**Community Service Agency (CSA) Connector FAQs**

1. **CSAs use staff IDs when they enter TOMS in Wrap Track; what should they do now that staff ID numbers are changing?**

CSAs can choose to either continue using the staff ID in the current workbook or use the new CSA Connector staff ID when entering TOMS into Wrap Track for FY2019. All TOMS entered after July 1, 2019 should use the new CSA Connector generated ID.

1. **Will all the information from the staff tab of the current workbook carry over?**

Yes, all the information from the member tab and the staff tab in your current workbook will be uploaded to the new system.

1. **If a CSA has multiple sites, will they have multiple worksheets in the Connector?**

If you have one CSA with two office locations, that CSA will have one worksheet. If you have two separate CSAs then they will have two separate worksheets.

1. **How will this impact the CSAs sending workbooks for DSRIP?**

Once a process has been created an email will be sent to CSAs with instructions.

1. **What if we have two staff members with the same name?**

If you have multiple staff members with the same name please use a middle initial or some other identifier so you can tell them apart.

1. **What happens if a staff member is out on extended leave?**

If a staff member is out for more than 90 days, they should have an end date entered and then when they return they are entered as a new staff member with a new start date.

1. **What happens if a staff member leaves and then comes back to the CSA in the future - should we edit the original staff information?**

No, once a staff member leaves they should have an end date. If they are rehired in the future they should be listed as a new staff member with a new start date. If you have a situation where the time between employment episodes is relatively short, for example two weeks, please reach out to MBHP to determine the appropriate way to document this.

1. **If we create a record for a youth and then the family declines the service during our initial phone call should we delete the record?**

No, if you reach the family and they say no you should select “Family declined services.” You should only delete a youth record in two instances: 1) if the youth is entered incorrectly; for example an incorrect referral type was entered, or 2) if you create a youth record and after one month you have been unable to reach the family to determine if they want the service.

1. **If an ICC is promoted to Senior ICC do we add an end date and then enter that person as a new staff member?**

If this staff member is going to continue seeing clients as a Senior ICC, then you do not need to enter an end date. You can edit their profile to show their new role is a Senior ICC. If they will *not* be seeing clients as a Senior ICC then you should enter an end date for them. Only staff who are seeing clients need to be on the list.