

Changes to Service Levels in PIMS

Sites can add new service levels to their Site Definitions to meet their individual needs. In the newest Best Practice Standards (2018-2022), HFA describes the following standard service levels:

<i>Level 2P =</i>	<i>2 points (every other week prior to 31 weeks gestation with a case weight of 2 points to ensure space is retained to adjust to Level 1P and Level 1)</i>
<i>Level 1P=</i>	<i>2 points (weekly beginning at 31 weeks gestation)</i>
<i>Level 1 =</i>	<i>2 points (weekly)</i>
<i>Level 1SS =</i>	<i>3 points (weekly visits or more during temporary periods of intense crisis)</i>
<i>Level 2 =</i>	<i>1 point (every other week)</i>
<i>Level 3 =</i>	<i>.5 point (monthly)</i>
<i>Level 4 =</i>	<i>.25 point (quarterly)</i>
<i>Level CO =</i>	<i>.5 point - 2 points</i>
<i>formerly Level X</i>	<i>(Sites maintain a family's case weight while on Level CO equal to the family's level prior to being placed on creative outreach to ensure space is retained to move family back to that level if re-engaged)</i>
<i>Level TO =</i>	<i>.5 (temporarily out of area for up to 3 months)</i>
<i>Level TR =</i>	<i>.5 point (temporary re-assignment – during extended staff leave or turnover up to 3 mos)</i>

Note that creative outreach was previously called Level X. However, HFA now wants sites to use the more strength-based term of Level CO. In addition, they recommend that when a family is on creative outreach, they should maintain the case weight of their previous active service level. To do this in PIMS, it is necessary to add multiple service levels for creative outreach.

In the example below, four new creative outreach levels of service have been added to parallel the active levels of service for prenatal, Level I, Level II, and Level III. To maintain historical data, **the old Level X still remains in the Service Level table.**

Do not delete or overwrite Level X or any of the existing service levels in PIMS. If you do so, you will lose historic information on families assigned to those levels. Instead, you should leave intact all existing service levels in the Service Level Definition Form, and add the new service levels.

Service Level Definition				Current Site ID: IL000			
Site/Enrollment	Service Level	Groups	Ethnic Cats				
Immunizations	Well Baby	Outcome Instr					
Site ID	Name of Service Level	# visits scheduled per month	Case weight assigned to level	Creative Outreach	Prenatal	Other Program	Temporary Termination
IL000	Level P-1	2.00	2.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level I	4.00	2.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level II	2.00	1.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level III	1.00	0.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level IV	0.33	0.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level X	0.00	0.50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level 1-SS	4.00	3.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level UE	2.00	2.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level CO-P1	0.00	2.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level CO-I	0.00	2.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level CO-II	0.00	1.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level CO-III	0.00	0.50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*IL000				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

It is recommended that sites add the following levels of service in accordance with the Best Practice Standards:

- Level CO-2P 0 visits expected, case weight 2.0
- Level CO-1P 0 visits expected, case weight 2.0
- Level CO-1 0 visits expected, case weight 2.0
- Level CO-2 0 visits expected, case weight 1.0
- Level CO-3 0 visits expected, case weight 0.5

Remember to check the box for “creative outreach” in the Service Level Definition table for each of these levels of service.