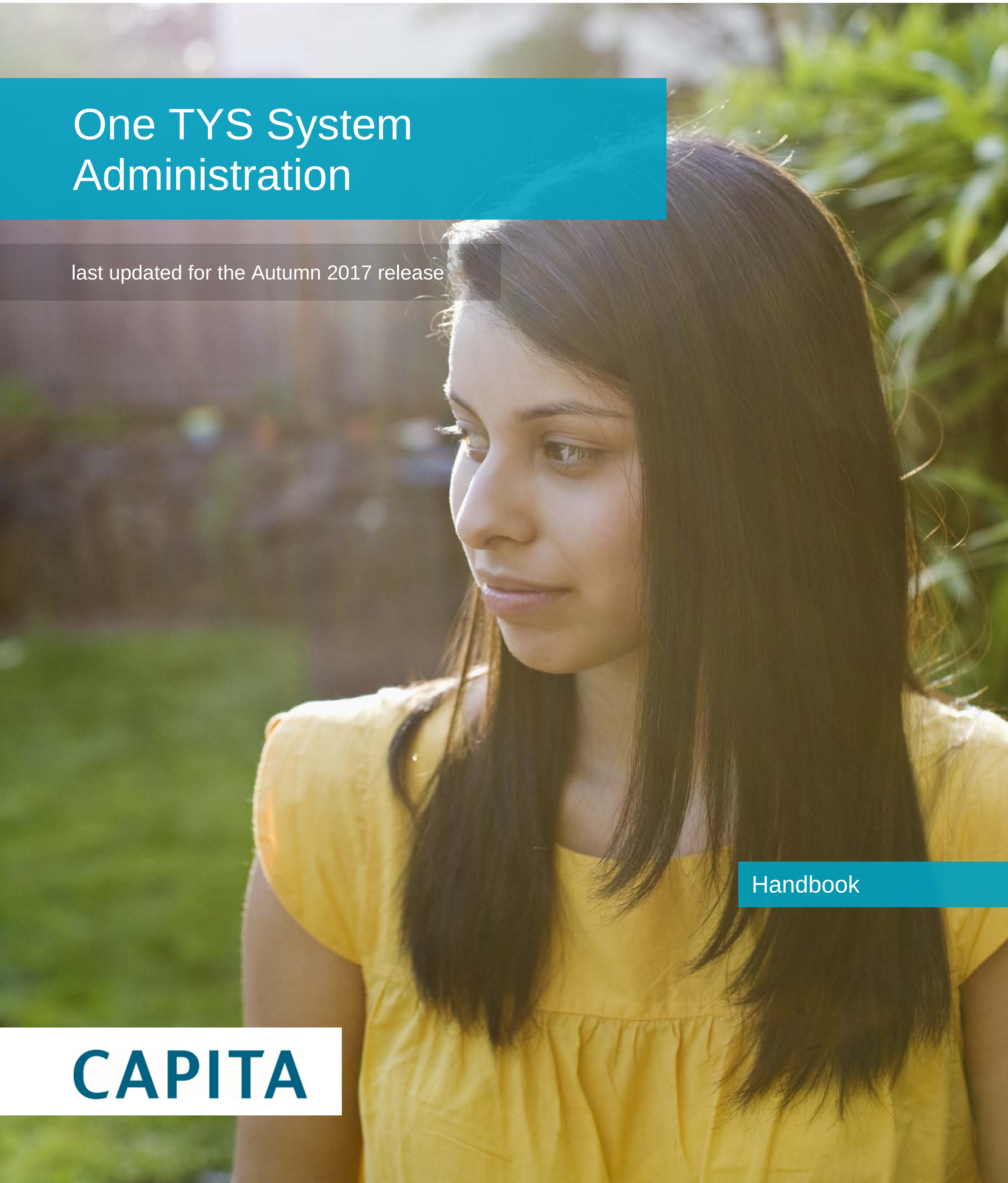
oneyouth

One TYS System Administration

last updated for the Autumn 2017 release



Handbook

CAPITA

Revision History

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www.capita-one.co.uk

Contacting One Application Support

You can log a call with One Application Support via the Customer Service tool available on My Account.

Providing Feedback on Documentation

We always welcome comments and feedback on the quality of our documentation including online help files and handbooks. If you have any comments, feedback or suggestions regarding the module help file, this handbook (PDF file) or any other aspect of our documentation, please email:

onepublications@capita.co.uk

Please ensure that you include the document name, version and aspect of documentation on which you are commenting.

Contents

01 | Introduction

Services

Targeted Youth Support (TYS) is a module of One IYSS that encompasses three services:

- Teenage Pregnancy
- Crime Prevention/Antisocial Behaviour
- Other Targeted Youth Support (OTYS)

This handbook is to help system administrators maintain and configure the TYS services within their IYSS environment. A separate handbook is available for TYS users.

MORE INFORMATION:

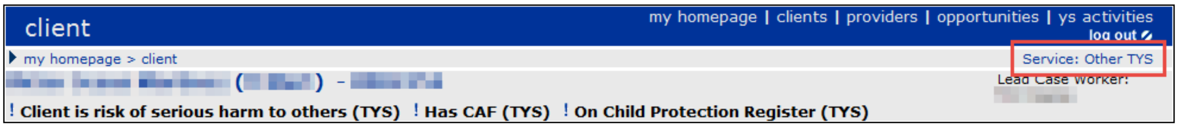
One IYSS System Administration Handbook Part 1
One IYSS System Administration Handbook Part 2.
One IYSS Substance Misuse Overview Handbook
OneTYS End User Handbook

Each TYS service type has a unique set of functions and restrictions that only users of that service type can access. You can further control access to client data by creating multiple service instances of the same service type, e.g. based on geographical location, and by providing different permission levels to users of that service, e.g. read only, read/write/delete. You can also set up inter-service data sharing, so users of one service can view relevant information belonging to other services.

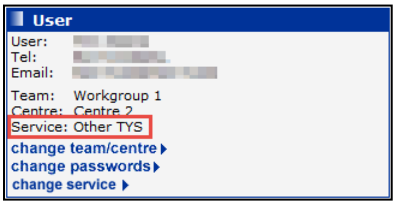
Current Services

If required, users can be assigned to more than one service. When multiservice users log into IYSS, they do so as a member of their default service, which becomes their current service for the session.

When in client records, a user's current service is displayed at the right-hand side of the breadcrumb trail header bar:



In the **my homepage** view, a user's current service is displayed in the **User** panel:



Any cases or episodes created by a user are owned by their current service at the time of creation. Multiservice users may change their current service in order to create cases or episodes for other services if they have the 'Change Default Service' permission assigned (listed in the My Aspire Sections function group). This permission is only available after TYS has been licensed.

Service IDs

Interactions

A service ID is recorded against new interactions, document, notes and assessments based on the current service of the user who creates them. This limits access to the item to users of the same or a related service. For more information see *Allowed Services* on page *6*.

When users access a client record, interactions belonging to their current service are automatically displayed. Interactions belonging to related services are automatically displayed unless a filter has been included when the related service was configured. If a filter has been made available, users can select which interactions to show based on their services.

NOTE: *This is different to making an interaction type service-specific. A service-specific interaction type means that only users of that service can record interactions of that type.*

A merge field is available to use for the display of interactions to show the service that the interaction belongs to. This field is called @servicename.

Documents, Notes and Assessments

When users access a client record, documents, notes and assessments belonging to their current service are automatically displayed. Documents, notes and assessments belonging to related services are automatically displayed unless a filter has been included when the related service was configured. If a filter has been made available, users can select which documents, notes and assessments to show based on their services.

A user can associate a new assessment with an open TYS case if:

- The client has an open TYS case for the same service as the user's current service.

  and

- The user has the required permissions to add an assessment to their current service type. For more information see *Non-TYS Assessment Permissions* on page *14*.

Module Information

The TYS module uses the following two licenses:

- 5: Enhanced Assessments
- 10: TYS

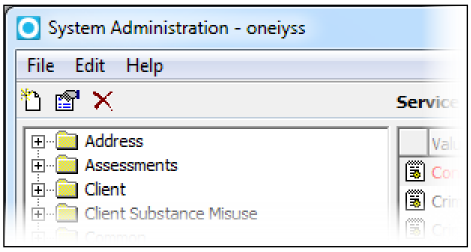
The main functions of the TYS module are:

- Inbound TYS referrals
- TYS cases (including TYS assessments)
- Outbound TYS referrals.

For the purposes of this handbook, all examples use the OTYS service as an example. Teenage Pregnancy and Crime Prevention/Antisocial Behaviour operate in the same way, and any inter-service differences are documented.

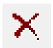
System Administration Icon Key

The following icons enable you to add, change or delete values in One IYSS System Administration:



 *Add Value Icon*

 *Change Value Icon*

 *Delete Value Icon*

02 | Configuring Services

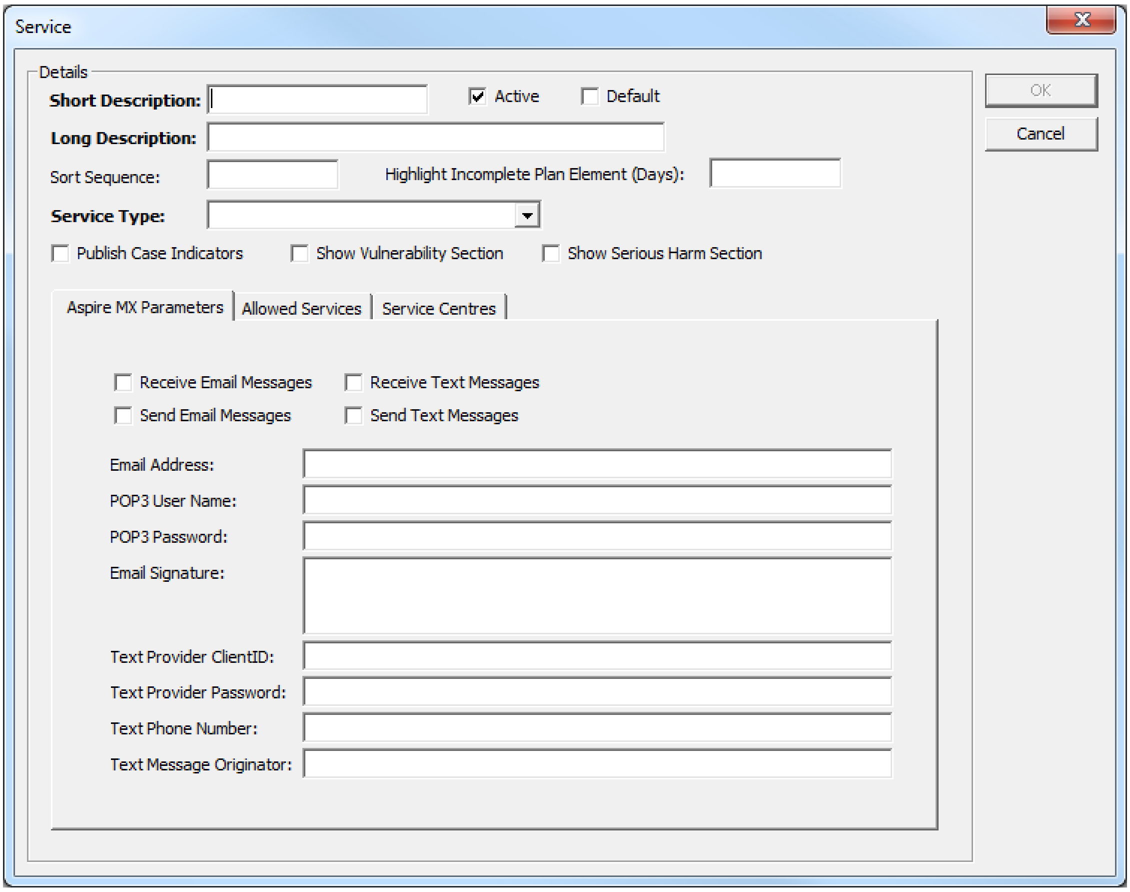
Introduction

Access to TYS functions is governed by services. Each TYS service operates independently of the others, however certain information can be shared between services. Services are configured in the One IYSS Administration tool.

Creating a New Service

To add a new service:

1. In the One IYSS System Administration tool, select **System Administration | Security | Service**.
2. Click the **Add Value** icon to display the **Service** dialog.



3. Complete the appropriate fields. Bold fields are mandatory. The following options are available:

Field	Explanation
Short Description	This is displayed in the One IYSS Windows administration client.
Long Description	This is displayed in One IYSS web application as a menu item, a radio button or a check box label.
Sort Sequence	This determines the order of values on a page or menu.

Field	Explanation
Highlight Incomplete Plan Element (Days)	Only used with enhanced assessments. Incomplete plans in IYSS are highlighted to warn users that the target end date is approaching. The number you enter in this field (*n*) determines when these warnings are displayed. If the plan is complete, it is highlighted in green. If the plan is incomplete but the target end date is greater than *n* days in the future, it is highlighted in green. If the plan is incomplete and the target end date is less than *n* days in the future, it is highlighted amber. If the plan is incomplete and the target end date is in the past, it is highlighted in red.
Publish Case Indicators	Select this check box to display the case indicators to other users. The case indicators are displayed in the **Professional Contacts and Involvements** panel. These indicators are only used for Substance Misuse, Teenage Pregnancy, Crime Prevention, and Other Detached Youth Work service types. For more information, see the *Case Indicators* section on page *8*.
Show Vulnerability Section	Select this check box to make the **Indicators of Vulnerability** section available in the **Case Details**. These indicators are only used for Substance Misuse, Teenage Pregnancy, Crime Prevention, and Other Detached Youth Work service types.
Show Serious Harm Section	Select this check box to make the **Indicators of Serious Harm to Others** section available in the **Case Details**. These indicators are only used for Substance Misuse, Teenage Pregnancy, Crime Prevention, and Other Detached Youth Work service types.

Aspire MX Parameters

The **Aspire MX Parameters** tab enables you to configure text messages and emails for the service.

NOTE: *To use the text messaging function, you must have a TextAnywhere account. Please contact the Service Desk if you require assistance with your TextAnywhere account.*

Field	Explanation
Receive Email Messages	Select this to enable the service to process received emails within IYSS.
Send Email Messages	Select this to enable the service to send emails from within IYSS.
Receive Text Messages	Select this to enable the service to process received text messages within IYSS.
Send Text Messages	Select this to enable the service to send text messages from within IYSS.
Email Address	This is the email address used for processing email sent and received by this service.
POP3 User Name	This is the POP3 account that will send and receive emails for the registered email address.
POP3 Password	This is the password for the POP3 account. The POP3 account is the account that will send and receive emails for the registered email address.

Field	Explanation
Email Signature	If you want to automatically add an email signature to emails sent from this service, enter it here.
Text Provider Client ID	This is the ID issued by TextAnywhere for the account sending and receiving text messages for this account.
Text Provider Password	This is the password for the TextAnywhere account used with this service.
Text Phone Number	This is the phone number provided by TextAnywhere through which clients can contact you by text message.
Text Message Originator	This is only used for reminder messages. It informs recipients from whom the text message originated and must be at least three characters long.

Allowed Services

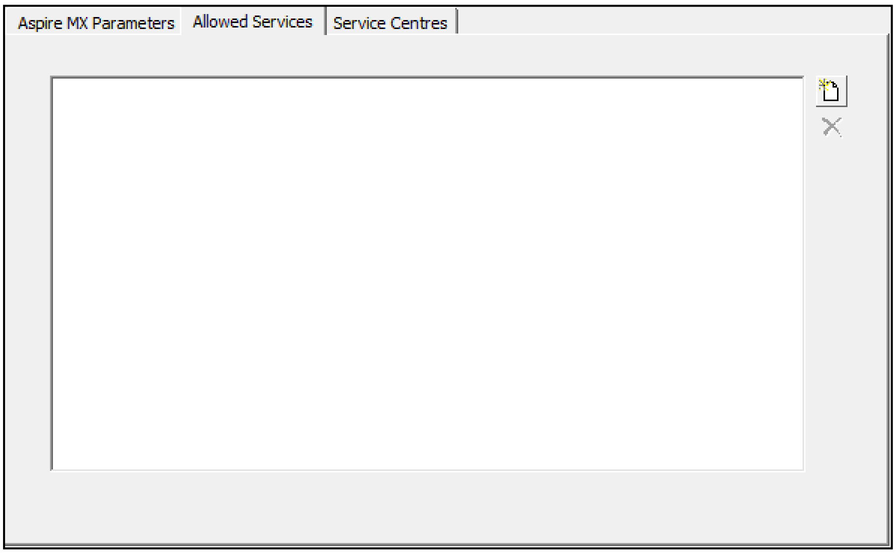
The **Allowed Services** tab enables you to set up information sharing between services. The information shared depends on the type of service:

- IAG services: **Interactions and Communications** and **Documents, Notes and Assessments**.
- TYS Services: **Interactions and Communications**, **Documents, Notes and Assessments**, **Referrals In**, case data and **Assessments, Plans and Reviews**.
- Substance Misuse services: **Interactions and Communications**, **Documents, Notes and Assessments**, **Referrals**, **Substance Misuse Characteristics**, **Episodes**, **Treatments** and **Treatment Outcome Profiles**.

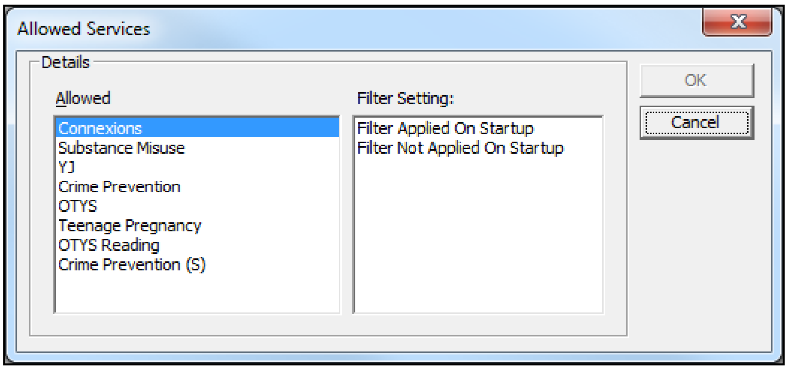
IAG service related information is available to all users who have permission to access the section of the client record in which it is contained. Users of one service can edit information held by other allowed services, providing they have the appropriate data editing permissions. TYS and Substance Misuse service related information is owned by the service of the user who created that particular case or episode.

To add an allowed service:

1. In the **Service** dialog, select the **Allowed Services** tab.



2. Click the **Add Value** icon to display the **Allowed Services** dialog.



3. Select the required service from the **Allowed** menu.
4. Click the **OK** button to add the service to the **Allowed Services** list
5. Indicate whether information displayed in the **Interactions and Communications** and **Documents, Notes and Assessments** is to be automatically displayed or whether it is to be filtered by selecting the relevant option from the **Filter Setting** menu.
6. If necessary, repeat steps 2-5 until all the allowed services you require have been added.

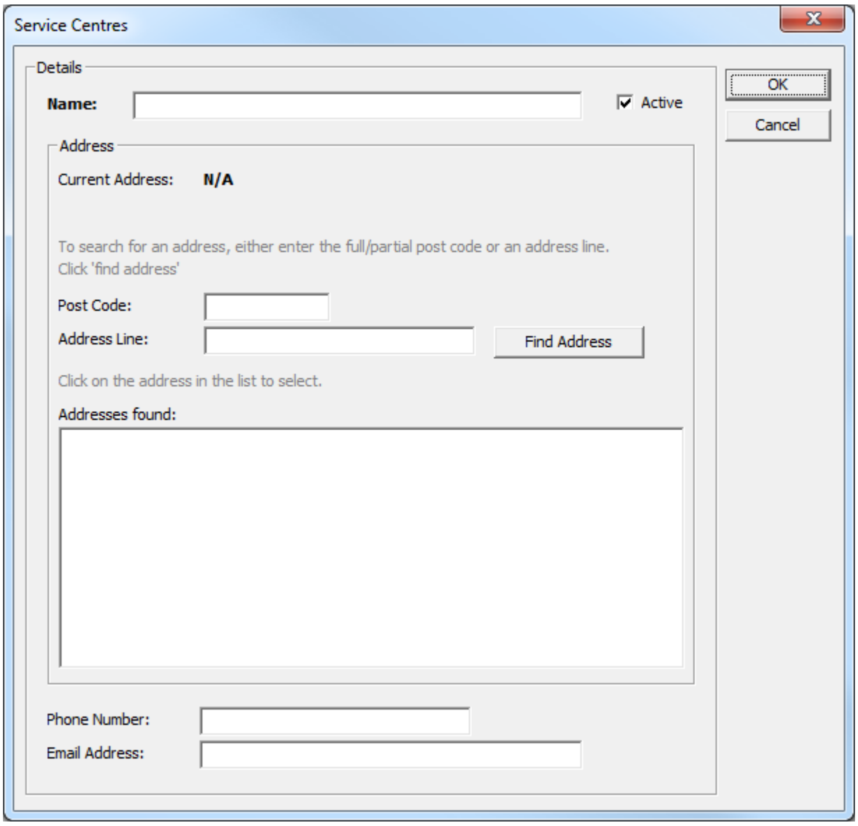
Service Centres

If you have different youth centres within the service to which young people are assigned, you should create these within the service record. This enables users to indicate clients' service centres in the TYS case record.

To add a new service centre:

1. In the **Services** dialog, select the **Service Centre** tab.

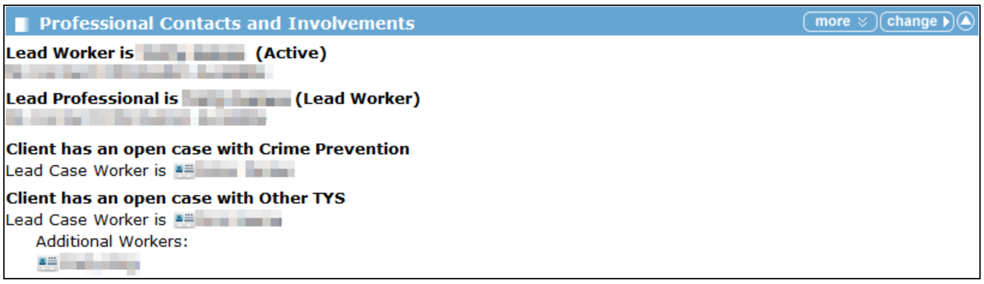
2. Click the **Add Value** button to display the **Service Centres** dialog.



3. Enter the **Name** of the centre.
4. Enter the **Post Code** or **Address Line** and click the **Find Address** button.
5. Select the correct address from the **Addresses found** list.
6. Enter a **Phone Number** and **Email Address**.
7. Click the **OK** button to add the centre to the **Service Centres** list.
8. If necessary, repeat steps 2-7 until all required service centres have been added

Case Indicators

If the service has been configured to publish case indicators, basic case and contact information is displayed in the **Professional Contacts and Involvements** panel. This is visible to users of other services.



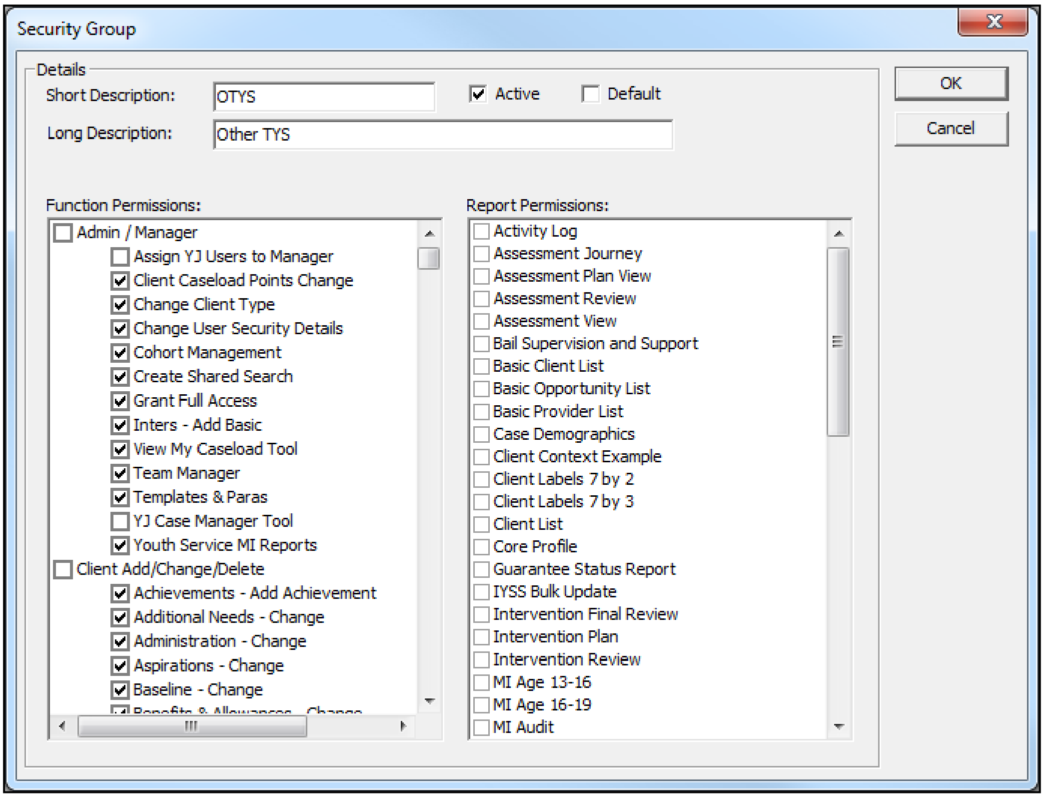
03 | Security Permissions

Security permissions are controlled by security groups. Users hold the permissions for all security groups to which they belong. Security groups are managed in the System Administration tool via **System Administration | Security | Security Group**.

To create a new security group, click the **Add Value** icon to display a blank **Security Group** dialog.

To edit an existing security group, double-click the required group name in the **Value** column to display the **Security Group** dialog.

NOTE: *If you are creating a new security group, you must enter a name for the group in the* ***Short*** *and* ***Long Description*** *fields.*



MORE INFORMATION:
One IYSS System Administration Handbook 1.

TYS Security Permissions

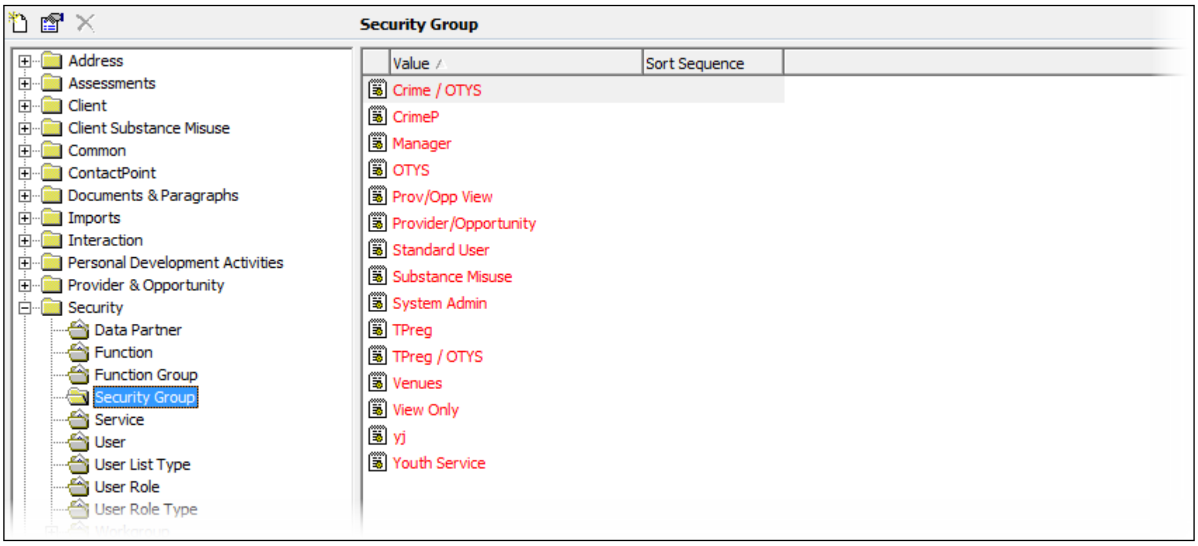
Each TYS service type has a set of service-specific permissions, as well as generic TYS permissions. If you have multiple instances of each service that require different levels of access, e.g. read-only, read/write/delete, then create a different security group for each level of access required and assign the service instances accordingly.

TYS Service-Specific Permissions

The service-specific permissions can be used to govern the levels of access TYS workers have to different TYS functions within their service. Each service has a specific function group, or set of permissions.

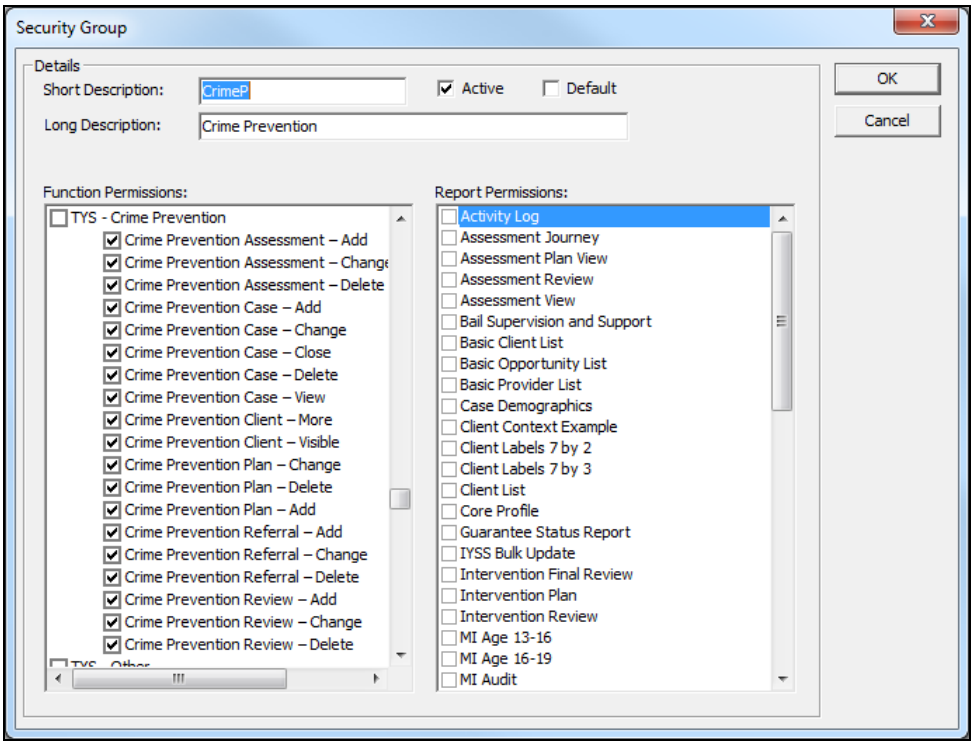
To assign the TYS service type permissions:

1. In the One IYSS System Administration tool, select **System Administration | Security | Security Group** to display the available security groups.



2. Double-click the required group to display the **Security Group** dialog.

> ***NOTE:*** *If the appropriate security group does not exist, click the* ***Add Value*** *icon to display a blank* ***Security Group*** *dialog. Complete the* ***Short*** *and* ***Long Description*** *fields, and then complete the following steps as you would for an existing group.*



3. In the **Function Permissions** panel, assign the required permissions to the security group either by selecting the function group name check box (in this example **TYS - Crime**

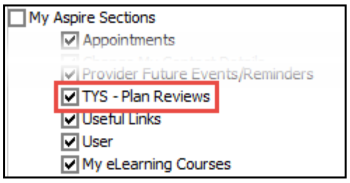
Prevention) to assign all the permissions, or by selecting the individual check boxes to customise the level of access the group has.

4. Click the **OK** button to save the changes and close the dialog.

TYS Generic Permissions

The generic TYS permissions provide access to certain non-service-specific TYS functions, namely the plan reviews and the TYS criteria panel in the client search function. You can also control who sees the the 'Has CAF' and 'On Child Protection Register' warnings.

These permissions are found in different function groups, for example:

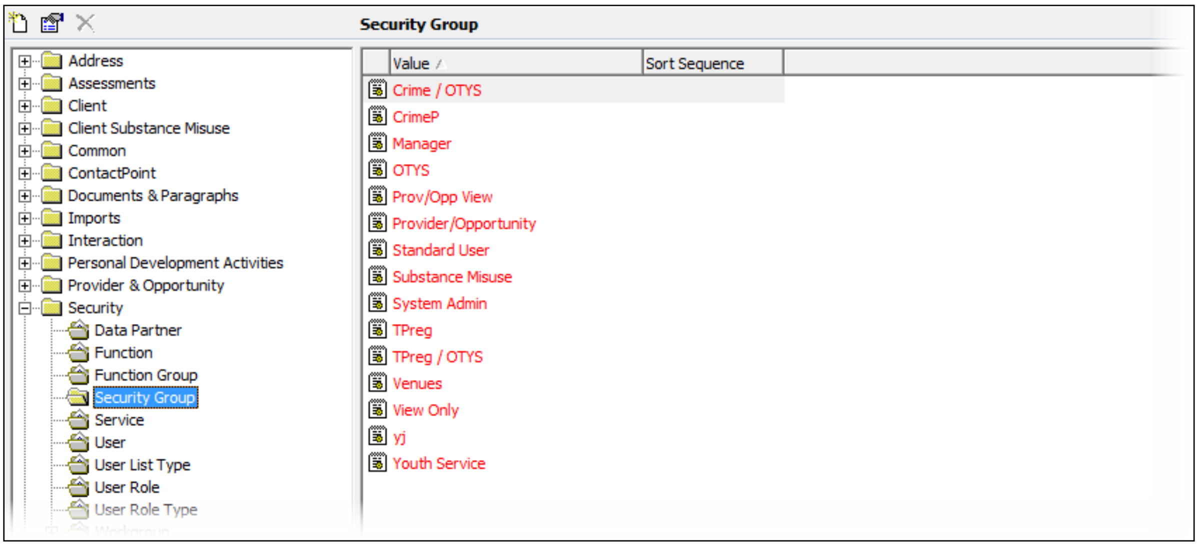


The permissions and their locations are provided in the following list:

- TYS - Plan Reviews permission located in the My IYSS Sections function group.
- TYS - Client Search Criteria permission located in the Client Search Criteria function group.
- Show Has CAF Indicator permission located in the Client Functionality function group.
- Show On Child Protection Register Indicator permission located in the Client Functionality function group.

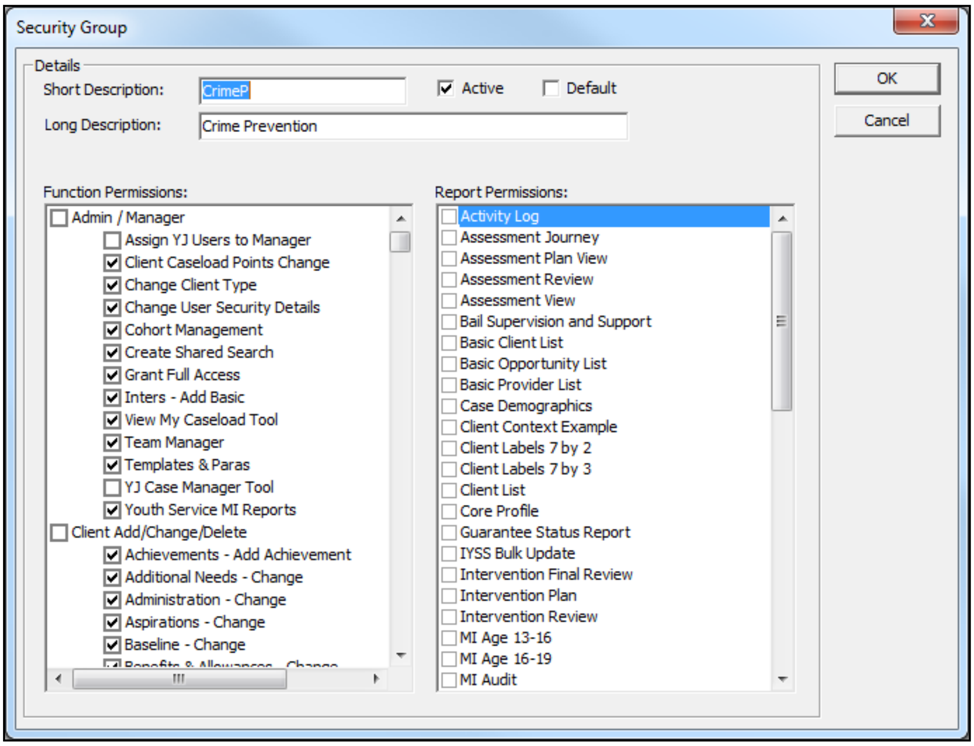
To assign the generic permissions:

1. In the One IYSS System Administration tool, select **System Administration | Security | Security Group** to display the available security groups.



2. Double-click the required group to display the **Security Group** dialog.

> ***NOTE:*** *If the appropriate security group does not exist, click the* ***Add Value*** *icon to display a blank* ***Security Group*** *dialog. Complete the* ***Short*** *and* ***Long Description*** *fields, and then complete the following steps as you would for an existing group.*

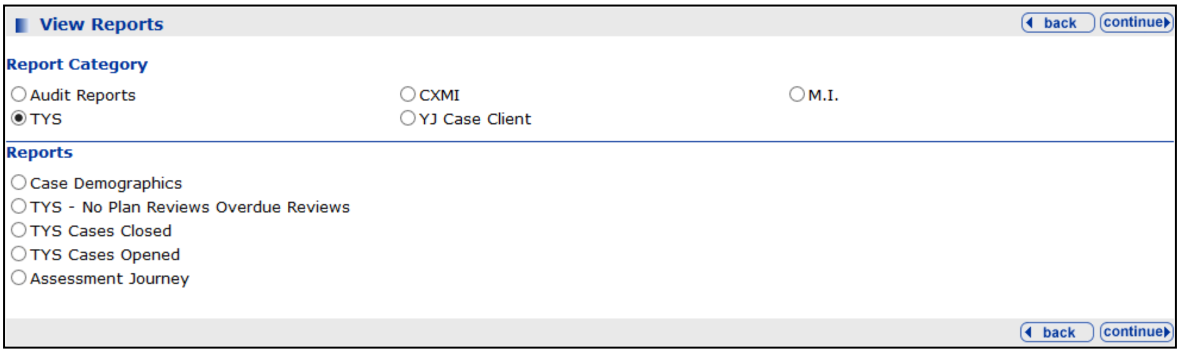


3. In the **Function Permissions** panel, select the check boxes for all required permissions.
4. After assigning the required permissions, click the **OK** button to save the changes and close the dialog.

TYS Report Permissions

Assigning Report Permissions

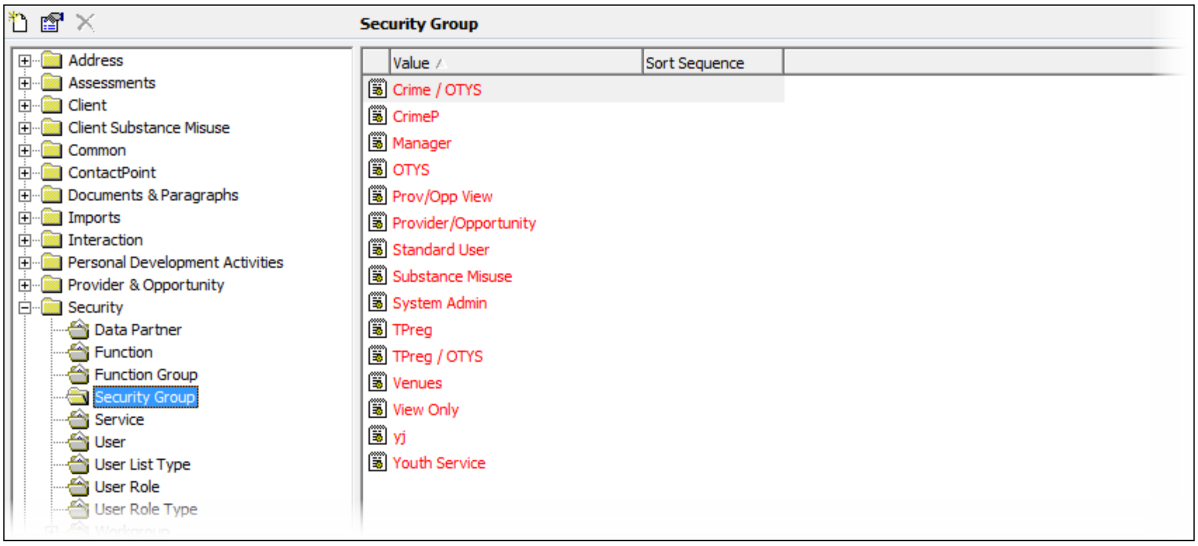
TYS reports are available through the **View Reports** hyperlink in **my homepage**. Access to each report is governed by an individual permission. To run these reports, a user must be a member of a security group that has the appropriate permissions.



If you want to know more about the available reports, refer to the *TYS Reports* chapter of the *One TYS* handbook.

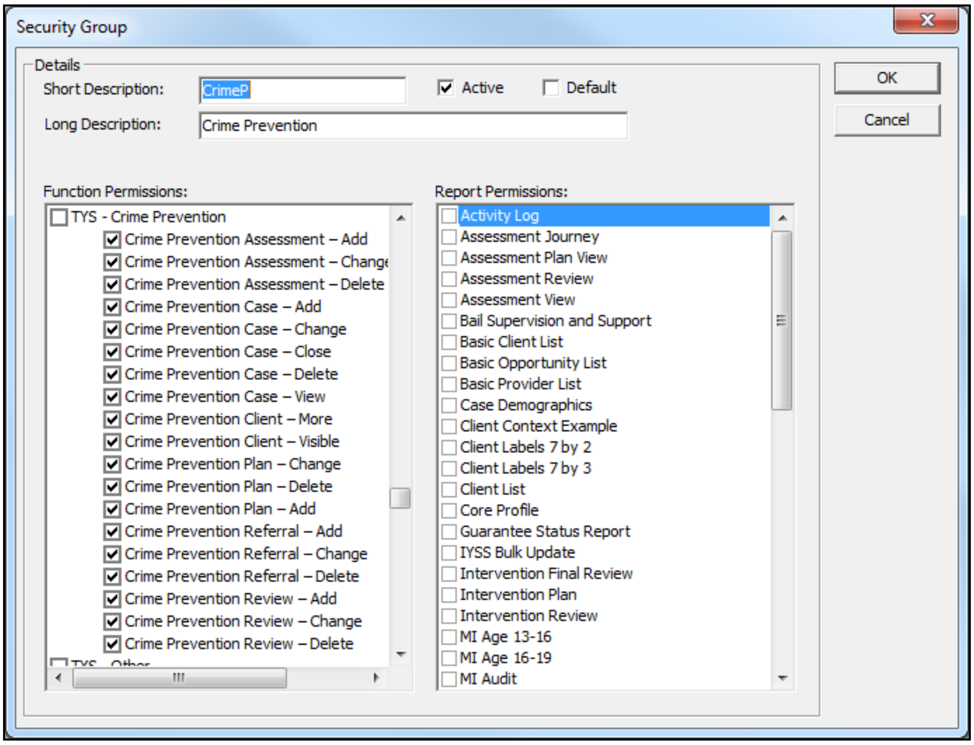
To assign report permissions:

1. In the One IYSS System Administration tool, select **System Administration | Security | Security Group** to display the available security groups.



2. Double-click the required group to display the **Security Group** dialog.

> ***NOTE:*** *If the appropriate security group does not exist, click the **Add Value** icon to display a blank **Security Group** dialog. Complete the **Short** and **Long Description** fields, and then complete the following steps as you would for an existing group.*



3. In the **Report Permissions** panel, select the required reports from the **Report Permissions** panel.
4. Click the **OK** button to save the changes.

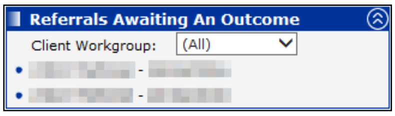
Non-TYS Referral Permissions

Inbound referrals that are not TYS service-specific are recorded through the **Professional Contacts and Involvements** panel. unlike the TYS service-specific referrals, clients can have multiple open generic referrals. These may precede a TYS referral, or a referral out to a different youth service.

Non-TYS referrals are governed by permissions in the Client Add/Change/Delete function group:

- Referral – Add
- Referral – Change
- Referral – Change Outcome / Conclusion
- Referral – Delete

For users with the Referral - Change Outcome / Conclusion permission, client referrals awaiting outcomes are displayed in the **Referrals Awaiting An Outcome** panel in **my homepage**.



Non-TYS Assessment Permissions

For users to access the assessment function, additional permissions are required. You can grant up to four levels of access (view, add, change and delete) depending on user roles and requirements:

The permissions are in the Client Add/Change/Delete function group:

- Docs, Notes & Assessments - View/Add Assessments
- Documents, Notes & Assessments - Change Assessment
- Documents, Notes & Assessments - Delete Assessment
- Plan/Review - View
- Plan - Add
- Plan - Change
- Plan - Delete
- Review - Add
- Review - Change
- Review – Delete

04 | Configuring TYS Assessment Templates

Introduction

Each assessment available in IYSS requires a template. The assessment template consists of the following three components that must be configured before the template can be created:

- a value set
- the assessment elements
- a progress set.

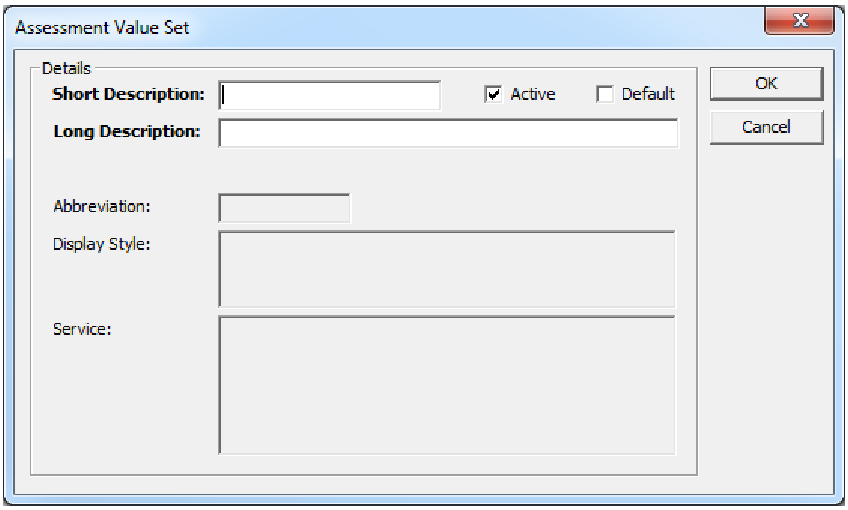
Configuring an Assessment Value Set

Each assessment element must have a value set. If you cannot use an existing value set, you must create a new one. The assessment value set provides a rating scale for the elements in the assessment. Each of the values mark a point on this scale.

***NOTE:** As value sets may be used by several assessments, do not alter an existing set unless you are sure that it will not affect any other assessments. If in doubt, create a set for the new assessment.*

To create a new value set:

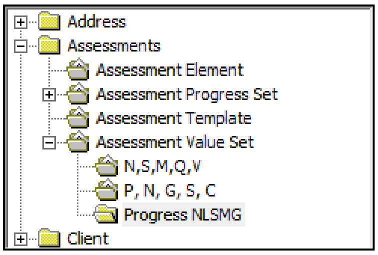
1. In the One IYSS System Administration tool, select **System Administration | Assessment | Assessment Value Set to display the current value sets.**
2. Click the **Add Value** icon to display the **Assessment Value Set** dialog.



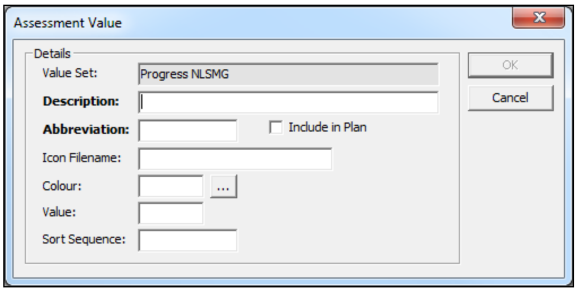
3. Enter a **Short** and **Long Description**. This is the name for the rating scale.

***TIP:** It might be useful to include an indication of the values in the description, i.e. the levels of measurement. These could be the abbreviations of each value or level.*

4. Click the **OK** button to close the dialog and add the value set to the **Assessment Value Set** directory.



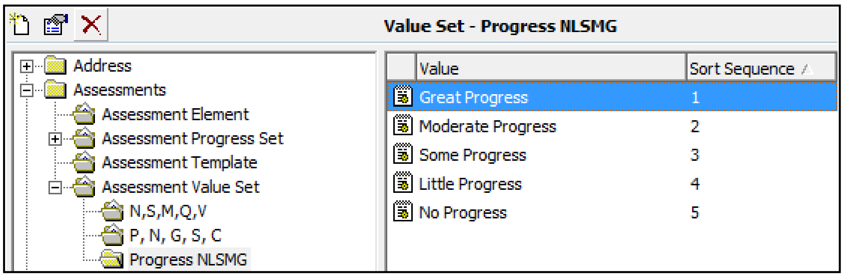
5. Highlight the newly created assessment value set and click the **Add Value** icon to display the **Value Set** dialog.



6. Complete the fields in the following manner:

Field	Explanation
Description	Enter the rating , e.g. 'No Progress'.
Abbreviation	Enter an abbreviation for the rating, e.g. 'N'. This is displayed in the assessment summary as an indicator of the rating.
Include in Plan	Selecting the check box means that elements given this rating during an assessment are automatically included in any assessment plans users go on to make, unless the user specifies otherwise. This is used for ratings that give cause for concern, e.g. if a client has made 'No Progress' with an element.
Colour	If you want to colour-code the ratings, click the **…** button to display the **Color** dialog. Select a colour for the rating. Bolder or more vivid shades might be used to draw attention to unsatisfactory ratings.
Value	This determines how the rating is displayed in the 'wheel' assessment summary view. The outermost value is 1, and the higher the value, the closer to the centre.

7. After you have completed the required fields, click the **OK** button to save the value.
8. Repeat steps 2-7 to add any additional values required for the value set.

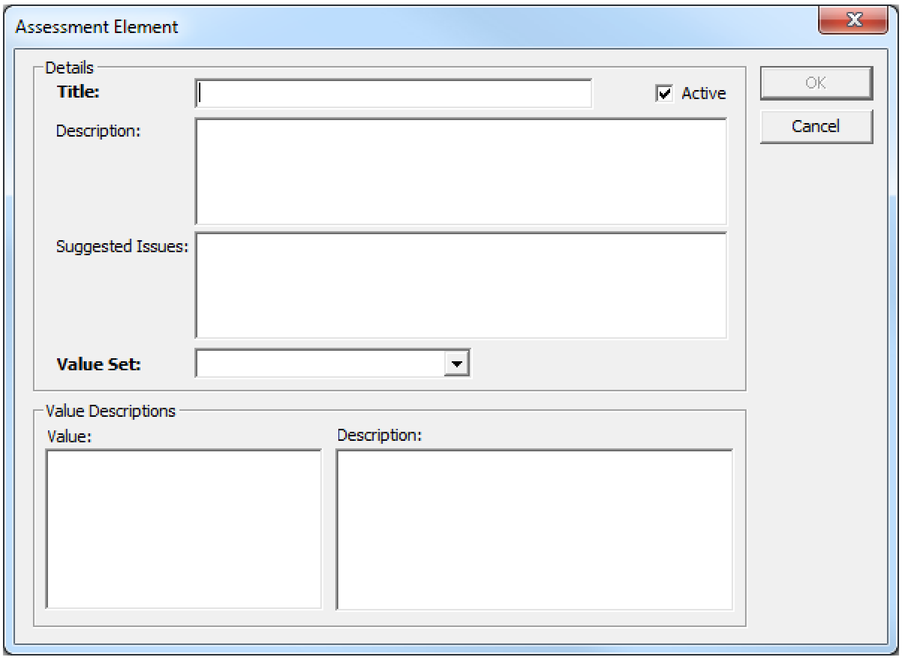


Creating an Assessment Element

The assessment elements are the items being assessed, e.g. aspirations, behaviour, health and wellbeing, situational influences, etc.

To create an assessment element:

1. In the One IYSS System Administration tool, select **System Administration | Assessment | Assessment Element to display the currently available assessment elements.**
2. Click the **Add Value** icon to display the **Assessment Element** dialog.



3. Complete the fields in the following manner:

Field	Explanation
Title	Enter the name of the element.
Description	Enter a description of the element to help users understand exactly what they are assessing in this element.
Suggested Issues	List any issues that may need to be discussed with the client for this element. These serve as a prompt for users during assessment discussions.
Value Set	Select the value set appropriate for this element. After selecting this option, the **Value** field in the **Value Descriptions** section are populated. This also enables the element to be selected for assessment templates using this value set.
Value Descriptions | Value	The value set is listed here.
Value Descriptions | Description	Highlight each rating in the **Value** field and enter a **Description** for it to help users understand how each rating applies to this specific element.

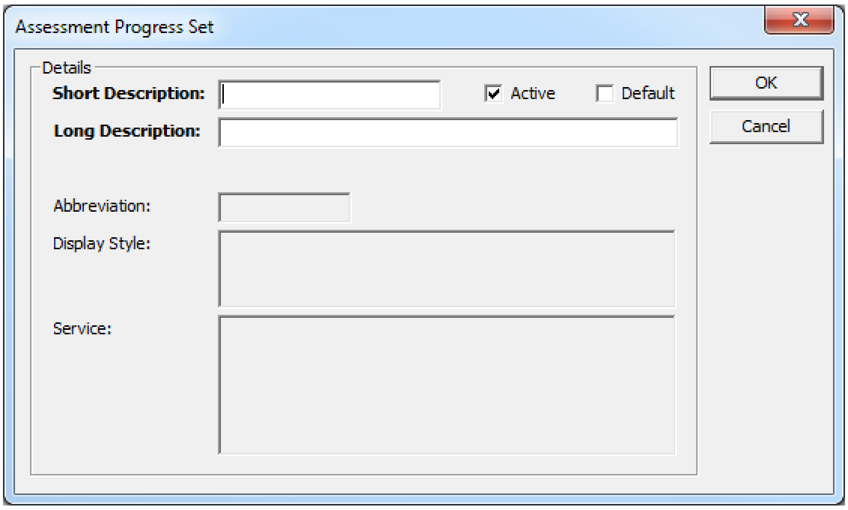
4. After all the appropriate fields have been completed, click the **OK** button to save the element.
5. If required, repeat steps 2-4 to add any additional elements..

Creating an Assessment Progress Set

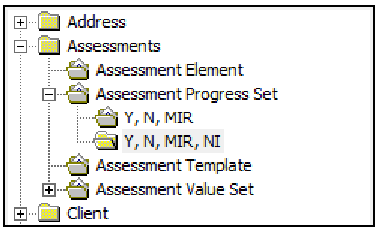
Each element contains an **Are issues being addressed?** field. The progress set provides the options for this field. If the Y, N, MIR set is not sufficient, you can create a new set.

To create a new assessment progress set:

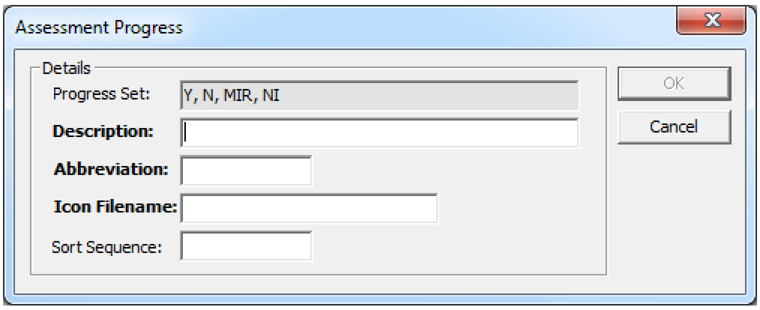
1. In the One IYSS System Administration tool, select **System Administration | Assessment | Assessment Progress Set** to display the existing progress sets.
2. Click the **Add Value** icon to display the **Assessment Progress Set** dialog.



3. Enter a **Short** and **Long Description** for the progress set. This could be the abbreviations of the individual progress values, e.g. Y, N, MIR, NI (yes, no, more information required, no issues).
4. Click the **OK** button to close the dialog and add the progress set to the **Assessment Progress Set** directory.



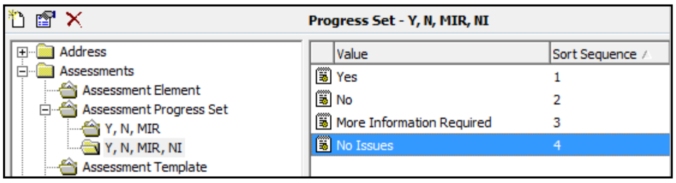
5. Highlight the newly created assessment progress set and click the **Add Value** icon to display the **Assessment Progress** dialog.



6. Complete the fields in the following manner:

Field	Explanation
Description	Enter a response to the ‘Are issues being addressed?’ question, e.g. ‘Yes’.
Abbreviation	Enter an abbreviation for the response, e.g. ‘Y’.
Icon Filename	Enter the name of an icon file in your icon directory. The icon is displayed next to the **Description** in the assessment.

7. Click the **OK** button to add the value to the progress set.
8. Repeat steps 5-7 until all required values have been added to the progress set.

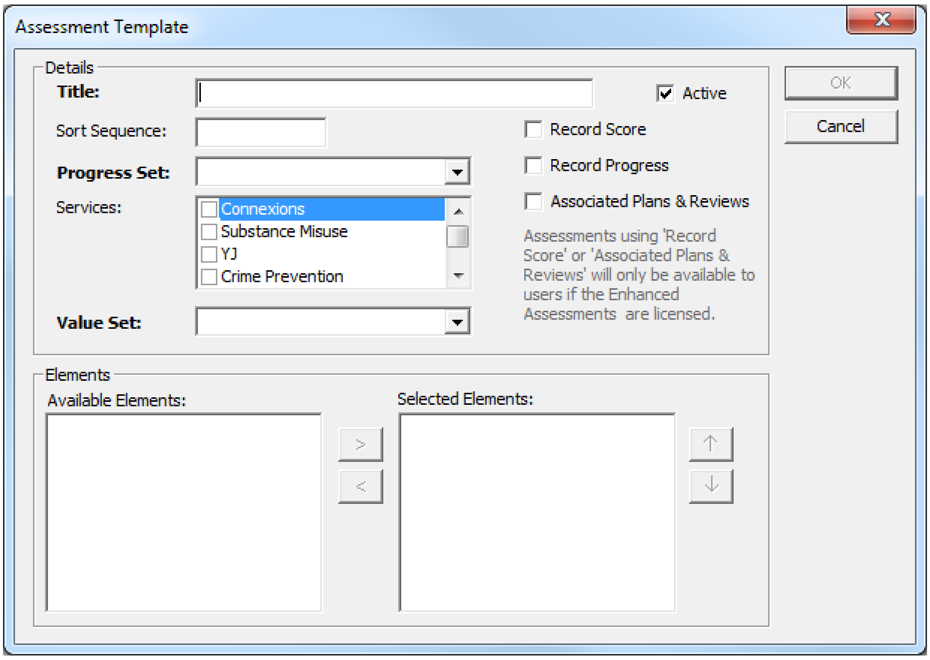


Creating an Assessment Template

After the required elements, value sets and progress sets have been created and configured, you can create the assessment template.

To create the template:

1. In the One IYSS System Administration tool, select **System Administration | Assessment | Assessment Template**. to display the existing assessment templates.
2. Click the **Add Value** icon to display the **Assessment Template** dialog.



3. Complete the fields in the following manner:

Field	Explanation
Title	Enter a name for the assessment.
Active	Select this check box to make the assessment available to users.

Field	Explanation
Sort Sequence	If you want to control the order in which the templates are displayed in IYSS, enter the corresponding number or letter here. ***NOTE:*** *Ensure you update any other affected templates if you are changing the order.*
Progress Set	Select the assessment progress set associated with the template.
Services	Select the services that can access the template. It will only be displayed to users of that service.
Record Score	Select this check box to enable users to select a score from the value set for the assessment elements. ***NOTE:*** *Requires the Enhanced Assessments licence.*
Record Progress	Select this check box to enable users to select an option from the progress set in the **Are issues being addressed?** field.
Associated Plans and Reviews	Select this check box to enable plans and reviews to be added to the assessment. ***NOTE:*** *Requires the Enhanced Assessments licence.*
Value Set	Select the value set against which the assessment is to be performed. ***NOTE:*** *The value set determines the elements available for the assessment. These are displayed in the **Available Elements** list. You can only use elements for a single value set in an assessment.*
Elements Available	Add the required elements to the assessment one at a time by selecting an element and clicking the **>** button to display it in the **Selected Elements** list.
Selected Elements	To change the sequence in which the elements are displayed during the assessment, select the required assessment and use the up and down arrow buttons to rearrange the order.

4. Click the **OK** button to save and close the **Assessment Template** dialog.