

AES

Adaptive Enterprise

Solutions

...unlocking the dawn of better results for your organization

SMART FORMS

ADMINISTRATOR GUIDE



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Overview of ICR – Smart Forms

ICR – Intelligent Character Recognition – forms are documents that can be generated from the Reports section, filled out quickly and easily by hand, and then scanned into the system, cutting down on the amount of time needed for data input.

You must have Windows Administrator rights on your computer to set up the necessary file locations.

Smart Forms are not compatible with the Window 7 Operating System.

Office 2007 with Access must be installed on local computer running the service. If you do not have Office 2007, you may also download Microsoft Access Database Engine from Microsoft website free.

Agencies will print out the forms the same as a Management Report and complete them as needed. There are forms for Intake – Head of Household and Additional Family Members, Program Entry, Program Exit, and Services. Each Client will be given a unique Client Personal Identifier number; this number insures that the Program Entry and Program Exit records will be attached to the correct Client.

The Basic Process for Setting up Smart Forms

- 1 Submit request for Setup and Calibration Sheet to Adsystem
- 2 Set up Smart Form Scanning Location(s)
- 3 Install Smart Form Service on any computer that will be used for scanning and transferring files
- 4 Create Smart Form File Locations
- 5 Set up Organizations and Programs
- 6 Calibrate Printer
- 7 Set up Scanner
- 8 Calibrate Scanner
- 9 Test Printing and Scanning to assure proper images

The Basic Process for Using Smart Forms

- 1 Print form(s)
 - a These can be printed in quantity and kept in reserve
- 2 Fill out form(s) for Client
- 3 Scan form(s)
 - a There may be specific settings for your scanner
- 4 Administrator checks Smart Form Management Form page once per day for rejected or failed forms

Submit Setup Request

System Administrators should submit a ticket to Adsystem when they want to begin using Smart Forms. The ticket should include the following information:

- Region(s) that will use Smart Forms
 - Organization(s) that will use Smart Forms
 - Program(s) in the Organization that will use Smart Forms
 - Applications (CSBG, HMIS, etc) to use Smart Forms
- and
- Where and to whom to send the Calibration Sheet

Please allow a three-day turnaround for this process.

Set up Smart Form Scanning Location

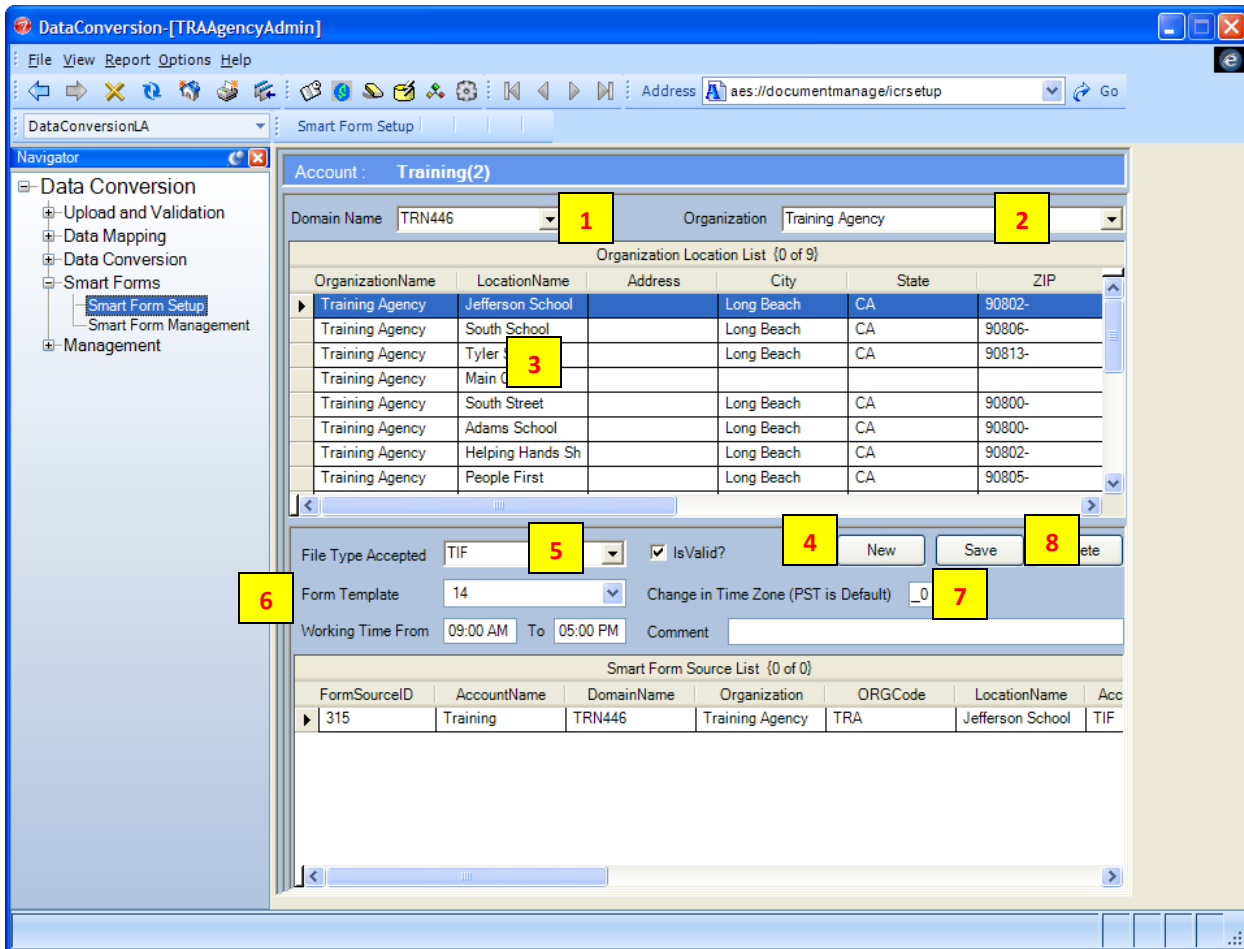
The System and Agency Administrators will set up the Locations and Forms for each Agency. Forms will be configured for specific physical Locations, so each physical place that will doing the actual scanning must be set up on the Locations page in the Organization library.

The Smart Form Setup page, in the Data Conversion Library (documentmanage/icrsetup), allows the creation of the Form Source Key, which is essential for Adsystem to know where forms are coming from; it ensures the security of your Organization's forms and allows Adsystem Technical Support staff to quickly resolve issues if a specific Location is experiencing problems while scanning forms.

- 1 Select Domain from the dropdown (*You will only see ONE*)
- 2 Select Organization
- 3 Highlight the Location in the ORGANIZATION LOCATIONS LIST GRID to set up
- 4 Click NEW

A new "Form Source Key" is created.

- 5 File Type is = TIF
- 6 Select Form Template in dropdown (this was preset by Adsystem for your Domain)
- 7 Set time difference from Pacific Standard time in hours
 - a Working Time is the time the scanning process will have the highest priority
- 8 Click SAVE



Install Smart Form Service

In order to successfully transfer scanned form documents to Adsystem, a simple configuration of the Smart Form Service must be installed and setup on any local machine that will be used for scanning and transferring form files. Once the download of the Smart Form Service is complete, the User will be able to create a file structure of their choosing for the file path for scanned images. System Administrators will be able to setup up "Form Source Keys" in the AES system using the Smart Form Setup page. From here, Form Source Keys will be distributed to all locations where Smart Forms will be scanned.

Installation

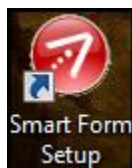
- 1 Download msi file from SharePoint site
 - a Open Client Browser folder, Smart Form Service folder, ICR Client
- 2 Click ICR Client to install Smart Form Service
 - a Click SAVE and save on desktop
 - b Open file from desktop to install

Two icons will appear on the desktop after installation. One is for setting up the service; the other is for scanning and may be used in a future enhancement.

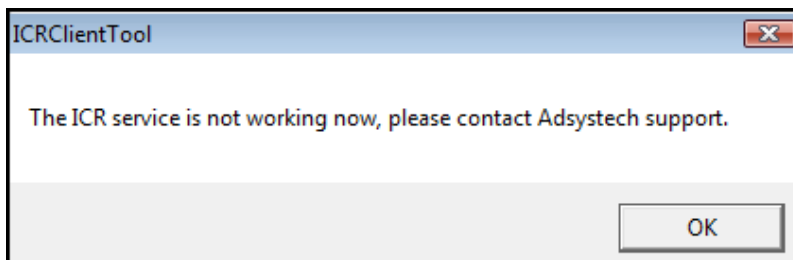
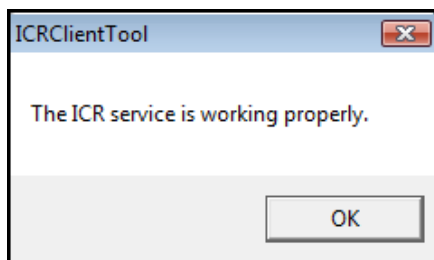
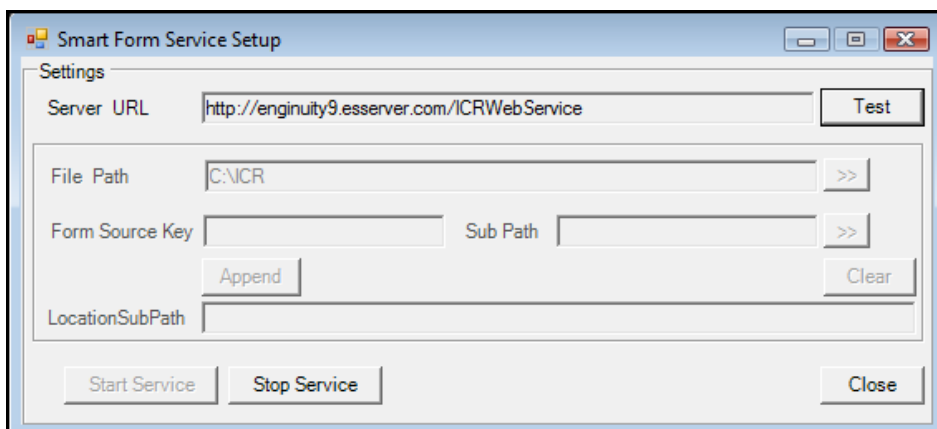
Test Smart Form Service

When the application is opened, a simple connection test will be performed to ensure the service is working properly. Once the connection test is verified, folders will be setup and the scanning process will commence.

- 1 Start Smart Form Setup

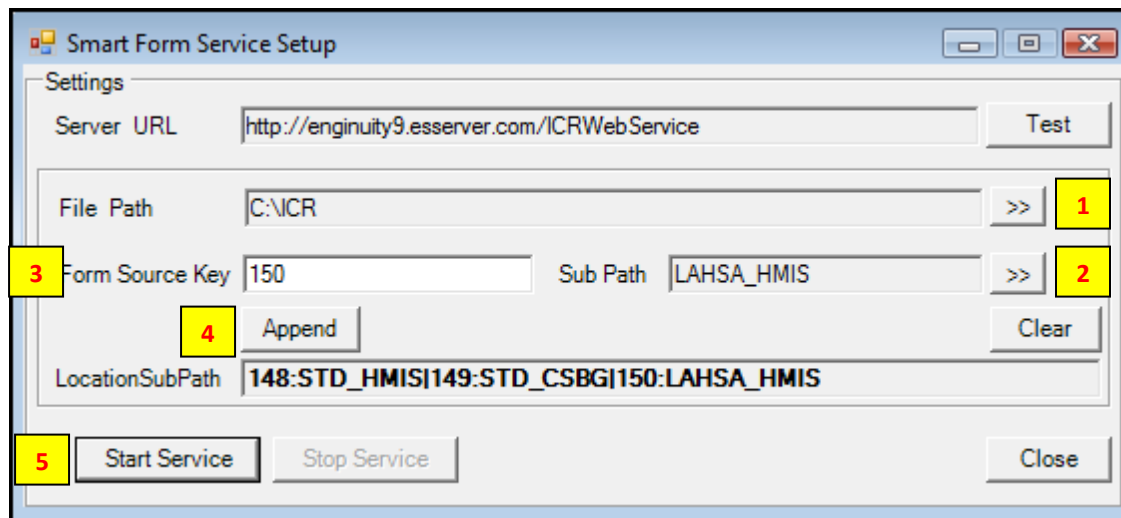


- 2 Click TEST button
 - a A message will appear stating that connection test was successful, click OK
 - b If test is not successful, message will appear saying contact Adsystem support



Create Smart Form file location

Once the Locations are verified and the Form Source IDs are created, the file locations can be set on each machine that will be participating in the scanning process. You must have Windows Administrator rights on your computer to set up the file locations and start the service.



If the Service is currently running, click STOP SERVICE to stop before continuing.

- 1 Click the arrow button to select or create the main folder; this will be the root folder for all scanned images
 - a **This must be a local drive**
 - b If your Scanner is set up to scan to a network drive, the files must be moved manually to the local drive file location that is set up here
 - c You can either select an existing folder here or you can create a new one
 - d Name can have no special characters or spaces, only alphanumeric characters and _
- 2 Create a Sub Path (sub folder) under the main folder specified in the previous step; these folders will be for the applications to which you are scanning forms
 - a *Example:* HMIS, CSBG, HeadStart, LiHeap, etc
 - b Name can have no special characters or spaces, only alphanumeric characters and _
- 3 For each Sub Path (sub folder), fill in the "Form Source Key" which will be provided to you by your System Administrator
 - a This was created for each Location on the Smart Form Setup page in the last step
- 4 Add each folder to the main folder path using the APPEND button
 - a Repeat steps 2 – 4 if needed for additional applications
 - b User CLEAR to clear out the LocationSubPath field
- 5 Click START SERVICE button

Example

C:\ICR\HMIS
C:\ICR\CSBG
C:\ICR\HeadStart

ICR is main folder (File Path)

HMIS, CSBG, HeadStart are sub folders (Sub Path)

Organization and Program Setup

Naming Rules

There are several rules for naming items to ensure they will work correctly with Smart Forms:

- Names cannot have spaces; the only special character allowed is a dash
 - () _ ! * ^ ? % \$ # @ ~ ` < > [] ' " = + & may NOT be used
- Program Names must not have spaces
 - TRA_Emergency Shelter is not acceptable; TRA-Emergency-Shelter is ok
- Program Component Names must not have spaces
 - Emergency Services is not acceptable; Emergency-Services is ok
- Activity Names must not have spaces and no more than 30 characters
 - Food Basket is not acceptable; FoodBasket or Food-Basket is ok

Auto Create items

- **Note: When creating Program Entry records with Smart Forms, Program Components and Activities will not be auto-created**

Name Space Limits

There are Space Limits on specific fields; these sizes include any spaces:

Region Names: 15

Org Code: 3

Program Names: 30

User Group Names: 15

Program Component: 30

Activities: 25

Profile/Assessment Activities: 50

Milestone Titles: 40

Services recorded on CSBG entry form: 12

Printer Calibration

Printouts must match the Adsystem Smart Form Calibration Sheet form that was mailed to your Organization:

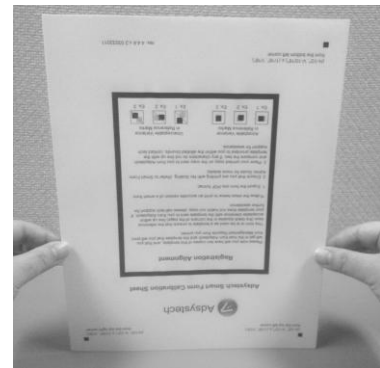
- **The Reference Keys (black squares) in the three corners must line up**
- **The Reference Keys must be solid black (not gray or spotted)**
- **The image must not be tilted**

The original form must be used; do not use a copy of this form.

- If a copy is used, the sizing may change in the printing process

To check the printer's Calibration:

- 1 Print the Management Report: Adsystem Smart Calibration Sheet on the same printer that will be used for Smart Forms
 - a It must be printed in color on a color printer
- 2 Place the printed form on top of the form that was sent to you
- 3 Turn them facing you, upside down, so the top of the form is pointing down toward your desk and tap the two forms gently to make sure they are lined up evenly
- 4 Hold them up to a light so you can see the Adsystem form behind your printed form
 - a The black squares in the three corners of the forms should line up exactly
 - b You should not be able to see the black squares on the form in back because they will be hidden by the black squares on the printed form
 - c This is the same process you might use if you were printing labels and wanted to make sure your information lined up correctly to fit inside each label
- 5 Check to make sure that the squares are solid black, not gray or spotted
- 6 With a ruler, measure the distance between each black square and the edge of the paper (see next page)



Note: Paper, even though sold as 8 ½" x 11", may be slightly different size

Pixels	Inches
150 =	1/2"
159 =	11/32"
165 =	9/16"
185 =	5/8"

#1 Reference Key
top left


- 1/2" from top of page
- 1/2" from left side of page

#2 Reference Key
top right

- 1/2" from top of page
- 1/2" from right side of page

#3 Reference Key
bottom left

- 1/2" from left side of page
- 5/8" from bottom of page



Adsystech

Adsystech Smart Form Calibration Sheet

Printer Alignment


Please note you will have two copies of this template, one that you will get in the mail from Adsystech and the template that you will print from Management Reports from your printer.

This form is to be used as a template to ensure that the reference keys (the black squares in the corners of the page) line up within acceptable tolerance with the template sent to you from Adsystech. If your template does not match our copy, please call tech support for further assistance.

*Follow the steps below to print an accurate version of a smart form:


1. Export the form into PDF format.
2. Ensure that you are printing with No Scaling.
(Refer to Smart Form Admin Guide for more details)
3. Place your printed copy on the copy sent to you from Adsystech and compare the two. If any characters do not line up with the template provided to you within the allotted bounds, contact tech support for assistance.

Acceptable Variance
in Reference Keys:



Ex. 1 Ex. 2 Ex. 3

Unacceptable Variance
in Reference Keys:



Ex. 1 Ex. 2 Ex. 3

(Minimum 2/3 overlap required.)

↔ 1/2" ↑ 1/2"

■ (H-1/2", V-1/2") ± (1/16", 1/16")
from the top left corner

↑ 1/2" ↔ 1/2"

■ (H-1/2", V-1/2") ± (1/16", 1/16")
from the top right corner

↔ 1/2" ↑ 5/8"

■ (H-1/2", V-10/16") ± (1/16", 1/16")
from the bottom left corner

rev. 4.4.6 v.2 03032011

Scanner Setup

Scanner Default settings:

- Output = TIFF (.tif)
- Mode = B&W
- Create single page items – this means a 3-page form should be 3 separate TIF files
- File size must be less than 100KB

Your scanner may also have some of these settings:

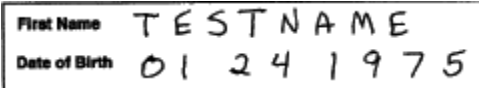
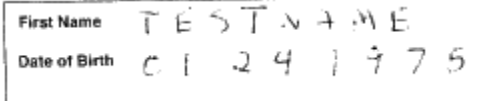
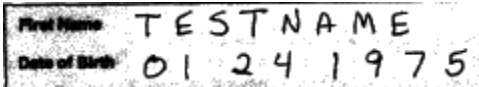
- Resolution = 300 DPI (maximum)
- Size = Letter (8 ½ x 11)
- Orientation = Portrait
- Auto-Straighten

➤ Every scanner is different and has its own settings; these will need to be adjusted for each scanner that will be used

➤ You may want to contact your scanner manufacturer to learn the correct settings for OCR for this scanner

You may need to adjust the brightness or contrast of the scanner so that the images are clear.

- All printed characters should be readable, with no background shading, see example #1 below
- If the image is too light/bright (#2 below), there may be mistakes made recognizing characters
- If the image is too dark (#3), the system will have a hard time distinguishing the characters from the dark areas; **there should be no background shading**
- If your scanner has a calibration process, use it to determine the correct settings

1		Acceptable
2		Too light, letters will not be read correctly
3		Too dark, background shading is unacceptable

Recommended Scanners

- Epson GT-S50 Model: B11B194011

Scanner Calibration

The Reference Keys (black squares) need to be positioned in precise locations.

To check this:

- 1 Print the Management Report: Adsystem Smart Form Calibration Sheet
- 2 Scan the form and make sure the resulting .tif file is put into a folder other than the one that is set up as the Smart Form folder
 - a For example, save it on your desktop
- 3 Open Paint on your computer
 - a This is a Microsoft program and can be found by clicking your START button, then select All Programs, Accessories, Paint
- 4 Open the file in Paint
 - a Click File, select Open
 - b Navigate to the scanned image of the Calibration Report and click Open
- 5 In the left side toolbox, click on the rectangle tool to select it
 - a Your cursor will change from a pencil image to a cross image
- 6 Move your cursor to the top left corner of the Reference Key in the top left corner
 - a To zoom in to get a better view, select View in the menu, then select Zoom, Large Size
- 7 The position coordinates will appear in the Status Bar on the bottom of the window
 - a The first number is the horizontal coordinate, the second is the vertical coordinate
- 8 Repeat for the other two Reference Keys, in the upper right corner and bottom left corner
 - a Position your cursor at the top left corner of each Reference Key

Position Coordinate in pixels:

Top left:

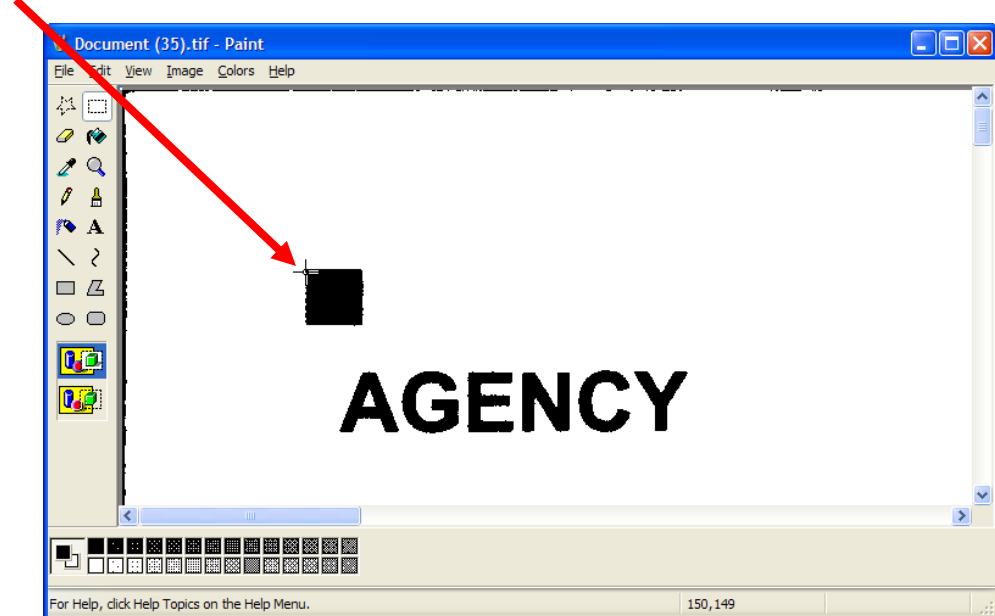
H-150, V-150

Top right:

H-2355, V-150

Bottom left:

H-150, V-3075



A margin of error of up to 35 pixels is acceptable.

If the coordinates are different from those listed here, please call Tech Support.

Reasons for differences may be:

- The paper, even though sold as 8 ½" x 11", may be slightly different size
- Rollers on the scanner may pull the paper through at a different speed, changing the image slightly

Testing your Scanner

Print, fill out, and scan each form set (using the instructions on the next three pages) and look at the images in your Scanner program. After all forms are tested and you are certain of good images, you will no longer need to view each image before processing.

The scanned images will be saved as TIF files; they should fill the page without any wide borders of black or white. The image should be positioned straight on the page, no tilting, with the Reference Keys in the proper locations. There should be no background shading; everything should be black and white.

Examples of unusable scanned images:

ADDITIONAL MEMBERS REQUIRED KEY: Last 4 SSN M/M / YY

First Name X FAKESON
Last Name X PERSON
Date of Birth 0 9 20 1 9 8 8
SSN

Relation Status: HOF, Father, Wife, Son, Step-Child, Mother, Husband, Partner, Daughter, Other

Race: US Indian, Pac Islander, Refused, Asian, White, Black, Don't Know

Marital Status: Single, Married, Separated, Widowed, Divorced, Living Together

1st Language: English, Spanish, Hindi, French, Chinese, German, Other

2nd Language: English, Spanish, Hindi, French, Chinese, German, Other

Gender: Female, Male, Residency Status: Citizen, Temporary Resident, Eligible Non-Citizen, Undocumented, Ethnicity: Not Hispanic or Latino, Hispanic or Latino, Disabled

Education Level: No Schooling Completed, 6th Grade, 8th Grade, 10th Grade, 12th grade, No Diploma, 12 + Some Post Second, Nursery School to 4th, 7th Grade, High School Diploma, 4 Years College, 5th Grade, 8th Grade, 11th Grade, GED, Grad School, Unknown, No

Health Insurance: Med/Cald, MediCare, Private, Minnesota Care, None, Private & Medicaid, Medicaid & Medicare, Private & Medicare

Income At Entry: Interval Codes: 1 = Weekly 2 = Every other week 3 = Twice a Month 4 = Monthly 5 = Yearly

WORKER COMP: SSI, WAGE4
CHILD SUPPORT: SSI, INTEREST INCOME
EMP DISAB: TANF DA, RENTAL INCOME
OTHER: UNEMP INS, SPOUSAL SUPPORT
PENSION: WAGE1 5 5 5 4, NO FIN RESOURCE
SELF EMP: WAGE2
SOCIAL SECURITY: WAGE3

NonCash Benefit: Section 8, TANF Trans, VA Medical Svs, State Child Health, WIC, Med/Care, MediCald, Food Stamps, Other TANF, TANF Child Care, Other
Private Health Insurance: Earned Income Tax Credit, Temporary Rental Assistance

Form ID 1, WI_TRAINING, _SDC, 22364, Form Index 1

HMSIS STANDARDIZED INTAKE

First Name [REDACTED] Last Name [REDACTED]
Date of Birth [REDACTED] Social Security Number [REDACTED]
Last Known Permanent Address: Street Number, Dir, Street Name, Street Type, Dir
Unit Type, Unit #, City, State, Zip Code (Required)
County: L O S A N G E L E S

Family Type: Single Parent, Two Parents, Unaccompanied, Foster Parents, Adults No Children
Housing: Librally Homeless, Unstably housed and at risk of losing their housing, Don't know, Inimently losing their housing, Stably housed, Refused

Race (check all that apply): Amer Indian/AK Native, Asian, Black/African, Pac Islander, White, Don't Know, Refused
Ethnicity: Hispanic, Non-Hispanic, Don't Know, Refused
Gender: Male, Female, Transgendered Male to Female, Transgendered Female to Male, Don't Know, Refused, Other
Disabled: Yes, No, Don't Know, Refused, Veteran: Yes, No, Don't Know, Refused
Primary Language: English, Spanish, Other
Education Completed: No Schooling, 7th or 8th Grade, 11th Grade, GED, Nursery School to 4th, 8th Grade, 12th Grade, No Diploma, Post Secondary School, 6th or 6th Grade, 10th Grade, High School Diploma, Don't Know, Refused

Income At Entry: Interval Codes: 1 = Weekly 2 = Every other week 3 = Monthly 4 = Twice a Month 5 = Quarterly 6 = Yearly
Earned Income, Unemployment, SSI, Retirement SSI, Veterans Disability, Private Disability, TANF, Wkrs Comp, Child Support, TANF + g, C&W/RI, General Relief, Alimony Support, Other Source, Veterans Pension, Don't Know, Refused

NonCash Benefits: MediCald, WIC, Other TANF, State Children's Health Ins, MediCare, TANF Child Care, Section 8/Rent Assist, Don't Know, VA Medical Services, Food Stamps, TANF Transportation, Temp Rent Assist, Refused

Form ID 1, LAHSACR, HMSINTAKE, ICR, 22417, Form Index 1, Page: 2 - 2

ADDITIONAL MEMBERS REQUIRED KEY: Last 4 SSN M/M / YY

First Name X ROSE
Last Name X NAME
Date of Birth 0 1 0 1 1 9 8 0
SSN

Relation Status: HOF, Father, Wife, Son, Step-Child, Mother, Husband, Partner, Daughter, Other

Race: US Indian, Pac Islander, Refused, Asian, White, Black, Don't Know

Marital Status: Single, Married, Separated, Widowed, Divorced, Living Together

1st Language: English, Spanish, Hindi, French, Chinese, German, Other

2nd Language: English, Spanish, Hindi, French, Chinese, German, Other

Gender: Female, Male, Residency Status: Citizen, Temporary Resident, Eligible Non-Citizen, Undocumented, Ethnicity: Not Hispanic or Latino, Hispanic or Latino, Disabled

Education Level: No Schooling Completed, 6th Grade, 8th Grade, 10th Grade, 12th grade, No Diploma, 12 + Some Post Second, Nursery School to 4th, 7th Grade, High School Diploma, 4 Years College, 5th Grade, 8th Grade, 11th Grade, GED, Grad School, Unknown, No

Health Insurance: Med/Cald, MediCare, Private, Minnesota Care, None, Private & Medicaid, Medicaid & Medicare, Private & Medicare

Income At Entry: Interval Codes: 1 = Weekly 2 = Every other week 3 = Twice a Month 4 = Monthly 5 = Yearly

WORKER COMP: SSI, WAGE4
CHILD SUPPORT: SSI, INTEREST INCOME
EMP DISAB: TANF DA, RENTAL INCOME
OTHER: UNEMP INS, SPOUSAL SUPPORT
PENSION: WAGE1 5 1 1, NO FIN RESOURCE
SELF EMP: WAGE2
SOCIAL SECURITY: WAGE3

NonCash Benefit: Section 8, TANF Trans, VA Medical Svs, State Child Health, WIC, Med/Care, MediCald, Food Stamps, Other TANF, TANF Child Care, Other
Private Health Insurance: Earned Income Tax Credit, Temporary Rental Assistance

Form ID 1, WI_TRAINING, _SDC, 22364, Form Index 1

ADDITIONAL MEMBERS REQUIRED KEY: Last 4 SSN M/M / YY

First Name X ROSE
Last Name X NAME
Date of Birth 0 1 0 1 1 9 8 0
SSN

Relation Status: HOF, Father, Wife, Son, Step-Child, Mother, Husband, Partner, Daughter, Other

Race: US Indian, Pac Islander, Refused, Asian, White, Black, Don't Know

Marital Status: Single, Married, Separated, Widowed, Divorced, Living Together

1st Language: English, Spanish, Hindi, French, Chinese, German, Other

2nd Language: English, Spanish, Hindi, French, Chinese, German, Other

Gender: Female, Male, Residency Status: Citizen, Temporary Resident, Eligible Non-Citizen, Undocumented, Ethnicity: Not Hispanic or Latino, Hispanic or Latino, Disabled

Education Level: No Schooling Completed, 6th Grade, 8th Grade, 10th Grade, 12th grade, No Diploma, 12 + Some Post Second, Nursery School to 4th, 7th Grade, High School Diploma, 4 Years College, 5th Grade, 8th Grade, 11th Grade, GED, Grad School, Unknown, No

Health Insurance: Med/Cald, MediCare, Private, Minnesota Care, None, Private & Medicaid, Medicaid & Medicare, Private & Medicare

Income At Entry: Interval Codes: 1 = Weekly 2 = Every other week 3 = Twice a Month 4 = Monthly 5 = Yearly

WORKER COMP: SSI, WAGE4
CHILD SUPPORT: SSI, INTEREST INCOME
EMP DISAB: TANF DA, RENTAL INCOME
OTHER: UNEMP INS, SPOUSAL SUPPORT
PENSION: WAGE1 5 1 1, NO FIN RESOURCE
SELF EMP: WAGE2
SOCIAL SECURITY: WAGE3

NonCash Benefit: Section 8, TANF Trans, VA Medical Svs, State Child Health, WIC, Med/Care, MediCald, Food Stamps, Other TANF, TANF Child Care, Other
Private Health Insurance: Earned Income Tax Credit, Temporary Rental Assistance

Form ID 1, LAHSACR, HMSINTAKE, ICR, 22417, Form Index 1, Page: 2 - 2

Printing the Smart Forms

Smart Forms are printed from a Management Report.

- Multiple pages of a form are linked together by the **Form Set Number**. Each time the report is opened, the Form Set Number will be a successive number. The Form Set Number is printed near the bottom of each page.
 - *For example*, Intake will have a Cover page and a Head of Household page; they will both have the same Form Set Number printed at the bottom of the page. If there are additional members of the household, the Additional Household Member page must have the same Form Set Number.
- Forms may be printed in quantity and held in reserve, as long as the pages of a Form Set are kept together.

Printers

- Printers must be able to print in color

Printing process

1 Select Report Menu

2 Select Management Report

In the Internet Browser window that opens:

3 Select the Report to print

In the new Internet Browser window that opens:

4 Select Parameters

a Different report types may have slightly different parameters

b Number of Form Sets to print is the quantity of forms to print

5 Click VIEW REPORT

When the report appears:

6 Select Adobe (PDF) file in the *Select a format* field

7 Click EXPORT link

You will see a message asking if you want to open or save the file.

8 Select OPEN

The report will open in Adobe Acrobat.

9 Select the File Menu and Print or click the Printer icon button

10 On the Print popup window,

a **Select NONE for Print Scaling**

b **Make sure you are printing in color on a color printer**

c **Always print just one copy of a form**

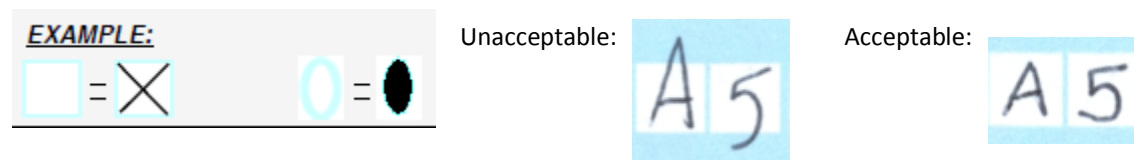
i) The number of form sets was already defined as a parameter

Some Clients may have a separate Intake Additional Member form that will be printed separately and used as needed.

Now you are ready to fill out the forms, see next page for instructions.

Filling Out Forms

- The forms have three kinds of data input:
 - Boxes to write a letter or numeral (names, addresses, etc)
 - Squares to mark when more than one selection may be made
 - Ovals to mark indicating only one selection may be made
- Handwriting Guidelines
 - When entering letters and numerals, handwriting is critical, the system will do its best to decipher handwriting but fewer errors will be made if the writing is clear and legible
 - Block capital letters must be used
 - Write in ALL CAPS
 - Use a ballpoint pen with BLACK ink
 - Keep the writing within the shape
 - All ink must reside within the white space of the box/square/oval
 - Do not make any additional marks outside the square or oval boundaries
 - If the entire letter or mark is within the boundary, the better chance of a successful read
 - If parts of your letter/number stray outside the square, it may be read as part of a different field!
 - Square: Use an X in the square; mark ALL that apply
 - Oval: Color in the complete oval; mark ONLY ONE



- Do not fold or tear the form
- For Intake, there must be a Cover page and Head of Household page
 - If there is an additional member of the Household, the Additional Member page should be used and the Form Set number entered on the page
 - A page should be used for each additional member of the household
 - The Form Set number guarantees that all members of the household will be kept together
 - Some Clients may have an Additional Members page that is included in the Form Set, and if there is more than one additional member of the household, the page will need to be copied for each member
- For Intake, only four Income Sources may be entered for each person; if there are more entered on the Intake form, only the first four will be used
- Each form MUST have a full Client Personal Identifier; the last four digits of the Client Social Security Number is required

Now the Form is ready to be scanned, see next page for instructions.

Scanning Forms

Your Scanner may have specific settings that have already been determined by your Network Administrator.
Default Scanner settings:


- Output = TIFF (.tif)
- Mode = B&W
- Create single page items – this means a 3-page form should be 3 separate TIF files
- File size must be less than 100KB

- Scan the forms of a set together
 - Processing will be faster when Form Sets are scanned together and in the correct order, but if forms do accidentally get mixed up, they will still be processed correctly
 - Intake forms will be placed on Hold until all forms for the entire household have been scanned

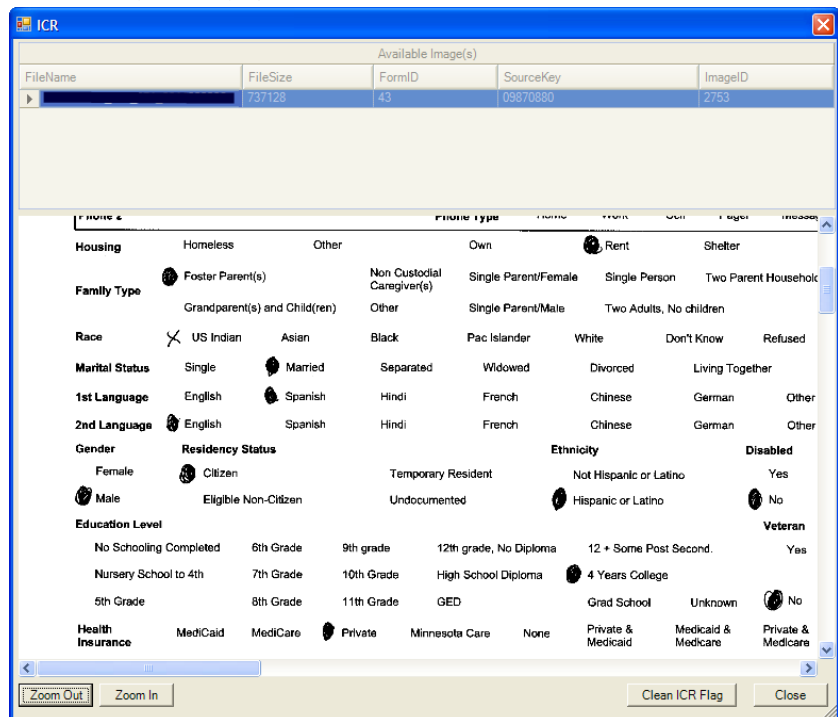
Making Corrections

- Scanned images will be available on the Client’s Central Intake Documents page

- If corrections need to be made to a Client record, they should be made in Central Intake

- If a red outline appears around a field on a Client record, it indicates an uncertain read
 - Click in one of the fields of items to be corrected
 - Click the ICR button in the toolbar at the top of the page 

- The original scanned form will open in its own window, use this to find the correct information
- Zoom In or Out with the buttons in the lower left corner
- Click CLOSE to close the ICR form window
- Make all corrections to the record, all fields needing possible corrections will be outlined in red
- Save the changes with the SAVE button
- Click the ICR button again
- Click the CLEAR ICR FLAG button at the bottom of window



- If Client information is changed in Central Intake after the Program Entry form is scanned, remember to update the Client’s Snapshot

- If scanning forms for Program Entry, Program Components and Activities will not be created automatically

Smart Form Management Page

Administrators can manage and edit all forms scanned into the AES system using the Smart Forms on this page. Corrections can be made here and once a form is “verified”, it can be reprocessed if needed, which will update all records in the system.

Most corrections can be made in the system itself - Central Intake or Entry pages, but this page should be checked daily to find any forms that were rejected or failed.

Navigating the Smart Form Management Page

- Search for forms in top section
- All matching Forms will appear in SMART FORM LIST GRID
- Each field of selected Form will appear in FORM UNCERTAINTY FIELDS GRID
- Actual image from form will appear in bottom section
- Make corrections to the selected field here

Smart Form Management Process

- Search for scanned forms first to see the status
- Make necessary corrections
- Verify all fields on form
- Reprocess if necessary

Form Sets

A **Form Set** is a set of forms that are dependent on each other for successful processing into the AES Enterprise system. Each form in the Form Set must be successful in order for the set of pages to be processed.

- The Intake Form Set consists of a cover page, a Head of Household page and a page for each additional member of the Household
- A Program Entry Form Set may contain multiple pages depending on the information collected
- There may be other Form Sets for Program Exit, Daily Services, etc.

Search for Forms

- 1 Select the Form Set to search for
- 2 Select the Form Status
 - a Search first with no Status selected to see ALL forms listed
 - b If errors appear, search again with each of the error statuses to make corrections
 - i) See the Status Definitions page for complete definitions
- 3 Click SEARCH

All matching records will appear in the SMART FORM LIST GRID. Forms of a Forms Set will have matching Form Set IDs and the Status will appear in the Initial Status column.

➤ *Narrow a search more when needed by using the second line in the Search section; select a Search field, Operator and the actual Value*

*For example,
Search field may be Last Name
Operator may be =
Value may be Jones*

Find Forms that could not be processed

- 1 Select Form Status of Invalid Form Reading
- 2 Leave all other fields blank
- 3 Click SEARCH

All matching forms will appear in the SMART FORM LIST GRID.

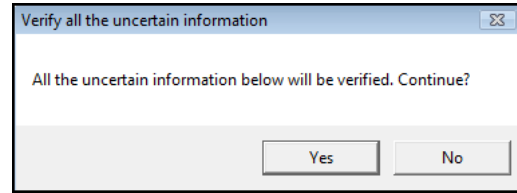
- 4 Click the SHOW FULL IMAGE button to see the scanned image
- 5 Depending on the problem, the page may need to be rescanned or the form set may need to be filled out again and then scanned.

Make Corrections to a Form

- 1 Search for the Form(s) by selecting the Form Set Name and/or Form Status and clicking SEARCH
- 2 Select the form in the SMART FORM LIST GRID
 - a All Uncertain fields will display in the FORM UNCERTAINTY FIELDS GRID on the right side
- 3 Select the Field to correct in the FORM UNCERTAINTY FIELDS GRID
 - a The actual image from the form will appear in the bottom section
- 4 If the value needs correction, type the correction in the Verify Value field below the Grid
 - a If you need to check the actual form, click SHOW FULL IMAGE button to open a popup window showing the actual page
- 5 Click SAVE
 - a A checkmark will appear in the Verified column showing that this field has been checked
- 6 Repeat for each value that needs correction

Note: every field must be "Verified" before the form can have a change of status.

- 7 When finished, click VERIFY ALL FIELDS button
- 8 In the popup window that appears, click YES
 - a The Form Status will change to Verified
- 9 Repeat process for additional Forms
- 10 When all forms have been verified, go to *Reprocess Forms*



Reprocess Forms

When all the Forms have been Verified, they can be reprocessed.

- 1 Search for Verified in the Form Status field

Matching Forms will appear in SMART FORM LIST GRID.

- 2 Click REPROCESS button

Form Status will change to Complete. No more changes can be made on this page to the form, but may be made in the system instead.

Status Definitions

Each status has a distinct meaning, which the User must understand before he/she tries to make corrections to any form and reprocess that form.

Hold – The form is waiting for another page of a Form Set; the other page may be the Intake Head of Household form, or one of multiple page of a Program Entry form.

For Example: An Intake form set with an Additional Member form is scanned. The Member form is scanned first while the Head of Household form is still waiting to be scanned. The Member form will be placed on “Hold” until the Head of Household form is scanned into the system.

Pending – The form is waiting for another entire Form Set to be scanned into the system.

For Example: A Program Entry Form Set is scanned into the system. This Form Set is dependent on an Intake Form Set being scanned first, but the Intake Form Set is still waiting to be scanned and/or processed.

The difference between Pending and Hold: Hold means not all the pages of a single Form Set have been processed completely; Pending means one Form Set is waiting for another Form Set to be scanned

Successful Read – The form has been processed and the data written into the system. The service believes the read is 95% correct or better; the User may still make corrections.

Uncertain Read – The service was able to read the form information; however, the read may not be accurate; the User should check all fields and make corrections to this form.

Reject – The service could not identify critical fields on the form; these may include Date of Birth or Social Security Number; the User should check and correct the information.

Fail – The form’s reference keys do not match, a network connection failure, original hard copy of form is crumpled, ink smudges are present, the form is wet, etc.

Invalid Form Reading – This is due to a template discrepancy, such as a HMIS Form scanned to a CSBG Template. View the form to determine which page in the form set needs to be reprinted, filled out and scanned again.

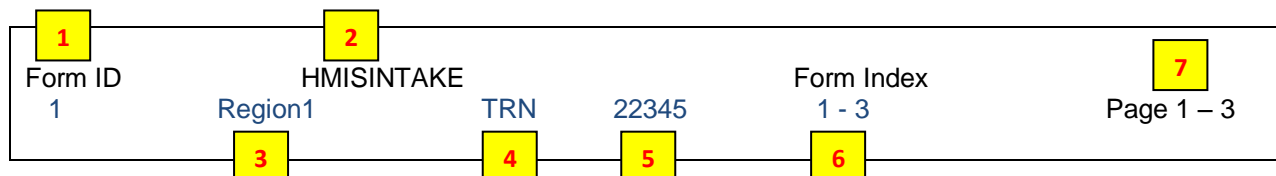
Verified – The User has checked all fields on the form, made any necessary corrections, and has clicked the VERIFY button. Note once a form has been *Verified*, that form can be *Reprocessed*, which will change the information in the interface (HMIS, CSBG, LiHeap).

****Reprocessed**** - This is not a “status,” rather it is a step that the User must take to finish the correction and verification stage of Smart Form Management. Once a form’s status is *Verified*, the User can then search for all *Verified* forms and elect to have these forms *Reprocessed*. This means that any changes or corrections made to the content of these forms will be changed in the Enterprise database and ultimately, the HMIS, CSBG, LiHeap, or HeadStart applications.

Complete – The form has been corrected, *Verified* as corrected, and *Reprocessed* by the Smart Forms service. When a form has a status of *Complete*, no further corrections can be made on the Smart Form Management page. The User should navigate to the application, search for the Client’s name, and make corrections using Central Intake if necessary.

Glossary

Information shown at the bottom of each printed form:



- 1 **Form ID** – identifies the Type of Form (Entry, Intake, etc.); each form type has a unique Form ID
- 2 **Name of Form** – each form is identified as being Intake, Entry, Exit, etc. along with type of module
- 3 **Region Name** – identifies the Region of the Organization printing form
- 4 **Org Code** – identifies the Organization printing form
- 5 **Form Set Number** – this number links multiple pages of a form
 - a *For example*, the Intake will have a Cover page and a Head of Household page; they will both have the same Form Set Number printed at the bottom of the page. If there are additional members of the household, the Additional Household Member page must have the same Form Set Number.
 - b Each time the report is printed, the Form Index Number will be a successive number
- 6 **Form Index** – internal Adsystem required field for identifying form
- 7 **Page Number** – shows current page number and total number pages of this form

Form Set – a set of forms that are dependent on each other for successful processing into the AES Enterprise system; each Form Set is identified by a unique Form Set Number entered or printed on the form. Each form in the Form Set must be successful in order for the set of pages to be processed.

For example, the Intake Form Set consists of a cover page, a Head of Household page and a page for each additional member of the Household; a Program Entry Form Set may contain multiple pages depending on the information collected

Form Source Key – identifies the specific location a particular form is coming from; it is created on the Smart Form Setup page in the Data Conversion Library and linked to a specific file location path on the Smart Form Service Setup popup window

ICR (Intelligent Character Recognition) – a software process used to convert hand printing to text; used primarily in structured forms, this process works best when the form contains boxes for hand entry such as the hand printed entry for a name or address

Pixel (short for **P**icture **E**lement) – is the smallest addressable screen element; the address of a pixel corresponds to its coordinates

Reference Key – black squares located in three corners of all forms that ensure correct alignment of the form

Smart Form – an electronic form with capabilities beyond a traditional paper form, such as electronic completion, dynamic sections, and electronic submission