	# of Consumers	%
Very satisfied	4	40.0%
Somewhat satisfied	1	10.0%
Neutral	4	40.0%
Somewhat dissatisfied	0	0.0%
Very dissatisfied	1	10.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

Data through: 2/24/2012

Discussions  
 The list pane is updated.

Local intranet | 100%



# MD OMS Dashboards

Drop-down selections are available for Ages, Genders and Races in PIT dashboards.

INTELLIGENCECONNECT

Home | Document List | Open | Send To | Dashboards | Help | Preferences | About | Log Out

Welcome: CSA1

VALUEOPTIONS® MARYLAND

Adult OMS Data  
Most Recent Interview - Rolling 12 Months  
Adolescent & Family Services - 254410600

Maryland Mental Hygiene Administration  
Outcomes Measurement System

Ages - All | Genders - All | Races - All

Living Situation | Function | Ages - All | Sex | Legal | Employment | General Health | Counts

Q1. Where do you currently live?

Q2. In general, how satisfied are you with where you currently live?

Page: 1 2

Answer Options | # of Consumers | %

Answer Options	# of Consumers	%
Independent	9	90.0%
Community	1	10.0%
Institutional	0	0.0%
Homeless	0	0.0%
Other	0	0.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

Answer Options | # of Consumers | %

Answer Options	# of Consumers	%
Very satisfied	4	40.0%
Somewhat satisfied	1	10.0%
Neutral	4	40.0%
Somewhat dissatisfied	0	0.0%
Very dissatisfied	1	10.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

Data through: 2/24/2012

Discussions

The list pane is updated.

Local intranet

# MD OMS Dashboards

Drop-down selections are available for Length of Tx Episode, Ages, Gender s and Races in COT dashboards.

**VALUEOPTIONS MARYLAND**  
 Adult OMS Data  
 Change Over Time Analysis - Rolling 12 Months  
 Catholic Charities Mental Hlth Cl - 10906314

Length of Tx Episode - All | Ages - All | Genders - All | Races - All

**Q2. Overall, how satisfied are you with where you currently live?**

Outcomes	# of Consumers	%
Increased	9	34.6%
No change - Satisfied/Very satisfied	6	23.1%
No change - Neutral	0	0.0%
No change - Dissatisfied/Very dissatisfied	3	11.5%
Decreased	8	30.8%
<b>Total</b>	<b>26</b>	<b>100.0%</b>

**Q3. Have you been homeless at all in the past six months?**

Outcomes	# of Consumers	%
Gained housing	3	10.7%
Not homeless either interview	24	85.7%
Homeless both interviews	0	0.0%
Lost housing	1	3.6%
<b>Total</b>	<b>28</b>	<b>100.0%</b>

Discussions  
 The list pane is updated.



# MD OMS Dashboards

The Counts tab will display the Counts Only # of Consumers for the provider.

INTELLIGENCECONNECT

Welcome: CSA1

Home | Document List | Open | Send To | Dashboards | Help | Preferences | About | Log Out

VALUEOPTIONS<sup>®</sup> MARYLAND

Adult OMS Data

Most Recent Interview - Rolling 12 Months

Adolescent & Family Services - 254410600

Ages - All | Genders - All | Races - All

Maryland Mental Hygiene Administration Outcomes Measurement System

Living Situation | Functioning | Substance Use | Legal | Employment | General Health | **Counts**

Counts Only

Agency	# of Consumers
Adolescent & Family Services - 254410600	10

Data through: 2/04/2012

Discussions

The list pane is updated.

Local Intranet | 100%

# MD OMS Dashboards

Click on '<-Back to Welcome' to select a different dashboard.

**INTELLIGENCECONNECT** Welcome: CSA1

Home | Document List | Open | Send To | Dashboards | Help | Preferences | About | Log Out

**VALUEOPTIONS MARYLAND** Adult OMS Data  
Most Recent Interview - Rolling 12 Months  
Adolescent & Family Services - 254410600

Ages - All | Genders - All | Races - All | <- Back To Welcome

Living Situation | **Functioning** | Substance Use | Legal | Employment | General Health | Counts

Page: 1 2

**Q1. Where are you living now?**

Independent | Community

Answer Options	# of Consumers	%
Independent	9	90.0%
Community	1	10.0%
Institutional	0	0.0%
Homeless	0	0.0%
Other	0	0.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

- Independent: Private residence, Boarding house/rooming house  
- Community: Residential Rehabilitation Program, Group Home/Therapeutic Group Home, Halfway House, School or Dormitory, Foster Home, Crisis Residence  
- Institutional: Assisted living, Skilled nursing facility, Residential Treatment Center for Children, Hospital, Jail/Correctional facility/Detention center  
- Homeless: Homeless or Emergency Shelter  
- Other type reported

**Q2. In general, how satisfied are you with where you currently live?**

Neutral | Very dissatisfied | Somewhat satisfied | Very satisfied

Answer Options	# of Consumers	%
Very satisfied	4	40.0%
Somewhat satisfied	1	10.0%
Neutral	4	40.0%
Somewhat dissatisfied	0	0.0%
Very dissatisfied	1	10.0%
<b>Total</b>	<b>10</b>	<b>100.0%</b>

Data through: 2/24/2012

Discussions

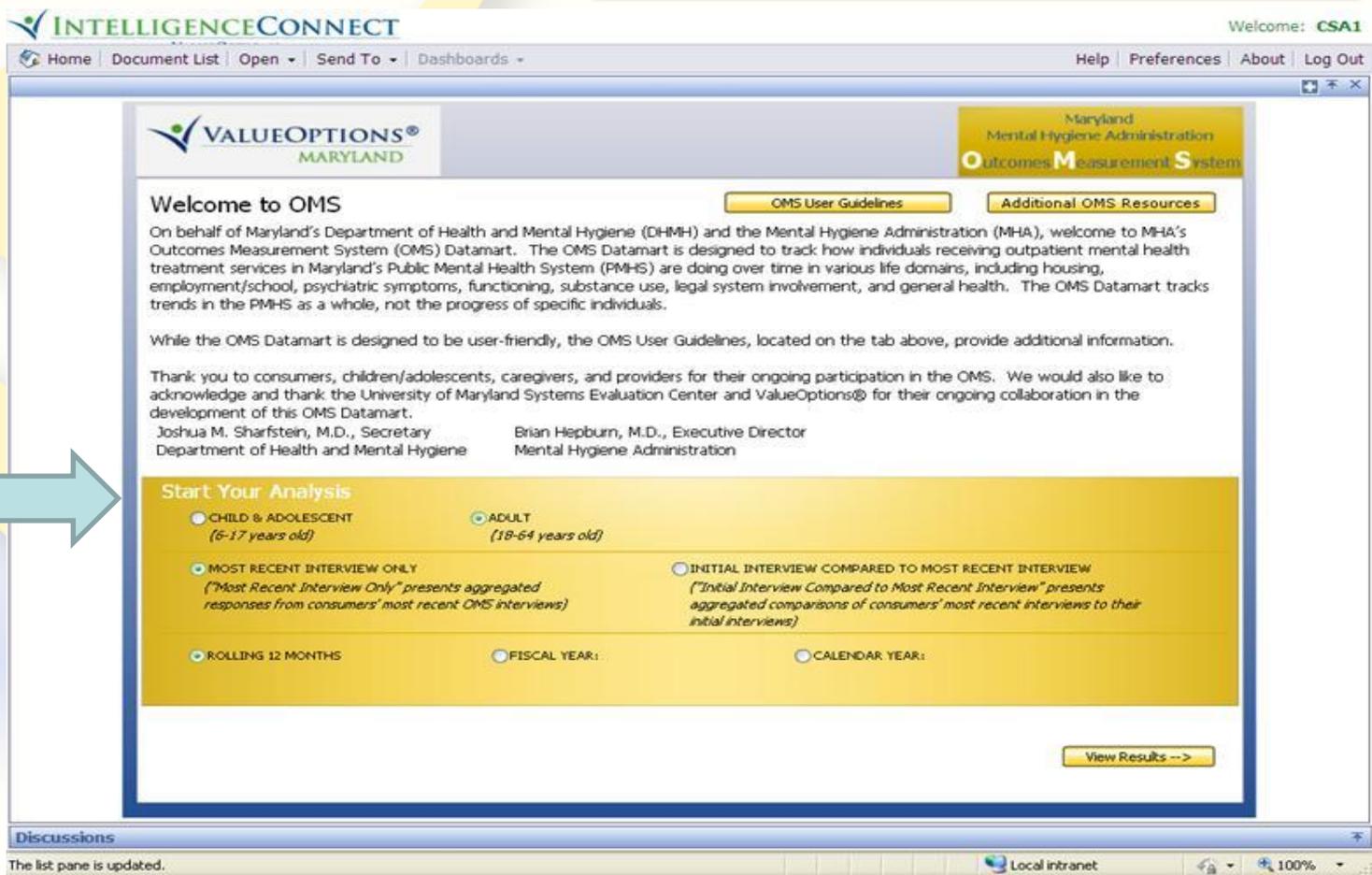
The list pane is updated.

Local intranet | 100%



# MD OMS Dashboards

The system goes back to the Welcome Page. Another dashboard can then be selected.



The screenshot shows a web browser window displaying the 'Welcome to OMS' page. At the top, there is a navigation bar with 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. On the right, it says 'Welcome: CSA1' and has links for 'Help', 'Preferences', 'About', and 'Log Out'. The main content area features the 'VALUEOPTIONS MARYLAND' logo and the 'Maryland Mental Hygiene Administration Outcomes Measurement System' title. Below this is a 'Welcome to OMS' section with a paragraph of text and two buttons: 'OMS User Guidelines' and 'Additional OMS Resources'. A large blue arrow points to the 'Start Your Analysis' section, which contains several radio button options for filtering data: 'CHILD & ADOLESCENT (6-17 years old)', 'ADULT (18-64 years old)', 'MOST RECENT INTERVIEW ONLY', 'INITIAL INTERVIEW COMPARED TO MOST RECENT INTERVIEW', 'ROLLING 12 MONTHS', 'FISCAL YEAR:', and 'CALENDAR YEAR:'. A 'View Results -->' button is located at the bottom right of this section. The browser's status bar at the bottom shows 'Local intranet' and '100%' zoom.



# MD OMS Dashboards

Click on the Log Out button in the upper right corner to exit the OMS dashboard system.

The screenshot shows the OMS dashboard interface. At the top left is the 'INTELLIGENCECONNECT' logo. The top navigation bar includes 'Home', 'Document List', 'Open', 'Send To', and 'Dashboards'. On the right side of the navigation bar, there are links for 'Help', 'Preferences', 'About', and 'Log Out'. A blue arrow points to the 'Log Out' button. Below the navigation bar, the main content area features the 'VALUEOPTIONS MARYLAND' logo and the 'Maryland Mental Hygiene Administration Outcomes Measurement System' header. The main content includes a 'Welcome to OMS' section with a welcome message, a 'Start Your Analysis' section with radio button options for 'CHILD & ADOLESCENT', 'ADULT', 'MOST RECENT INTERVIEW ONLY', and 'INITIAL INTERVIEW COMPARED TO MOST RECENT INTERVIEW', and a 'View Results -->' button. At the bottom of the page, there is a 'Discussions' section and a status bar indicating 'The list pane is updated.' and 'Local intranet'.

