

Caregiver Support Program – Appendix D

SAMS DATA ENTRY REQUIREMENTS

Caregiver Support Program (CSP) information and transactions are recorded in SAMS. This information includes Caregiver details and National Aging Program Information System (NAPIS) data, care enrollments, care plans, service allocations, service orders, journal notes, assessments, and actions.

The table below provides details about CSP data collection in SAMS.

<p>Level of Care</p>	<ul style="list-style-type: none"> • Not-Applicable – Level of care is selected as not applicable in Caregiver Support Program care enrollments. • A level of care determination is not required for Caregivers enrolled in CSP.
<p>Caregiver Assessment Tool (CAT)</p>	<ul style="list-style-type: none"> • Caregiver needs are assessed using the CAT as part of the CSP enrollment process and reassessment process. • Prior to enrollment in CSP, the CAT is service delivered under the Caregiver’s non-care managed care enrollment. • Upon enrollment in CSP, follow-up CAT reassessments are service delivered under the Caregiver’s CSP enrollment. • The CAT service delivery date shall be the date the CAT was approved by the supervisor in CAT question 8.D.4.
<p>Needs Assessment Tool – Express (NAT-E)</p>	<ul style="list-style-type: none"> • Care Receivers shall receive a NAT-E as part of the Caregiver enrollment process. • A NAT-E shall be maintained in the Care Receiver’s SAMS record at all times. • NOTE: A NAT-E is not required for Care Receivers of Caregivers who are Grandparents/Other Older Relative Caregivers of Children.
<p>Consumer Details Custom Fields</p>	<ul style="list-style-type: none"> • Caregiver Assessment Score (CAS) – This field self-populates based upon results of decision logic embedded in the Caregiver Assessment Tool (CAT). The CAS score is a score used to evaluate the Caregiver’s overall well-being and is used for placement on waiting list, if applicable. <ul style="list-style-type: none"> ○ This score is calculated in question 8.C.2. The Care Manager shall manually enter the score in Question 8.C.3 to allow the score to present in the Caregiver Assessment Score field on the Caregiver’s details screen.

- **Caregiver Reimbursement Amount (%)** – The Caregiver’s calculated reimbursement percentage (see Appendix F.2, CSP Reimbursement Percentage Guide) is populated directly from the CAT.
 - The Caregiver Reimbursement percentage is calculated in question 4.C.3. The Care Manager shall manually enter this percentage in Question 4.C.4 which in turn will populate the Caregiver Reimbursement Amount field on the Caregiver’s details screen.

- **CSP Lifetime Home Mod Amount** – The Care Manager shall manually enter and as needed, update the running total of CSP home modification dollars used by Caregiver to track spending. The accumulation begins at \$0.00 for new Caregivers and is not to exceed the \$5,000 lifetime max.
 - The CSP Lifetime Home Mod Amount is subject to the Caregiver’s reimbursement percentage.
 - The Caregiver Home Mod Amount shall be updated **after** the caregiver is reimbursed for the service.

- **Co-Pay** – A field for Co-Pay amount (%) is identified on the CSP Caregiver’s details screen.
 - A Co-Pay is defined as the percent paid by the Caregiver, not the Caregiver Reimbursement Amt (%), as calculated in the CAT, for service(s) within a Care Plan.
 - The Co-Pay amount (%) must be manually entered and updated by the Care Manager and contain the following:
 - Start Date of Co-Pay
 - Co-Pay Amount
 - Care Program
 - The Relations field shall be blank
 - The Co-Pay amount (%) percent documented in Co-Pay + Caregiver Reimbursement Amount MUST = 100%.
 - The Co-Pay and Reimbursement Amount shall only be the same amount if both are 50%.

- **Default Agency** – A field indicating which Agency is responsible for the provision of services.
 - If the Caregiver resides in the same County/PSA area as the Care Receiver:
 - Both the Caregiver and the Care Receiver shall match the County/PSA where the Care Receiver resides.

<p><u>Examples:</u></p>	<ul style="list-style-type: none"> ○ If the Caregiver resides <u>in PA but in a different County/PSA area</u> than the Care Receiver: <ul style="list-style-type: none"> ▪ The Caregiver’s default agency shall represent the area in which the Caregiver resides. ▪ The Care Receiver’s default agency represents the area in which the Care Receiver resides. ▪ The PSA where the Care Receiver resides is responsible for managing the CSP case ○ If the Caregiver <u>resides outside of PA</u> <ul style="list-style-type: none"> ▪ Both the Caregiver and the Care Receiver shall match the County/PSA where the Care Receiver resides. ● Caregiver and Care Receiver both reside in Somerset County: <ul style="list-style-type: none"> ○ Caregiver Default Agency = AAA of Somerset County ○ Care Receiver Default Agency = AAA of Somerset County ● Caregiver resides in Blair County, but the Care Receiver resides in Somerset County: <ul style="list-style-type: none"> ○ Caregiver Default Agency = AAA of Blair County ○ Care Receiver Default Agency = AAA of Somerset County ● Caregiver resides in West Virginia, but Care Receiver resides in Somerset County: <ul style="list-style-type: none"> ○ Caregiver Default Agency = AAA of Somerset County ○ Care Receiver Default Agency = AAA of Somerset County ● NOTE: The individual services related to the care receiver within the Caregiver’s care plan shall always reflect the Care Receiver’s PSA.
<p>Care Receiver Linkage</p>	<ul style="list-style-type: none"> ● In the Caregiver’s record, the Care Receiver shall be identified in CSP – Caregiver Support Program care enrollments only. <p>NOTE: This process is not required for Caregivers of children.</p> <ul style="list-style-type: none"> ● To link a Care Receiver to a Caregiver in the Consumer Details screen: <ul style="list-style-type: none"> ○ While in the Caregiver’s record, enter Care Receiver’s name to search ○ Select the green search button to search ○ Select the Care Receiver’s name and select OK ○ Identify the Care Receiver’s relationship to Caregiver ○ Enter the Start Date of the Caregiver’s enrollment into the CSP Program ○ Select Primary ○ Select the CSP Program type

	<ul style="list-style-type: none"> ○ Select the appropriate response to indicate if the Care Receiver is “At Risk for Abuse or Neglect”
<p>Care Enrollment</p>	<ul style="list-style-type: none"> ● The Caregiver record shall have an active care enrollment and shall be enrolled as the consumer in Caregiver Support Program. ● CSP care enrollments include: <ul style="list-style-type: none"> ○ CSP – Caregiver Support Program ○ CSP – Grandparent/Other Older Relative Caregiver ● The Care Receiver’s record shall have an active non-care managed care enrollment. ● Enrollment into CSP shall be determined by the Care Receiver’s PSA. If the Caregiver resides in a different PSA or out of state, the designated agency for each service plan in the Caregiver’s care plan in SAMS shall be changed to match the Care Receiver’s PSA. ● NOTE: A crosswalk to assist with selection of correct enrollment for the Caregiver is contained in Appendix A.1 of the Caregiver Support Program Chapter.
<p>Care Enrollment Status</p> <p><u>Active Care Enrollment:</u></p> <p><u>Terminated Care Enrollment:</u></p>	<ul style="list-style-type: none"> ● Active – All CSP Caregivers shall have an active CSP care enrollment regardless of placement on the Wait List. ● Terminated – When a Caregiver enrollment is terminated, identify reason for termination by using one of the following reason codes: <ul style="list-style-type: none"> ○ Voluntary closure by Caregiver ○ Care Receiver moved out of PSA ○ Caregiver or Care Receiver placed in facility ○ Caregiver or Care Receiver Enrolled in MA LTSS ○ Caregiver refused services ○ Deceased ○ Failure to submit receipts ○ Other/Unknown (Journal entry required)
<p>Care Plan Status</p> <p><u>Active Care Plan:</u></p>	<ul style="list-style-type: none"> ● The CSP Care Plan shall be created upon enrollment into the program. ● Active – All CSP Caregivers shall have an Active CSP Care Plan, regardless of wait list service(s). All CSP Care Plans shall have Care Management and Caregiver Care Plan Cost Cap service plans, even if they are waiting for other services. ● The Active Care Plan shall include:

	<ul style="list-style-type: none"> • The Agency identified in the Service Plan shall match the county of residence/PSA of the Care Receiver, regardless of where the Caregiver resides. • Service Plans shall include “Special Instructions” which outlines details about specific items that are not defined as a service or Respite-Future Use (Example: For the Service of Respite-Other, the special instructions may indicate the purchase of a Busy Apron).
<p>Service Plan (Allocation) Status</p> <p><u>Active Service Plans:</u></p> <p><u>Wait List Service Plans:</u></p> <p><u>Expiring Service Plans:</u></p> <p><u>Terminated Service Plan:</u></p>	<ul style="list-style-type: none"> • The status and reason of the Care Management and Caregiver Care Plan Cost Cap Service Plans, <i>regardless of wait list placement for other CSP services</i>, is: <ul style="list-style-type: none"> ○ Status = Active ○ Reason = Agency • Service Plans that are able to start immediately shall be placed in Active Status. • Each Service Plan shall have an Active Status and a Reason Code that identifies the payment model for that specific service: <ul style="list-style-type: none"> ○ Status: Active ○ Reason: Caregiver Reimbursement • Service Plans for which the consumer is on a Wait List are placed in one of three “Waiting” statuses. (See Wait List/Wait List Status below) • When a consumer is reassessed, <u>the Status and Reason Codes for the Expiring Service Plans do not need to be changed.</u> • Terminated Service Plan – When a Service Plan is terminated due to a change in provider or service is no longer needed, the Status Code of the terminated Service Plan shall be changed to one of the following Status Codes below to preserve the original payment model: <ul style="list-style-type: none"> ○ Status: Terminated – Caregiver Reimbursement ○ Status: Terminated – Agency ○ Reason: None • Populate the End Date as of the last date of service.
<p>Wait List / Wait List Status</p>	<ul style="list-style-type: none"> • Wait List status is entered within each individual Service Plan in the Care Plan. • The Care Management and Caregiver Care Plan Cost Cap Service Plans are always active for a consumer with an active CSP Care Enrollment.

Wait List Service Plan
Status Code:

Wait List Service Plan
Termination:

- Identification of a provider is not required when consumer is waiting for a service.
- When a Caregiver is waiting for services, each individual service allocation shall be assigned one of the three following:
 - Status: Waiting – No Funding (no reason code required)
 - Status: Waiting – No Provider (no reason code required)
 - Status: Waiting – Other (select appropriate reason code to further define)
- When “Waiting – Other” is selected as the waiting status, select the following reason code, and make a journal entry noting the reason:
 - Status: Waiting – Other
 - Reason: Other – Journal Entry required
- Upon removal from the Wait List, individual Service Plans shall be assigned one of three Status Codes:
 - Status: Waiting Terminated – Funding Available (no Reason Code required)
 - Status: Waiting Terminated – Provider Available (no Reason Code required)
 - Status: Waiting Terminated – Other (select appropriate Reason Code below)
- When “Terminating – Other” is selected as the waiting status, select the following reason code, and make a journal entry noting the reason:
 - Status: Waiting Terminated – Other
 - Reason: Other – Journal Entry required
- When the service becomes available, only that Service Plan with waiting status shall be updated:
 - Status: Use appropriate “Waiting Terminated” status code
 - End Date: Last day service plan in “waiting” status
- For new Caregivers, upon termination of the Waiting Service Plan, a new Service Plan for those services shall be created with a Status = Active.
- For current Caregivers, if the Waiting Service is an increase to an existing service or a new service, the current Care Plan Cost Cap Service Plan shall be terminated as of the last day of waiting and a new Care Plan Cost Cap Service Plan created reflecting the new cost cap amount and date the services are available.

Example: New
Caregiver Awaiting
Enrollment into CSP:

For Caregivers who are awaiting enrollment into the program, the following example may be followed:

It is determined on 7/1/2021 that the Caregiver is eligible for CSP and needs \$250 of Personal Care, but no funding is available.

- Service: Care Management
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Agency
 - Cost: \$0

- Service: Care Plan Cost Cap
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Agency
 - Cost: \$250

- Service: Personal Care
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Waiting – No Funding
 - Reason: Blank
 - Cost: \$0

For caregivers who are already enrolled in CSP and are waiting for an increase to an existing service or new service, the following example may be followed:

Caregiver is receiving \$250 of Personal Care since 7/1/2021.

Example: Current
Caregiver Already
Enrolled in CSP:

- Service: Care Management
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Agency
 - Cost: \$0

- Service: Care Plan Cost Cap
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Agency
 - Cost: \$250

- Service: Personal Care
 - Start Date: 7/1/2021

- End Date: 12/31/2021
- Status: Active
- Reason: Caregiver Reimbursement
- Cost: \$0

It is determined that the Caregiver needs an additional \$50 of Personal Care starting 9/1/2021, but no additional funding is currently available.

- The current Personal Care and Care Plan Cost Cap Service Plans are **NOT** changed.
- A new waiting service plan for the increased/new service is created.
- Service: Personal Care (**No Change**)
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Caregiver Reimbursement
 - Cost: \$0
- Service: Care Plan Cost Cap (**No Change**)
 - Start Date: 7/1/2021
 - End Date: 12/31/2021
 - Status: Active
 - Reason: Agency
 - Cost: \$250
- Service: Personal Care (**New**)
 - Provider: Blank
 - Reason: Blank
 - Start Date: 9/1/2021
 - End Date: 12/31/2021
 - Status: Waiting-No Funding
 - Reason: Blank
 - Cost: \$0
- A new journal entry shall be entered to explain the circumstances involving the waiting list placement.
- Funding becomes available on 10/1/2021 and the Caregiver can now receive an additional \$50 of Personal Care.
- The current Personal Care Service Plan is **NOT** changed.
- The Waiting Service Plan and current Care Plan Cost Cap Service Plan are terminated.
- A new Care Plan Cost Cap Service Plan is created.
- Service: Personal Care (**No Change**)

	<ul style="list-style-type: none"> ○ Start Date: 7/1/2021 ○ End Date: 12/31/2021 ○ Status: Active ○ Reason: Caregiver Reimbursement ○ Cost: \$0 <ul style="list-style-type: none"> ● Service: Care Plan Cost Cap (Terminated) <ul style="list-style-type: none"> ○ Start Date: 7/1/2021 ○ End Date: 9/30/2021 ○ Status: Terminated-Agency ○ Reason: Blank ○ Cost: \$250 <ul style="list-style-type: none"> ● Service: Personal Care (Waiting Service Plan Terminated) <ul style="list-style-type: none"> ○ Provider: Blank ○ Reason: Blank ○ Start Date: 9/1/2021 ○ End Date: 9/30/2021 ○ Status: Waiting Terminated-Funding Available ○ Reason: Blank ○ Cost: \$0 <ul style="list-style-type: none"> ● Service: Care Plan Cost Cap (New) <ul style="list-style-type: none"> ○ Start Date: 10/1/2021 ○ End Date: 12/31/2021 ○ Status: Active ○ Reason: Agency ○ Cost: \$300 <ul style="list-style-type: none"> ● A new journal entry shall be entered to explain the removal from the wait list due to availability/increase in funding.
<p>Service Orders</p>	<ul style="list-style-type: none"> ● No Service Orders shall be created for Caregiver Reimbursement services.
<p>Service Delivery</p>	<ul style="list-style-type: none"> ● Service Deliveries for CSP Services shall include daily unit details. <ul style="list-style-type: none"> ○ Care Management shall have multiple monthly daily unit details when applicable. ● Service Delivery is one (1) unit of reimbursement per service, regardless of the number of receipts submitted for the service. ● Service Delivery for CSP shall be entered on the last calendar day of the month with a unit of service = 1. ● Enter the total amount listed on the receipt(s) for each pre-approved service in the Unit Price field.

	<ul style="list-style-type: none"> • All receipts for reimbursable services shall be scanned and stored in the File Attachment Folder: General Consumer Information. • The Naming Convention for Scanned Receipts: <ul style="list-style-type: none"> ○ CSP-YYYY-MM-Receipts • There shall be no service delivery for Caregiver Care Plan Cost Cap Service.
<p>Service Delivery of Care Management</p>	<ul style="list-style-type: none"> • Every contact with a CSP Caregiver or on a Caregiver's behalf shall be documented in a journal entry and shall be included in a Care Management service delivery. • There shall be one Care Management service delivery entered for each calendar month that a Care Manager has contact with, or on behalf of a CSP Caregiver. This service delivery shall contain multiple daily units throughout the service delivery month. • Units of Care Management are counted in hours or fifteen-minute increments of an hour: <ul style="list-style-type: none"> ▪ 15 minutes = 0.25 ▪ 30 minutes = 0.50 ▪ 45 minutes = 0.75 ▪ 60 minutes = 1.0 • Care Management service deliveries shall be entered with a Unit Price of \$0.00.
<p>CSP Reimbursement Guide Reports</p>	<ul style="list-style-type: none"> • The CSP Reimbursement Guide Reports are available under Reports in SAMS, to assist with the validation of service and calculation of reimbursement: <ul style="list-style-type: none"> ○ CSP Reimbursement Guide – Detail ○ CSP Reimbursement Guide – Summary
<p>Journal Entries</p>	<ul style="list-style-type: none"> • Journal entries shall be entered for each contact with or related to the care management of a CSP Caregiver. • In addition to regular journal entries for each contact related to a Caregiver, the following Journal Entry Types shall be used as indicated below for these specific activities: <ul style="list-style-type: none"> ○ CSP – Out-of-State Caregiver Verification ○ CSP – Late Receipt Submission ○ CSP – Authorization for Agency Model ○ CSP – Bid Solicitation ○ CSP – Insurance Denial Med/Eq/Sup/Adapt Dev ○ CSP – Care Plan Cost Cap Justification ○ CSP – Planned Accumulation of Benefits

	<ul style="list-style-type: none"> ○ CSP – Income Calculation Exception
Activities and Referrals (Actions)	<ul style="list-style-type: none"> ● Activities and Referrals shall be entered for the following: <ul style="list-style-type: none"> ○ Awaiting income documentation ○ CAT – Initial ○ CAT – Reassessment ○ CAT – Supv Review (Caregiver Assessment Tool)
File Attachments	<ul style="list-style-type: none"> ● The Care Manager shall scan and attach any relevant documentation to the CSP Caregiver record in the SAMS File Attachment “General Consumer Information” folder. Examples of documents to be scanned include, but are not limited to: <ul style="list-style-type: none"> ○ Financial documentation for verification of expenses (receipts) for reimbursement ○ Conditions of Participation/Certificate of Accountability Form ○ Self-Employed/Independent Contractor Declaration Form ○ Insurance denials, if applicable ○ Accepted bid(s) for Home Modification(s) ○ Landlord approval agreement for Home Modification(s) ● The scanned Receipts shall be stored in the General Consumer Information folder. ● The naming convention for each scanned document containing CSP reimbursed services shall be: <ul style="list-style-type: none"> ○ CSP-YYYY-MM-Receipts ● In the case of multiple scanned receipt documents, use the following naming convention: <ul style="list-style-type: none"> ○ CSP- YYYY-MM-Receipts -1 ○ CSP- YYYY-MM-Receipts -2 ○ NOTE: The scanned receipt documents shall be less than 5MB in size or it will require two separate scanned documents.
Accumulated Benefits Respite-Future Use	<ul style="list-style-type: none"> ● Accumulated benefits for respite are captured in the Caregiver’s care plan, as a single service allocation, updated monthly under the service name: <ul style="list-style-type: none"> ○ Respite – Future Use ● The Caregiver Cost Cap Service Plan is reduced by the monthly amount accumulated during the accumulation of benefits.

Manual Monthly Updates:

Special Instructions:

Example:

- One service allocation is created for the first month of the accumulation period (up to six months without crossing fiscal years) in the same Service Plan.
 - The Care Manager shall manually update:
 - Unit Price
 - Service Plan End Date until the planned accumulated benefit for respite is reached.
 - The Service Plan Schedule shall have an Allocation Type of Duration Specified (the end date updates automatically in the schedule when the end date of the Service Plan is manually updated monthly by the Care Manager).
 - Special Instructions shall be entered to include:
 - Identify the planned event and the date of the planned event
 - Identify the total amount to be accumulated for the event
 - The dollar amount to be accumulated each month
 - The number of months of the accumulation of benefits
- For example, the Caregiver is saving \$100 per month for four months for a total of \$400 for a planned event taking place in May. The accumulation of Respite-Future Use shall begin in January; the Respite-Future Use service plan would progress as follows:
- First Month of Accumulation of Respite-Future Use Service Plan:
 - Start Date: January 1
 - End Date: January 31
 - Unit Price = \$100
 - The End Date and Unit Cost shall be manually updated monthly. For January, this would take place on or about February 1st, as benefit has now been earned for the month of January.
 - Month Two of Accumulation of Respite-Future Use Service Plan:
 - Start Date: January 1
 - End Date: February 28
 - Unit Price = \$200
 - The End Date and Unit Cost shall be manually updated monthly. For February, this would take place on or about March 1st, as benefit has now been earned for the month of February.
 - Month Three of Accumulation of Respite-Future Use Service Plan:
 - Start Date: January 1

- End Date: March 31
- Unit Price = \$300
 - The End Date and Unit Cost shall be manually updated monthly. For March, this would take place on or about April 1st, as benefit has now been earned for the month of March.

- Month Four of Accumulation of Respite-Future Use Service Plan:

- Start Date: January 1
- End Date: April 30
- Unit Price = \$400
 - The End Date and Unit Cost shall be manually updated monthly. For April, this would take place on or about May 1st, as benefit has now been earned for the final month, April.

- Caregivers may use any earned accumulated benefits, if necessary, by presenting receipts for reimbursement for the planned event.

- The CSP Reimbursement Guide Reports may assist with validating the service delivery entered for the “Respite-Future Use” against the dollars of accumulated benefits in the service plan.

- There can be more than one service delivery of accumulated benefits during a care plan period, as long as the service delivery does not exceed the total funds accumulated in the month(s) preceding the service delivery. For example:

- Six-month care plan in which accumulated benefits are being saved at a rate of \$100 per month for a total accumulation of \$600.
- In month three, it is allowable for a service delivery of \$200 for the service “Respite–Future Use” to be entered as two full months of planned respite would have been accumulated.
- Assuming the remaining benefits are saved over the next four months, another “Respite-Future Use” service delivery may be entered for \$400 in the final month to satisfy the total funds accumulated.

- Respite – future use benefits that are not used during the care planning period in which they were planned are forfeited and cannot be carried into a new care plan.

- When the Respite-Future Use planned event has occurred and reimbursed, the Respite-Future Use Service Plan shall be terminated:

Terminating Respite
Future Use:

<p><u>Termination of Caregiver Cost Cap Service Plan:</u></p> <p><u>New Caregiver Care Plan Cost Cap Service Plan:</u></p>	<ul style="list-style-type: none"> ○ Status: Terminated-Caregiver Reimbursement ● When Respite Future Use planned event has occurred and reimbursed, the Caregiver Cost Cap Service Plan shall be terminated: <ul style="list-style-type: none"> ○ Status: Terminated-Agency ● When Respite-Future Use planned event has occurred and reimbursed, a new Caregiver Care Plan Cost Cap Service Plan shall be created to reflect the full Caregiver Cost Cap Amount with a start date of the first day of the month following the completion of accumulation.
<p>Tracking Caregiver Outreach Activities</p>	<ul style="list-style-type: none"> ● Caregiver community outreach conducted by agencies shall be service delivered in the consumer groups already created by PDA for your agency. <ul style="list-style-type: none"> ○ Consumer Group Name: XX (AAA Number)-Caregiver Community Outreach ○ The four services available: <ul style="list-style-type: none"> ▪ Community Outreach-Edu Materials ▪ Community Outreach-Edu Training ▪ Community Outreach-Event ▪ Community Outreach-Marketing ● The instructions for entering Community Outreach Activities are available on the Secure FTP Site in the Shared Information Folder.
<p>CSP Provider Records</p>	<ul style="list-style-type: none"> ● Caregivers shall have a provider record in SAMS that reflects the AAA and the needed services for which the Caregiver shall be reimbursed. ● The CSP Provider Request Form is to be used to establish and update the Caregiver Provider Records. ● The CSP Provider Request Form and instructions are located on the Secure FTP Site in the Shared Information Folder.

Running the Wait List Report

The following steps shall be followed to run the local AAA Wait List Report:

1. In SAMS, go to the menu bar and select "Reports".
2. Navigate to the report entitled: CSP WL-1 Waiting List.
3. Click to open the report.
4. Enter a title for your report.
5. Select your agency from the report filters.
6. Select summary or detail.
7. Click preview to view report.