

Case Plans Workflow

Case Plans

The Case Plans portion of ClientPoint allows case managers to assign and track case managers assigned to clients, establish goals and action steps to reach that goal. Service Transactions related to achieving goals can be entered directly in Case Plans. This feature allows case managers and program evaluators to show that goals were or were not achieved, the action steps taken, and the services provided to allow clients to achieve success through case management.

Learning Objectives

After reviewing this presentation, you will understand how to:

- Log into Community Services
- Navigate to the client profile
 - [Add client notes](#)
- Navigate to Case Managers
 - [Enter case managers](#)
- [Navigate to Case Plans](#)
 - [Enter action steps](#)
 - [Create case notes](#)
 - [Add service transactions](#)
 - [Print case plans and case notes](#)
 - [Upload file attachments](#)

Log Into Community Services

Begin by logging into Community Services using your assigned User Name and Password. Contact your agency or system administrator if you need assistance in accessing Community Services.



The screenshot shows the login interface for the SERVICEpoint system. At the top is the SERVICEpoint logo with the tagline "Connecting your community." Below this is a horizontal line and the text "WellSky Demo Site". The login form consists of two input fields: "User Name" with the text "BIS\LRitchie" and "Password" with masked characters. A "Login" button is positioned to the right of the password field. Below the login fields is a link for "Forgot Password". At the bottom, there is a disclaimer: "System use requires your compliance with the terms and conditions" and a copyright notice: "©1999-2022 Bowman Systems L.L.C. All Rights Reserved".

SERVICEpoint®
Connecting your community.

WellSky Demo Site

User Name

Password

Login

[Forgot Password](#)

System use requires your compliance with the [terms and conditions](#).

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Figure 1

Search for existing clients or add new clients.

Figure 2

The Client Profile, Case Managers, and Case Plans tabs can be used for case management.

 ClientPoint > Client Profile  

Client - Client, Training (4) 

 **Client, Training (4)**
Release of Information: None

Client Information

Service Transactions

Client Profile

Households

ROI

Entry / Exit

Case Managers

Case Plans

Assessments

 **Client Record** 

Name	Training Client
Alias	
Social Security	--
SSN Data Quality	

 **Client Demographics** 


Change Photo

Figure 3

Client Notes

Client Notes are quick case notes that can be entered for clients without having to enter a Goal Classification in the Case Plan section of ClientPoint. To use this feature, navigate to the client.

 ClientPoint > Client Profile  

Client - Client, Training (4) 

 Client, Training (4)
Release of Information: None

Client Information

Service Transactions

Client Profile

Households

ROI

Entry / Exit

Case Managers

Case Plans

Assessments

 Client Record 



Figure 4

On the Client Profile screen, scroll down to the Client Notes section. Click Add New Client Note.

Client Notes

		Provider	Note Date	Note Preview	Full Note
		Bowman Systems, LLC	05/01/2011	This is a test	

Add New Client Note
Print

Showing 1-1 of 1

File Attachments

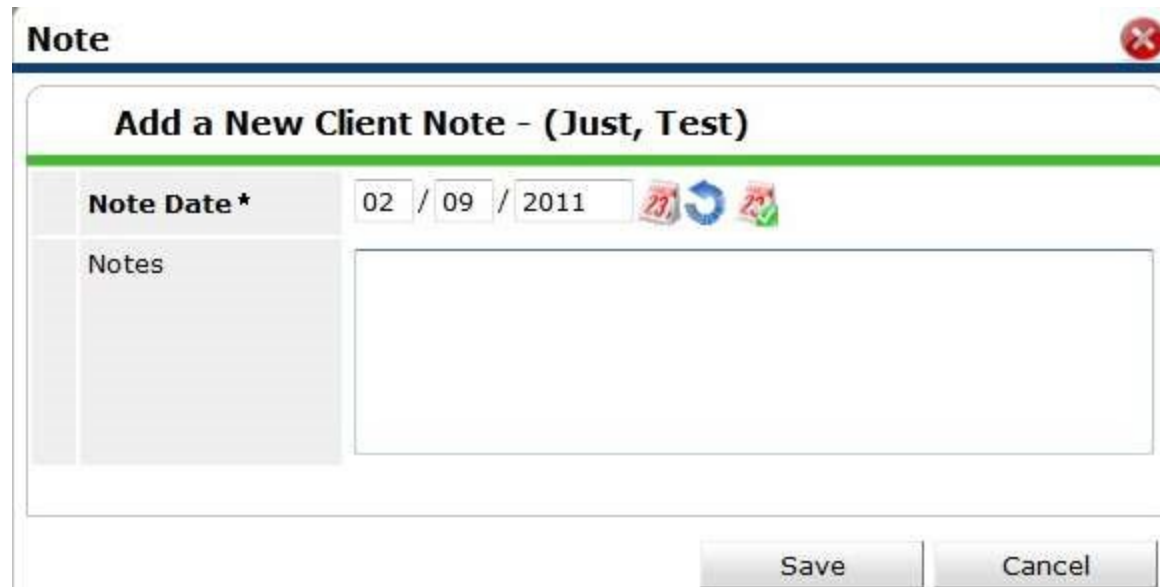
		Date Added	Name	Description	Type	Provider	Added From	
		03/29/2012	ServicePoint Technical Specifications.pdf		pdf	Bowman Systems, LLC	Entry/Exit	

Add New File Attachment

Showing 1-1 of 1

Figure 5

The Client Note data entry screen is displayed. Enter the date of the note by typing the date or using the calendar. The Note Date is a required field. Type the note, and when you're finished, click Save.



Note

Add a New Client Note - (Just, Test)

Note Date * 02 / 09 / 2011

Notes

Save Cancel

Figure 6

After the note has been saved, a history and a preview of the notes is displayed. To edit or view notes, click the Pencil or the Full Note icons. To delete a note, click the Trash Can icon.

Client Notes					
		Provider	Note Date	Note Preview	Full Note
		Bowman Systems, LLC	05/01/2011	This is a test	
Add New Client Note		Print	Showing 1-1 of 1		

Figure 7

Notes can be printed by clicking Print. Select the time-frame and provider(s) for whom you want to print the case notes.

Client Notes Print Options 

Include Client Notes	☒ All ☐ Date Range
Client Note Providers	☒ All ☐ My Provider Only

Figure 8

Case Managers

The Case Managers section allows users to assign case managers to clients. To enter a case manager, click the Case Managers tab, then click Add Case Manager.

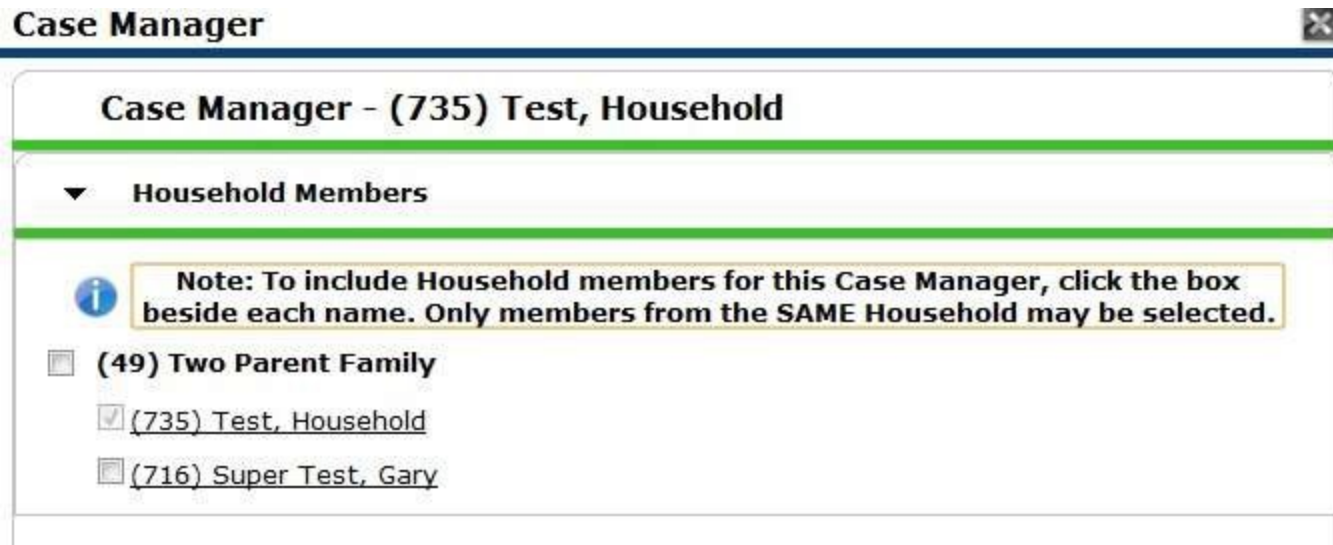
The screenshot shows a web application interface with two main tabs: "Client Information" and "Service Transactions". The "Client Information" tab is active and contains a sub-menu with the following items: "Summary", "Client Profile", "Households", "ROI", "Entry / Exit", "Case Managers" (which is highlighted), "Case Plans", "SSOM", and "Assessment". Below the sub-menu, there is a section titled "Case Managers" with a table. The table has five columns: "Name", "Provider", "Phone Number", "Start Date", and "End Date". Below the table is a button labeled "Add Case Manager" and the text "No matches.".

Name	Provider	Phone Number	Start Date	End Date
No matches.				

Figure 9

Note: If users need to assign a case manager to a case plan, the case manager must be entered before moving to Case Plans.

The Case Manager window is displayed. Select the household members that the case manager will also be working with.



Case Manager

Case Manager - (735) Test, Household

▼ **Household Members**

Note: To include Household members for this Case Manager, click the box beside each name. Only members from the SAME Household may be selected.

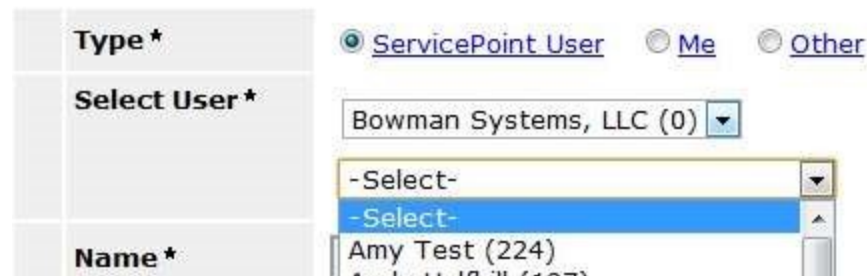
☐ **(49) Two Parent Family**

☒ (735) Test, Household

☐ (716) Super Test, Gary

Figure 10

The first way is to select a case manager from a provider. First, select a provider from the Provider list. After the provider is selected, the case manager can be selected from the drop-down list.



Type * ☒ ServicePoint User ☐ Me ☐ Other

Select User * Bowman Systems, LLC (0) ▼

Name * -Select- (highlighted)
-Select-
Amy Test (224)

Figure 11

Another option is to select Me as the case manager, which populates the fields with the user's information.

Type *	☐ ServicePoint User ☒ Me ☐ Other
Name *	New User
Title	
Phone Number	
Email Address	

Figure 12

The final option is to select Other, giving the user the ability to track case managers who are or are not affiliated with agencies who use Community Services.

Type *	☐ ServicePoint User ☐ Me ☒ Other
Name *	Type In Name Here
Title	

Figure 13

Other fields that can be completed are the case manager's title, phone number, and email address. The provider (required field) will default to the user's provider but can be changed to another provider to which the user has EDA access.

Case Manager



Case Manager - (735) Test, Household

▼ Household Members



Note: To include Household members for this Case Manager, click the box beside each name. Only members from the SAME Household may be selected.

☐ (49) Two Parent Family☒ (735) Test, Household☐ (716) Super Test, Gary

Type *	☒ ServicePoint User ☐ Me ☐ Other
Select User *	Bowman Systems, LLC (0) ▼ -Select- ▼
Name *	
Title	
Phone Number	
Email Address	
Provider *	Bowman Systems, LLC (0) ▼
Start Date *	04 / 21 / 2012   
End Date	/ /   

Add Case Manager

Cancel

Figure 14

The Start Date is also a required field. The Start Date and End Date indicate the time frame the case manager is active for the client.

After the fields are completed, click Add Case Manager. After the case manager data has been saved, a history and a preview of case managers is displayed. To edit case manager information, click the Pencil icon. To delete the case manager record, click the Trash Can icon.

Case Managers

			Name	Provider	Phone Number	Start Date	End Date
			New User	Bowman Systems, LLC		04/21/2012	

Add Case Manager

Showing 1-1 of 1

Figure 15

Case Plans

The next step in case management is to start developing a Case Plan. In this section, Goal Classification, Action Steps, Case Notes, and related Service Transactions can be added. To start the process, click the Case Plans tab and then click Add Goal.

The screenshot displays the 'Case Plans' workflow interface. At the top, there are two main tabs: 'Client Information' (selected) and 'Service Transactions'. Under 'Client Information', there is a sub-menu with tabs: 'Summary', 'Client Profile', 'Households', 'ROI', 'Entry / Exit', 'Case Managers', 'Case Plans' (selected), 'SSOM', and 'Assessment'. The 'Case Plans' section contains two main areas: 'Goals' and 'Case Plans File Attachments'. The 'Goals' section has a table with columns: 'Provider', 'Classification', 'Type', 'Target Date', 'Status', 'Notes', and 'Latest Note Date'. Below the table is an 'Add Goal' button and the text 'No matches.'. The 'Case Plans File Attachments' section has a table with columns: 'Date Added', 'Name', 'Description', 'Type', and 'Provider'. Below the table is an 'Add New File Attachment' button and the text 'No matches.'. At the bottom of the interface, there are two buttons: 'Print Case Plan' on the left and 'Exit' on the right.

Figure 16

In the pop-up window, select the household members associated with the goal. The provider defaults to the users' EDA provider. This can be changed by selecting a new provider from the Provider drop-down list.

Goal

Goal - (735) Test, Household

Household Members

Note: To include Household members for this Goal, click the box beside each name. Only members from the SAME Household may be selected.

(49) Two Parent Family

☒ (735) Test, Household

☐ (716) Super Test, Gary

Provider *

Bowman Systems, LLC (0)

Case Manager

-Select-

Date Goal was Set *

04 / 21 / 2012

Figure 17

Select a Case Manager to assign to the goal from the Case Manager drop-down list. This list is populated from the Case Managers tab.

Case Manager

-Select-

Date Goal was Set *

-Select-

case manager

Figure 18

Next, enter the date the goal was set. This can be typed or selected from the calendar.

The next two questions are Goal Classification and Goal Type. The Goal Type drop-down is dependent on the selected category from the Goal Classification list. For example, one set of answers for Type is displayed by selecting the classification of Education, and another set of answers are displayed if the classification of Employment is selected.

<https://knowledge.wellsky.com/knowledge/CommunityServices/Community Services/Workflows/Case Manager Workflows/Case Plans Workflow.htm>

17/44

Classification *	- Select- ▼
Type *	- Select- ▼
Goal Description	Self-Advocacy/Self-Empowerment Mobility/Transportation Community-Based Living Educational Vocational Self Care Information Access/Technology Personal Resource Management Relocation from NH/Institute to Community Community Social Participation
Target Date	
Overall *	- Select- ▼

Figure 19

Complete the Goal Description, if needed. This can be used to better explain the Goal Classification and Type with information the client wants with the goal.

Goal Description		
Target Date	/ /	  
Overall Status *	- Select- ▼	
If Closed, Outcome	- Select- ▼	/ /   
If Partially Complete, Percent Complete	- Select- ▼	

Figure 20

Add the Target Date by typing the date or selecting it from the calendar. This is the date that is targeted for the goal completion. Select the Overall Status of the goal, which is a required field. If the Overall Status is Closed, select an outcome. Finally, if the goal is partially completed, select the percentage complete from the If Partially Complete, Percent Complete drop-down list.

Goal Description			
Target Date	/ /		
Overall Status *	- Select-		
If Closed, Outcome	- Select-	/ /	
If Partially Complete, Percent Complete	- Select-		

Figure 21

If needed, a follow up date can be entered to provide a reminder for users. To use this function, enter the Projected Follow Up Date. The Follow Up User can be selected from the drop-down list, or the user can change to another provider to which they have EDA access, to display more options.

Projected Follow Up Date	04 / 15 / 2011		
Follow Up User	Professional Services Training Provider (1) case manager Search My Provider Clear		
Follow Up Made	- Select-		
Completed Follow Up Date	/ /		
Outcome at Follow Up	- Select-		

Figure 22

The last three fields in the follow up section are completed after the follow up has been made. This removes the follow up from the Follow Up List on your Home screen.

Projected Follow Up Date	04 / 15 / 2011	  
Follow Up User	Professional Services Training Provider (1)	Search My Provider Clear
	case manager	
Follow Up Made	-Select-	
Completed Follow Up Date	/ /	  
Outcome at Follow Up	-Select-	

Figure 23

On the Home screen, or when the user logs into Community Services, the Follow Up List will be populated with items. Click the Client ID to go to the client record. Click the Goal link to go to the goal that requires follow up.

Follow Up List			
Client ID	Type	Date	Time Remaining
1	Goal	04/15/2011	64 Days
2	Goal	04/15/2011	64 Days

Figure 24

Goal



Goal - (Test, Just A 2)

▼ Household Members



Note: To include Household members in this Goal, click the box beside each name. Only members from the SAME Household may be selected.

Household #1 Members:

☒ [ZZ000000001, Anonymous](#)

Provider *	Professional Services Training Provider (1)	Search	My Provider	Clear
Case Manager	-Select-			
Date Goal was Set *	02 / 01 / 2011			
Classification *	Education			
Type *	Get GED			
Target Date	03 / 15 / 2011			
Overall Status *	-Select-			
If Closed, Outcome	-Select-	/ /		
If Partially Complete, Percent Complete	50%			

Projected Follow Up Date	04 / 15 / 2011			
Follow Up User	Professional Services Training Provider (1)	Search	My Provider	Clear
	case manager			
Follow Up Made	-Select-			

Completed Follow Up Date	/ /	  
Outcome at Follow Up	-Select-	

Figure 25

The final step is to click Add Goal. This adds the goal and gives the user the ability to add Case Notes, Action Steps, and Services related to the goal.

Additional options for case planning are displayed after Add Goal is clicked.

Case Notes				
Provider	Case Manager	User	Note Date	Note
Add Case Note		No matches.		

Action Steps Planned				
Action Step	Target Date	Status	Outcome	
Add Action Step		No matches.		

Service Items for this Goal				
Date Set	Created By	Need Type	Status	Outcome
Add Service		No matches.		

Figure 26

Add Case Notes

Add Case Notes allows case managers to document contacts and visits with clients during their time in case management. To add case notes, click Add Case Note.

{Figure 27 coming soon}

Select associated household members if needed, then select the case manager associated with the case note or select a different provider from the Provider list. After the provider is selected, assign the appropriate case manager from the Case Manager drop-down list.

Note: Depending on your implementation, you may or may not be able to edit or delete case notes after they are saved. Contact your system administrator for more information.

Case Note - (735) Test, Household

▼ **Household Members**

No Household Members were originally associated.

Provider * Bowman Systems, LLC (0) ▼

Case Manager -Select- ▼

Figure 28

Type or select the Note Date. This date defaults to the current day and can be edited, if needed. Type the note or copy and paste it into the Note field. When finished, click Save Case Note.

Case Note - (735) Test, Household

▼ Household Members

No Household Members were originally associated.

Provider *	Bowman Systems, LLC (0) ▼
Case Manager	-Select- ▼
Note Date *	04 / 21 / 2012   
Note *	

Save Case Note

Cancel

Figure 29

After the case note has been saved, a history and preview of case notes will be displayed.

1. To edit case notes, click the Pencil icon.
2. To delete case notes, click the Trash Can icon. This function may be disabled by your system administrator. If this is the case, a Magnifying Glass icon is displayed, and users can view case notes but cannot edit or delete them.

Goals								
	Provider	Classification	Type	Target Date	Status	Notes	Latest Note Date	
	 Bowman Systems, LLC	Educational	Obtain GED		Identified		04/21/2012	
Add Goal			Showing 1-1 of 1					

Figure 30

3. The Notes column indicates the number of notes.

4. The Binder Clip icon allows you to attach a document to the note. To attach a document, click the Binder Clip icon.

Goals								
	Provider	Classification	Type	Target Date	Status	Notes	Latest Note Date	
	 Bowman Systems, LLC	Educational	Obtain GED		Identified		04/21/2012	
Add Goal			Showing 1-1 of 1					

Figure 31

Click Add New File Attachment, then click Choose File. Navigate to the file you want to upload and add a description, as needed. Click Upload.

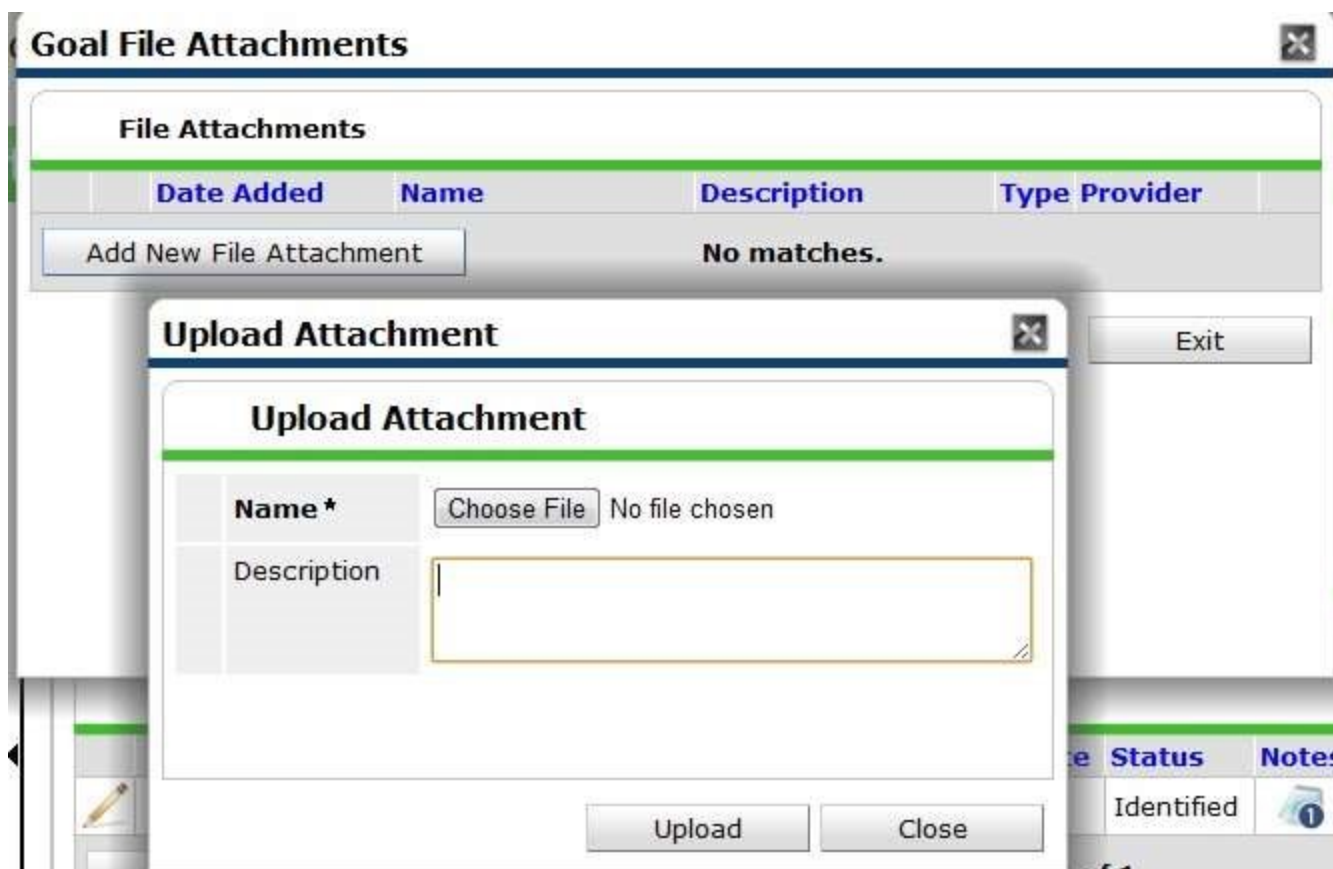


Figure 32

Note: Household members must be selected in the goal before adding Action Steps.

Action Step

Action Step - (Test, Just A 2)

▼ Household Members

Note: To include Household members in this Goal, click the box beside each name. Only members from the SAME Household may be selected.

Household #1 Members:

☒ ZZ000000001, Anonymous	Check All Household Members Clear All
--	---

Action Steps can be added to document the steps the client must take to complete the overall goal. Click Add Action Step to use this feature.

If additional household members were selected in the original goal, those members can be selected in the Action Step. If the Action Step is for specific members of the household or only for the client, clear the check boxes next to the additional household member names.

[https://knowledge.wellsky.com/knowledge/CommunityServices/Community Services/Workflows/Case Manager Workflows/Case Plans Workflow.htm](https://knowledge.wellsky.com/knowledge/CommunityServices/Community%20Services/Workflows/Case%20Manager%20Workflows/Case%20Plans%20Workflow.htm)

Provider *	Bowman Systems, LLC (0)
Date Action Step was set *	04 / 21 / 2012   
Action Step *	
Target Date	/ /   
Overall Status *	-Select-
If Closed, Outcome	-Select- / /   

Figure 35

Follow ups can be made on Action Steps using the same process as the goal. After all data has been entered for the Action Step, click Save Action Step.

Provider *	Bowman Systems, LLC (0) ▼	
Date Action Step was set *	04 / 21 / 2012	  
Action Step *		
Target Date	/ /	  
Overall Status *	-Select- ▼	
If Closed, Outcome	-Select- ▼	/ /   

Projected Follow Up Date	/ /   
Follow Up User	Bowman Systems, LLC (0) ▼ -Select- ▼
Follow Up Made	-Select- ▼
Completed Follow Up Date	/ /   
Outcome at Follow Up	-Select- ▼

Figure 36

After the Action Step data has been saved, a history and preview of the Action Step is displayed.

1. Click the Pencil icon to edit the Action Step.
2. To delete an Action Step, click the red Universal No icon.

Action Steps Planned

	Action Step	Target Date	Status	Outcome
 	This is an Action Step.	03/10/2011	In Progress	
Add Action Step		Showing 1-1 of 1		

Figure 37

Service Transactions

As part of case management, services may be provided to help clients achieve their goals. To ensure services are included in reporting, in the Service Items for this Goal section, click Add Service.

Date Set	Created By	Need Type	Status	Outcome
Add Service No matches.				

Figure 38

After clicking Add Service, the Service Transaction page is displayed. Follow the normal workflow and enter services as usual. Click the Client Information tab and then click the Case Plans tab.

Click the Pencil icon next to the goal you've just entered for the Service Transaction.

Goals	
	Education 02/01/2011 Get GED 02/10/2011 Tim Wilson (1)
Add Goal Showing 1-1 of 1	

Figure 39

A history and a preview of service items for the goal are displayed. To edit service items, click the Pencil icon. To delete service items, click the red Universal No icon.

Service Items for this Goal						
		Date Set	Created By	Need Type	Status	Outcome
		02/10/2011	Tim Wilson	Database Development/Maintenance Assistance	Identified	
Add Service		Showing 1-1 of 1				

Figure 40

For Your Information

After service items are entered, you have completed all steps in the Case Plan process. When you're finished, click Save Goal, Save & Exit, or Exit (will not save).

Case Notes

	Provider	Case Manager	User	Note Date	Note
 	Professional Services Training Provider	case manager	Tim Wilson	02/10/2011	Case notes are entered here.

Showing 1-1 of 1

Action Steps Planned

	Action Step	Target Date	Status	Outcome
 	This is an Action Step.	03/10/2011	In Progress	

Showing 1-1 of 1

Service Items for this Goal

	Date Set	Created By	Need Type	Status	Outcome
 	02/10/2011	Tim Wilson	Database Development/Maintenance Assistance	Identified	

Showing 1-1 of 1

Figure 41

For Your Information

Adding goals can be repeated for additional goals that the client/household needs. To add to Action Steps, Case Notes, or Service Items for the goal, from the Case Plans tab, click the Pencil icon next to the Case Plan that needs updating.

Summary | Client Profile | Households | ROI | Entry / Exit | Case Managers | Case Plans | SSOM | Activities | Assessments

Goals

		Classification	Date Set	Type	Date Added	User	Notes
		Education	02/01/2011	Get GED	02/10/2011	Tim Wilson	(1) 

Add Goal

Showing 1-1 of 1

Figure 42

Print Case Plans And Goal Details

Within the case management option, case managers can print case plans and goal details.

Goal details can be printed within the goal. If you are not currently in the goal, click the Pencil icon next to the goal for which you want to print details. Then click the Print button.

Action Steps Planned

	Action Step	Target Date	Status	Outcome
 	This is an Action Step.	03/10/2011	In Progress	

Add Action Step
Showing 1-1 of 1

Service Items for this Goal

	Date Set	Created By	Need Type	Status	Outcome
 	02/10/2011	Tim Wilson	Database Development/Maintenance Assistance	Identified	

Add Service
Showing 1-1 of 1

Print
Save Goal
Save & Exit
Exit

Figure 43

A print options screen is displayed. Select the options you want to be displayed on the printout.

Goal Print Options

Include Case Notes	☒ Yes ☐ No
Print Case Notes	☐ All ☒ Date Range
Start Date	/ /   
End Date	/ /   
Case Note Providers	☒ All ☐ My Provider Only
Include Action Steps	☒
Include Service Items	☒
Include Signature Lines	☒

Figure 44

Print Case Notes is conditional on the response to the Include Case Note question. If Yes is selected, Print Case Notes is displayed. Select either All or a Date Range. If Date Range is selected, Start Date and End Date fields are displayed, and must be completed. Select either All Providers or My Provider Only.

Goal Print Options

Include Case Notes	☒ Yes ☐ No
Print Case Notes	☐ All ☒ Date Range
Start Date	/ /   
End Date	/ /   
Case Note Providers	☒ All ☐ My Provider Only
Include Action Steps	☒
Include Service Items	☒
Include Signature Lines	☒

Figure 45

By selecting each option, users can print Action Steps, Service Items, and Signature lines. The signature lines option includes lines for both the case manager and the client to sign and date the form. When finished, click Print.

Goal Print Options

Include Case Notes	☒ Yes ☐ No
Print Case Notes	☐ All ☒ Date Range
Start Date	/ /   
End Date	/ /   
Case Note Providers	☒ All ☐ My Provider Only
Include Action Steps	☒
Include Service Items	☒
Include Signature Lines	☒

Figure 46

Case Plans are printed from the Case Plans tab. Click Print Case Plan to print it.

Client Information

Service Transactions

Summary

Client Profile

Households

ROI

Entry / Exit

Case Managers

Case Plans

SSOM

Activities

Assessments

Goals

	Classification	Date Set	Type	Date Added	User	Notes
 	Education	02/01/2011	Get GED	02/10/2011	Tim Wilson	(1) 

Add Goal

Showing 1-1 of 1

File Attachments

Date Added	Name	Description	Type	Provider	Added From
------------	------	-------------	------	----------	------------

Add New File Attachment

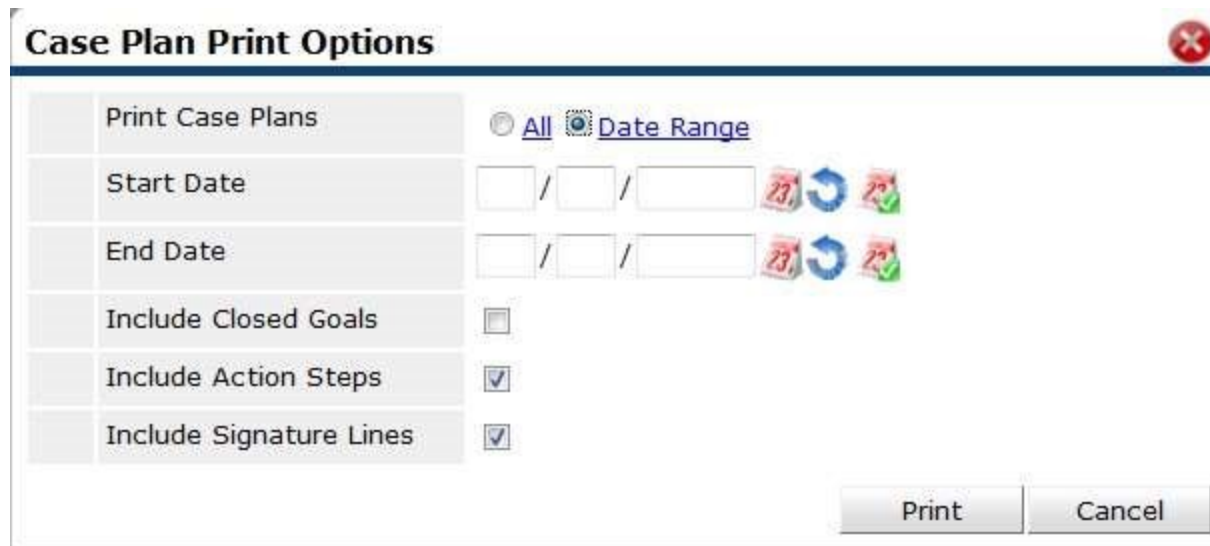
No matches.

Print Case Plan

Exit

Figure 47

A print options screen is displayed. Select the options you want to be displayed on the printout.



The image shows a 'Case Plan Print Options' dialog box. It has a title bar with a close button. The main area contains a table with options for printing case plans. The 'Date Range' option is selected, which has enabled the 'Start Date' and 'End Date' fields. There are also checkboxes for 'Include Closed Goals', 'Include Action Steps', and 'Include Signature Lines'. At the bottom right are 'Print' and 'Cancel' buttons.

Case Plan Print Options	
Print Case Plans	☐ All ☒ Date Range
Start Date	/ /   
End Date	/ /   
Include Closed Goals	☐
Include Action Steps	☒
Include Signature Lines	☒
Print Cancel	

Figure 48

The case manager can specify if they want to print all Case Plans or just those within a specific date range. If the Date Range option is selected, a Start Date and End Date must be selected. The Start Date and End Date fields are not displayed if the user selects All.

The user can include Closed Goals, Action Steps, and Signature lines by selecting the relevant check boxes. The Include Signature Lines option includes lines for both the case manager and the client to sign and date the form. When finished, click Print.

Case Plan Print Options

Print Case Plans	☐ All ☒ Date Range
Start Date	/ /   
End Date	/ /   
Include Closed Goals	☐
Include Action Steps	☒
Include Signature Lines	☒

Print

Cancel

Figure 49

File Attachments

File attachments are used to attach supporting documents for case management or case notes that have been previously created. Files can be attached on the Client Profile tab or the Case Plan tab. On both tabs, File Attachments are displayed at the bottom of the page.



Figure 50



Figure 51

Once you're on the Client Profile or Case Plans tab, scroll to the bottom of the screen. Click Add New File Attachment.

File Attachments						
	Date Added	Name	Description	Type	Provider	Added From
Add New File Attachment		No matches.				

Figure 52

The Upload Attachment pop-up is displayed. Click Browse to search your computer for the file you need to upload. Optionally, enter a description of the file in the Description field. When finished, click Upload.

Upload Attachment

Upload Attachment

Name *

Browse...

Description

Upload

Cancel

Figure 53

After the file has been uploaded, a history of all the files that have been uploaded is displayed. To view the file, click the Magnifying Glass icon. To delete the file, click the Trash Can icon. Security can be changed on the file by clicking the Padlock icon. The Added From column displays the location from which the file was attached (ROI, Entry/Exit, Case Goal, etc.).

File Attachments								
		Date Added	Name	Description	Type	Provider	Added From	
		04/21/2012	ServicePoint 5.0 Rollout FAQs.pdf		pdf	Bowman Systems, LLC	Client Profile	
Add New File Attachment			Showing 1-1 of 1					

Figure 54