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# AVA GUARDIANSHIP MANAGEMENT MANUAL

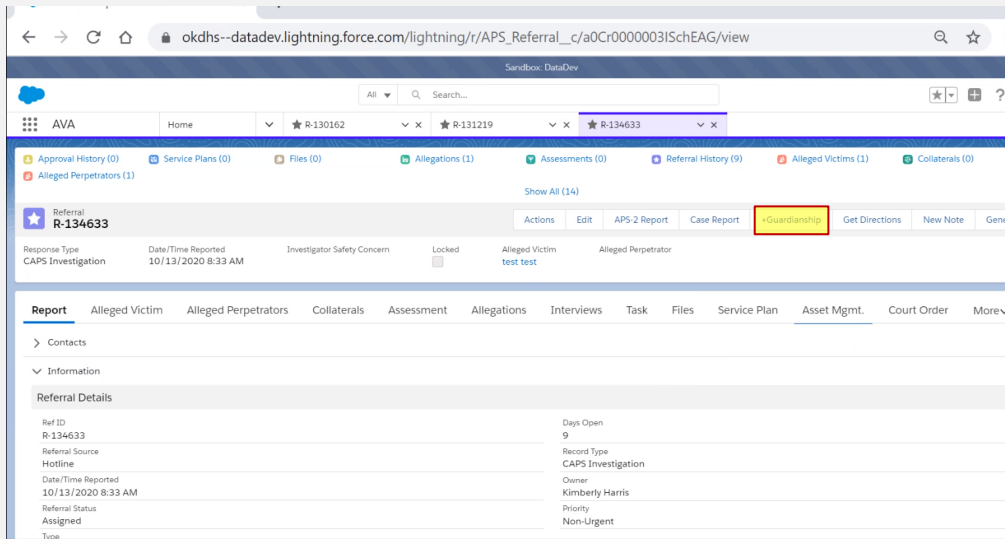
OKLAHOMA DEPARTMENT OF HUMAN SERVICES,  
ADULT PROTECTIVE SERVICES

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# Adding Guardianship in AVA

1. Add the court order by clicking “+Guardianship”
  - a) If you do not have your order yet, you cannot move forward
  - b) Even if you have a verbal, wait until you have the paperwork in hand
  - c) AVA will ask if you want to enter a placement; if you do need to add a placement see page 9



2. This screen will appear giving direction, click next

+Guardianship

You are about to initiate Guardianship, please note this can not be undone to the record.  
Please ensure you have gathered all applicable approval's and staffed the guardianship with your Supervisor and obtained approval from a judge.

What you will need are the following:

- Court Order Details
- Guardianship Type
- Placement Details

The following questions and process will guide your decisions regarding guardianship for involuntary protective services:

1. Is there substantiated abuse, neglect, or exploitation?
2. Does the client lack capacity to accept services?
3. Is there substantial risk of death, physical harm, or depletion of the estate?
4. Have you exhausted all other people who could consent to services?
5. Has the client been seen within 24 hours?
6. Have you staffed with your supervisor?
7. Have you staffed with legal counsel?
8. Have pleadings been prepared?
9. Have you identified services and placement?

If you answered all questions yes, then proceed to guardianship.

Pause

Next

3. Select client name
4. Select the type of guardianship
5. Enter a brief summary of why DHS took guardianship in “recommendation reason”
6. If this was a 72-hour order, it will be classified as an “Emergency”

+Guardianship

Please enter details about this Guardianship:

\* Initiate Guardianship for which Adult?

\* Guardianship Type  
☐ Person  
☐ Estate  
☐ Person & Estate

Recommendation Reason

☐ Is this an Emergency?

Pause
Previous **Next**

Priority

7. Select Pleading Type
8. Next Hearing Date/Time: Enter the next hearing date
9. Order Date/Time: The date you received a verbal will go here
10. Effective Date/Time should be left blank
11. Expiration Date (the expiration for 72 hour is the date of your hearing)
12. Type of Contact: is who you spoke with to obtain the 72 hour

Actions

\* Pleading Type

Next Hearing Date/Time

Order Date/Time

Effective Date/Time

Order Date

Effective Date

Expiration Date

\* Type of Contact  
☐ Judge  
☐ ADA  
☐ DA  
☐ DHS Legal

13. Enter name of counsel representing DHS
14. "Court" is the county of the district court
15. Court contact phone
16. Did judge grant guardianship?
17. Order number (PG number or case court number)
18. Comments or Conversation ( if the Judge ordered something specific or did not grant guardianship; comments and directives)
19. Next

Actions

\*Type of Contact

☐ Judge  
☐ ADA  
☐ DA  
☐ DI IS Legal

Name of Counsel

Court

Court Contact Phone

\*Did Judge Grant Guardianship?

Granted Guardianship

Order Number

Comments of Conversation

Pause Previous Next

20. Select appropriate "Court Order" tab to go back to court order screen & select the order you just added to check for any system errors

AVA Home Search...

R 134633

Star R 134633 AV-1... Activ... Initia... test t... CO 2... Cour... Cour... CO 2...

Referrals > R 134633

**Court Orders**

2 items • Updated a minute ago

|   | Court Order ID | Court Order Number | Hearing Date/Time | Pleading Type | Vulnerable Adult |
|---|----------------|--------------------|-------------------|---------------|------------------|
| 1 | CO-2947        | PG-2020-01         | 11/3/2020 1:50 PM | 72 Hour       | test test        |
| 2 | CO-2948        | TG-test            | 12/2/2020 2:58 PM | 30 Day        | test test        |

Recent Items History

21. Check for errors, ensure the following fields ported over correctly in the system:

- Dates
- Judges (sometimes council moves to judges area)
- District Attorney (enter ADA or DHS council for APS)

The screenshot shows the Salesforce interface for a Court Order. The top navigation bar includes 'AVA' and 'Home' buttons, and a search bar. The main content area displays the 'Court Order PG-2020-01' details. The 'Details' tab is selected, showing a table of related records. The table has columns for 'Court Order ID', 'Referral', 'Vulnerable Adult', 'Hearing Date/Time', 'Hearing Type', 'Effective Date', 'Expiration Date', 'Judge', 'District Attorney', 'Judge's Decision', and 'Comments'. The 'Court Order Checklist' is visible on the right side of the screen.

22. Click the “Related” tab

23. Click “Upload Files” and upload:

- Court order
- Good Cause Letter
- PMSE (Physical Mental Social Evaluation) for 180-Day Order
- Accounting for 180-Day Order

**\*all court orders, exhibits, PMSE’s etc. are uploaded in AVA in this section and NOT in Files.**

The screenshot shows the Salesforce interface for a Court Order. The top navigation bar includes 'AVA' and 'Home' buttons, and a search bar. The main content area displays the 'Court Order PG-2020-01' details. The 'Related' tab is selected, showing a table of related records. The 'Files (0)' section is visible, with an 'Upload Files' button highlighted. The 'Court Order Checklist' is visible on the right side of the screen.

**YOU ARE DONE ADDING YOUR INITIAL GUARDIANSHIP ORDER**

# Adding Subsequent Orders

1. Click Actions and follow add guardianship instructions to add 30 /180 day or other orders.

The screenshot shows the Salesforce interface for a referral record R-134633. The 'Actions' button is highlighted with a red box. The interface includes a top navigation bar with the user 'AVA' and a search bar. Below the navigation bar, there are tabs for 'Approval History (0)', 'Files (0)', 'Allegations (1)', 'Assessments (2)', 'Referral History (10)', 'Service Plans (1)', 'Alleged Victims (1)', and 'Collaterals (0)'. The 'Referral' tab is selected, showing details for R-134633, including 'Response Type: CAPS Investigation', 'Date/Time Reported: 10/13/2020 8:33 AM', 'Investigator Safety Concern', 'Locked', 'Alleged Victim: test test', and 'Alleged Perpetrator'. Below the details, there is a 'Report' section with a table of 'Referral Details'.

| Referral Details    |                                 |
|---------------------|---------------------------------|
| Ref ID              | R-134633                        |
| Referral Source     | Hotline                         |
| Date/Time Reported  | 10/13/2020 8:33 AM              |
| Referral Status     | Assigned                        |
| Type                | CAPS                            |
| Response Type       | CAPS Investigation              |
| Days Open           | 36                              |
| Record Type         | CAPS Guardianship Investigation |
| Owner               | Kimberly Harris                 |
| Guardianship Worker |                                 |
| Priority            | Non-Urgent                      |

2. Click dropdown and select “New Court Order” and click next

The screenshot shows the Salesforce interface for a referral record R-134610. The 'Actions' dropdown menu is open, showing the option 'New Court Order' selected. The interface includes a top navigation bar with the user 'AVA' and a search bar. Below the navigation bar, there are tabs for 'Home', 'R-134610', 'R-130162', 'Unable to L...', 'R-131219', 'test test', and 'R-134633'. The 'Referral' tab is selected, showing details for R-134610, including 'Response Type: CAPS Investigation', 'Date/Time Reported: 9/8/2020', 'Primary Victim Name', 'Primary Perpetrator Name', and 'Reporter Details'. The 'Actions' dropdown menu is open, showing the option 'New Court Order' selected. The 'Next' button is visible at the bottom right of the dropdown menu.

### 3. Select Client name and click next

The screenshot shows the Salesforce interface for a case titled "R-134610". The "Actions" dialog box is open, displaying a dropdown menu for "Select Vulnerable Adult". The selected option is "First Name 6345 Last Name 7323". The dialog box has "Previous" and "Next" buttons at the bottom right. The background shows the case details, including "Primary Victim Name" and "Primary Perpetrator Name".

### 4. Choose pleading type and click next

The screenshot shows the Salesforce interface for the same case "R-134610". The "Actions" dialog box is open, displaying a dropdown menu for "Pleading Type". The selected option is "72hr/30 day/180 day". The dialog box has "Previous" and "Next" buttons at the bottom right. The background shows the case details, including "Primary Victim Name" and "Primary Perpetrator Name".

**\*\*CONTINUE AS SHOWN ABOVE –**

**REFER TO “ADD GUARDIANSHIP IN AVA” STEPS 7 THROUGH 23**

# Entering a Placement

## 1. Click "+ Guardianship"

The screenshot shows the AVA system interface. At the top, there's a navigation bar with 'AVA' and a search bar. Below it, a list of tabs includes 'Approval History (0)', 'Service Plans (1)', 'Files (0)', 'Allegations (1)', 'Assessments (0)', 'Referral History (10)', 'Alleged Victims (1)', and 'Collaterals (0)'. The 'Referral History (10)' tab is selected, showing a list of referrals. The referral 'R-134610' is highlighted, and its details are shown below. The details include 'Response Type: CAPS Investigation', 'Date/Time Reported: 9/8/2020 8:49 AM', 'Investigator Safety Concern: Locked', 'Alleged Victim: First Name 6345 Last Name 7323', and 'Alleged Perpetrator: Alan Parish'. The '+ Guardianship' button is highlighted with a red box.

## 2. Click next

The screenshot shows the '+Guardianship' modal window. It contains a warning message: 'You are about to initiate Guardianship, please note this can not be undone to the record. Please ensure you have gathered all applicable approvals and staffed the guardianship with your Supervisor and obtained approval from a judge.' Below this, it lists the requirements for guardianship: 'What you will need are the following: Court Order Details, Guardianship Type, Placement Details'. It also provides a list of questions to guide decisions regarding guardianship for involuntary protective services. The 'Next' button is highlighted with a red box.

3. Select client
4. Guardianship type
5. Recommendation reason
6. Is this an emergency? Y or N

The screenshot shows a web form titled "+Guardianship". Below the title, it says "Please enter details about this Guardianship:". The form contains the following fields and options:

- A dropdown menu labeled "Initiate Guardianship for which Adult?" with the text "First Name 6345 Last Name 7323" and a downward arrow.
- A section titled "Guardianship Type" with three radio button options: "Person", "Estate", and "Person & Estate". The "Person & Estate" option is selected.
- A text input field labeled "Recommendation Reason" with the placeholder text "Brief explanation as to why guardianship is needed".
- A checkbox labeled "Is this an Emergency?".

At the bottom of the form, there are three buttons: "Pause", "Previous", and "Next".

7. Refer to "Entering Guardianship in AVA" steps 7 – 23 to add all court order details

8. Placement (Y)

The screenshot shows the same "+Guardianship" form, but at a different step. The question "Do You Want To Enter Placement Now?" is displayed with two radio button options: "Yes" (which is selected) and "No".

At the bottom of the form, there are two buttons: "Previous" and "Next".

9. Facility: Start typing the name to find facility
10. Placement Type: select nursing home or assisted living
11. If nursing home, follow nursing home protocol
12. Check all the boxes indicated you completed these steps

The screenshot shows a web form titled "+Guardianship". At the top, it says "Referral: R-134610". Below this, there is a section for "Facility" with a dropdown menu showing "SHERWOOD MANOR". Next to it is a "Placement Type" dropdown menu showing "Nursing Home". Below these, there is a section titled "Steps for Protocol: Check for Completion" with three numbered steps: "1. Check OSDH Survey Reports", "2. Check LTCI Investigations", and "3. Check with Facility LTC Ombudsman". Under these steps, there are three checkboxes: "OSDH Survey" (checked), "Facility LTC Ombudsmen" (checked), and "LTCI Investigation" (unchecked). At the bottom of the form, there are three buttons: "Pause", "Previous", and "Next".

13. Level of Harm: Numerical 1-4
14. Deficiency Category: document categories pertaining to level of harm from medicare.gov inspection
15. Comments: **This information must be entered for approval/denial.** example:

*"Medicare.gov= there were no deficiencies above a Level 2. There were x number of #2 Level of Harms, and x number level #1.*

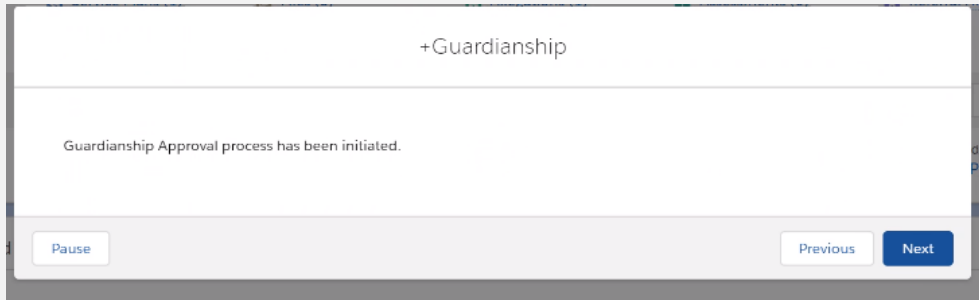
*Ombudsman= Worker spoke with Ombudsman Jane Doe and she reported no problems with the facility, they have a new administrator and the facility is much cleaner.....state what Ombudsman told you.*

*LTCI=There have been 0 substantiated Long Term Care Investigations at this facility in the last 12 months."*

*OR "LTCI=There have been 1 substantiated Long Term Care Investigations for caretaker neglect in the last 12 months"*

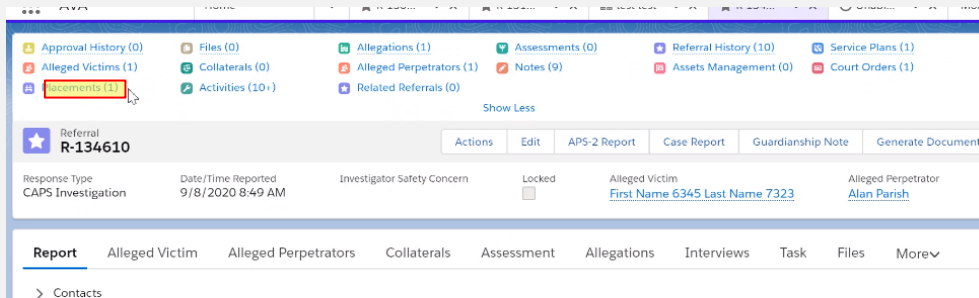
The screenshot shows the same web form titled "+Guardianship". In this view, the "OSDH Survey" and "Facility LTC Ombudsmen" checkboxes are checked. The "LTCI Investigation" checkbox is also checked. Below these, there is a "Level of Harm" dropdown menu showing "2". Next to it is a "Deficiency Category" dropdown menu showing "Fire & Safety". Below these, there is a "Comments" text area with the following text: "Medicare.gov= there were no deficiencies above a Level 2. There were xx number of #2 Level of Harms . Ombudsman= Worker spoke with Ombudsman Jane Doe and she reported no problems with the facility, they have a new administrator and the facility is much cleaner.....state what Ombudsman told you." At the bottom of the form, there are three buttons: "Pause", "Previous", and "Next".

17. Placement request is now complete- you should be able to view from home screen

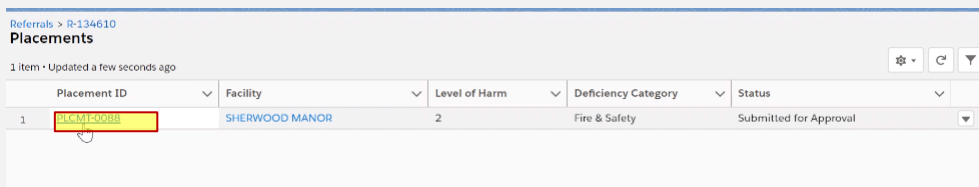


18. The DD or PFR will now go into the system to approve

19. After placement is approved, home screen- click placements



20. Select appropriate placement



21. This will open placement record, ensure the comments are included- this is necessary for supervisor approval  
Once approved, enter date of actual placement.

AVA Home R-130162 R-131219 test test R-134633 R-134610

R-134610 Placeme... PLCMT-0...

Placement Information

|        |                          |                |                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|--------------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status | Approved                 | Placement Type | Nursing Home                                                                                                                                                                                                                                                                                                                                                                                                     |
| Active | <input type="checkbox"/> | Comments       | Medicare.gov there were no deficiencies above a Level 2. There were xx number of #2 Level of Harms . Ombudsman Worker spoke with Ombudsman Jane Doe and she reported no problems with the facility, they have a new administrator and the facility is much cleaner.....state what Ombudsman told you. LTCI There have been 0 substantiated Long Term Care Investigations at this facility in the last 12 months. |

Date of Placement

Created By Kimberly Harris, 11/24/2020 3:02 PM Last Modified By Kimberly Harris, 11/24/2020 3:15 PM

Harris, Kimberly History

# Alternative way to add Initial Placement or Change in Placement

## 1. Actions

The screenshot shows the Salesforce interface for a referral record R-134610. The 'Actions' menu is highlighted, showing options: Edit, APS 2 Report, Case Report, Guardianship Note, and Generate Document. Below the menu, the 'Referral Details' section is visible, showing the Ref ID (R-134610), Days Open (84), and Referral Source (Hotline).

## 2. Submit placement record

The screenshot shows the 'Actions' modal with the text 'Please pick an option from the below menu'. Under the 'Supervisor Actions' section, the 'Submit Placement Record' option is selected. A 'Next' button is visible at the bottom right.

## 3. Select Client Name

The screenshot shows the 'Actions' modal with the text 'Which Vulnerable Adult Would You Like to Submit Placement For'. The dropdown menu is open, showing the selected client: 'First Name 6345 Last Name 7323'. 'Previous' and 'Next' buttons are visible at the bottom right.

**\*\*CONTINUE AS SHOWN ABOVE –**

**REFER TO “HOW TO ENTER A PLACEMENT” STEPS 9 THROUGH 22.**

The screenshot shows a software window titled "+Guardianship". Inside, the "Referral: R-134610" is displayed. Below this, the "Facility" field contains "SHERWOOD MANOR" with a search icon and a close button. The "Placement Type" dropdown menu is set to "Nursing Home". A section titled "Steps for Protocol: Check for Completion" lists three items: "1. Check OSDH Survey Reports", "2. Check LTC Investigations", and "3. Check with facility LTC ombudsman". Below this list, two checkboxes are shown: "OSDH Survey" (checked) and "Facility LTC Ombudsman" (checked). At the bottom of the window, there are three buttons: "Pause", "Previous", and "Next".

# How to Add a Guardianship Note

**\*\*Once guardianship is obtained, create a guardianship note to document all details related to guardianship. Guardianship notes are used to document all occurrences (updates, changes, or conversations) related to the guardianship. For example, calls related to the current health of the client, changes to finances, conversations with insurance or social security, are included. However, this does not replace Monthly guardianship assessment.**

1. On the appropriate referral, click “Guardianship Note”.

The screenshot shows the AVA system interface for referral R-145888. The 'Guardianship Note' button is highlighted in the top navigation bar. The interface includes a search bar, a list of tabs (Approval History, Files, Allegations, Assessments, Referral History, Service Plans, Alleged Victims, Collaterals), and a detailed view of the referral. The 'Referral Details' section shows the following information:

| Field               | Value                           |
|---------------------|---------------------------------|
| Ref ID              | R-145888                        |
| Referral Source     | E-mail                          |
| Date/Time Reported  | 2/16/2021 2:45 PM               |
| Referral Status     | Assigned                        |
| Type                | CAPS                            |
| Response Type       | Service Case                    |
| Days Open           | 23                              |
| Record Type         | CAPS Guardianship Investigation |
| Owner               | Kimberly Harris                 |
| Guardianship Worker |                                 |
| Priority            | Non-Urgent                      |
| Referral Closed On  |                                 |

2. In the description box describe the occurrence in detail. Please see example below.
3. Once you are finished describing the occurrence for the guardianship note. Click next.

The screenshot shows the AVA system interface with the 'Guardianship Note' dialog box open. The dialog box contains the following information:

Referral: R-145888  
Type: Guardianship Note

Description:

Received a call on 3/11/21 from XYZ Nursing Home that Mr. Client fell out of bed last night. He was examined and there were no injuries noted and he did not report any pain. Mr. Client continues to do well and does not appear to need to go to the hospital per the Director of Nursing, KHI/PFR

The dialog box also includes a rich text editor with a toolbar and 'Cancel' and 'Save' buttons.

# How to Complete Guardianship Tasks

## 1. How to document a completed Task/Activity

### a. Click "Activities" at the top or "Task"

The screenshot shows the Salesforce interface for a referral record (R-134610). The top navigation bar includes tabs for 'Activities', 'Files', 'Allegations', 'Assessments', 'Referral History', 'Service Plans', 'Alleged Victims', and 'Activities (10+)'. The 'Activities' tab is highlighted. Below the navigation bar, the 'Report' section is visible, with a sub-tab 'Task' selected. The 'Task' sub-tab shows a list of tasks for the referral, including 'Weatherize Home', 'Staff with G-Ship Unit', 'Secure Property', 'Redirect Mail', 'Redirect Finance', 'Pleading Stored', 'Placement', 'New TG Account', 'Livestock/Pets', 'Inventory Home Property', and 'Freeze Accounts'.

### b. This will bring up a list of activities/tasks, select the appropriate subject under activities

The screenshot shows the Salesforce interface for a referral record (R-134610). The top navigation bar includes tabs for 'Activities', 'Files', 'Allegations', 'Assessments', 'Referral History', 'Service Plans', 'Alleged Victims', and 'Activities (10+)'. The 'Activities' tab is highlighted. Below the navigation bar, the 'Activities' section is visible, showing a list of activities for the referral. The list includes 13 items, sorted by Due Date, Last Modified Date, and Updated a minute ago. The 'Subject' column is highlighted, showing the following subjects: Weatherize Home, Staff with G-Ship Unit, Secure Property, Redirect Mail, Redirect Finance, Pleading Stored, Placement, New TG Account, Livestock/Pets, Inventory Home Property, and Freeze Accounts.

| Subject                    | Name                           | Status      | Due Date   | Related To | Type                    | Assigned To     | Comments |
|----------------------------|--------------------------------|-------------|------------|------------|-------------------------|-----------------|----------|
| 1 Weatherize Home          | First Name 6345 Last Name 7323 | Not Started | 12/24/2020 | CO-2958    | Weatherize Home         | Kimberly Harris |          |
| 2 Staff with G-Ship Unit   | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Staff with G-Ship Unit  | Kimberly Harris |          |
| 3 Secure Property          | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Secure Property         | Kimberly Harris |          |
| 4 Redirect Mail            | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Redirect Mail           | Kimberly Harris |          |
| 5 Redirect Finance         | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Redirect Finance        | Kimberly Harris |          |
| 6 Pleading Stored          | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Pleading Stored         | Kimberly Harris |          |
| 7 Placement                | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Placement               | Kimberly Harris |          |
| 8 New TG Account           | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | New TG Account          | Kimberly Harris |          |
| 9 Livestock/Pets           | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Livestock/Pets          | Kimberly Harris |          |
| 10 Inventory Home Property | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Inventory Home Property | Kimberly Harris |          |
| 11 Freeze Accounts         | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Freeze Accounts         | Kimberly Harris |          |

c. Select "status" dropdown

The screenshot shows the Salesforce interface for a 'Redirect Finance' task. The task details are as follows:

| Field                            | Value                          |
|----------------------------------|--------------------------------|
| Assigned To                      | Kimberly Harris                |
| Related To                       | CO-2958                        |
| Type                             | Redirect Finance               |
| Referral                         | R-134610                       |
| Name                             | First Name 6345 Last Name 7323 |
| Subject                          | Redirect Finance               |
| Task Date/Time                   |                                |
| Priority                         | Normal                         |
| Status                           | Not Started                    |
| Cancelled Task Reason            |                                |
| Due Date                         |                                |
| Repeat This Task                 |                                |
| Recurrence Interval              |                                |
| Create Recurring Series of Tasks | <input type="checkbox"/>       |
| Reminder Set                     | No reminder is set             |

The 'Status' dropdown is highlighted with a red box, and a yellow arrow points to it.

d. Select appropriate option from status dropdown.

e. Change the date and time to the actual date and time that the task was completed.

The screenshot shows the Salesforce interface for editing a 'Redirect Finance' task. The task details are as follows:

| Field                            | Value                          |
|----------------------------------|--------------------------------|
| Referral                         | R-134610                       |
| Name                             | First Name 6345 Last Name 7323 |
| Subject                          | Redirect Finance               |
| Task Date/Time                   |                                |
| Priority                         | Normal                         |
| Status                           | Completed                      |
| Cancelled Task Reason            |                                |
| Due Date                         |                                |
| Repeat This Task                 | --None--                       |
| Recurrence Interval              |                                |
| Create Recurring Series of Tasks | <input type="checkbox"/>       |
| Reminder Set                     | <input type="checkbox"/>       |

The 'Task Date/Time' and 'Status' fields are highlighted with a red box, and a yellow arrow points to them.

- f. Comments: **Specialist must** enter details of what steps were taken to complete the task. With each task, the comments should include details on how, when and where the task was completed
- g. Click save

The screenshot shows a Salesforce Lightning interface for a task record. The browser address bar displays the URL: `okdhs--datadev.lightning.force.com/lightning/r/Task/00Tr000000DUxWYEA1/view?ws=%2Flightning%2Fr%2FAPS_...`. The page title is "Weatherize Home | Salesforce". The Salesforce header includes the "Sandbox: DataDev" label and a search bar with the value "134610". The left sidebar shows the "Activities" tab selected. The main content area displays the task details for ID "R-134610".

Task Details:

- Name: First Name 6345 Last Name 7323
- Subject: Weatherize Home
- Due Date: 12/24/2020
- Repeat This Task: (Task Closed)
- Recurrence Interval: (empty)
- Task Date/Time: Date (empty), Time (empty)
- Priority: Normal
- Status: Cancelled
- Cancelled Task Reason: Mrs. 6345 rents her home & is not the owner, therefore no need to winterize.
- System Information: Created By: Kimberly Harris, 11/24/2020 2:45 PM; Assignment Date: 11/24/2020 2:45 PM

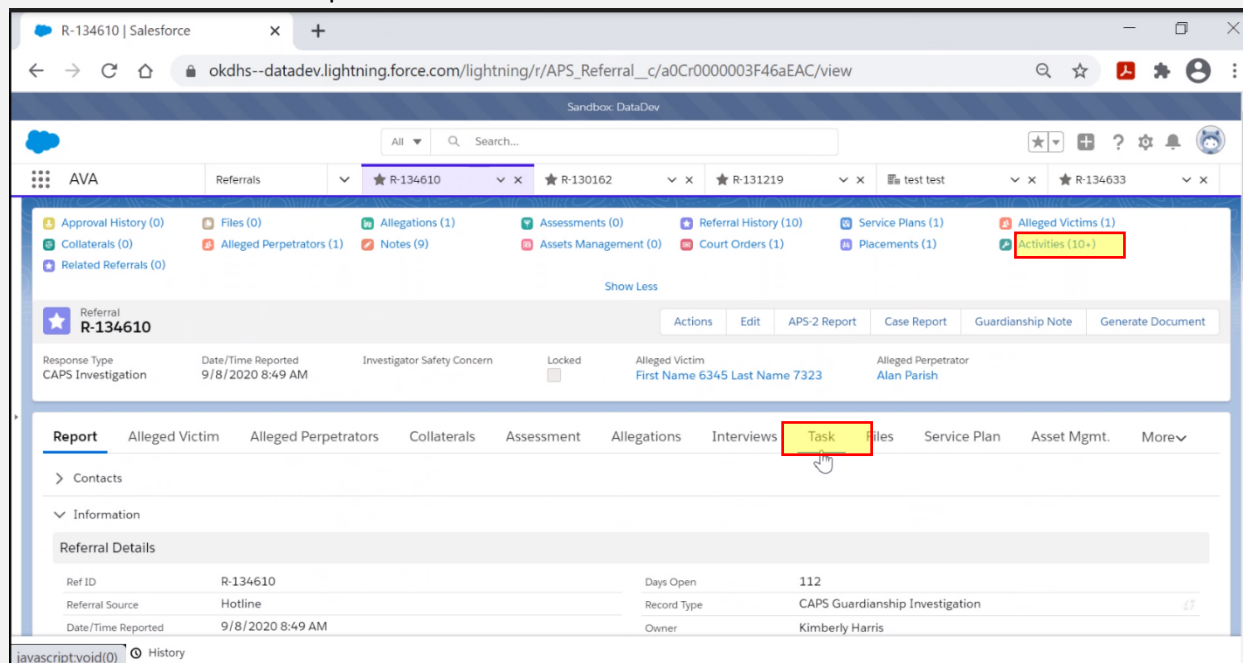
At the bottom of the form, there are "Cancel" and "Save" buttons.

- h. All guardianship tasks are completed the same way as shown above

# How to Cancel Guardianship Tasks

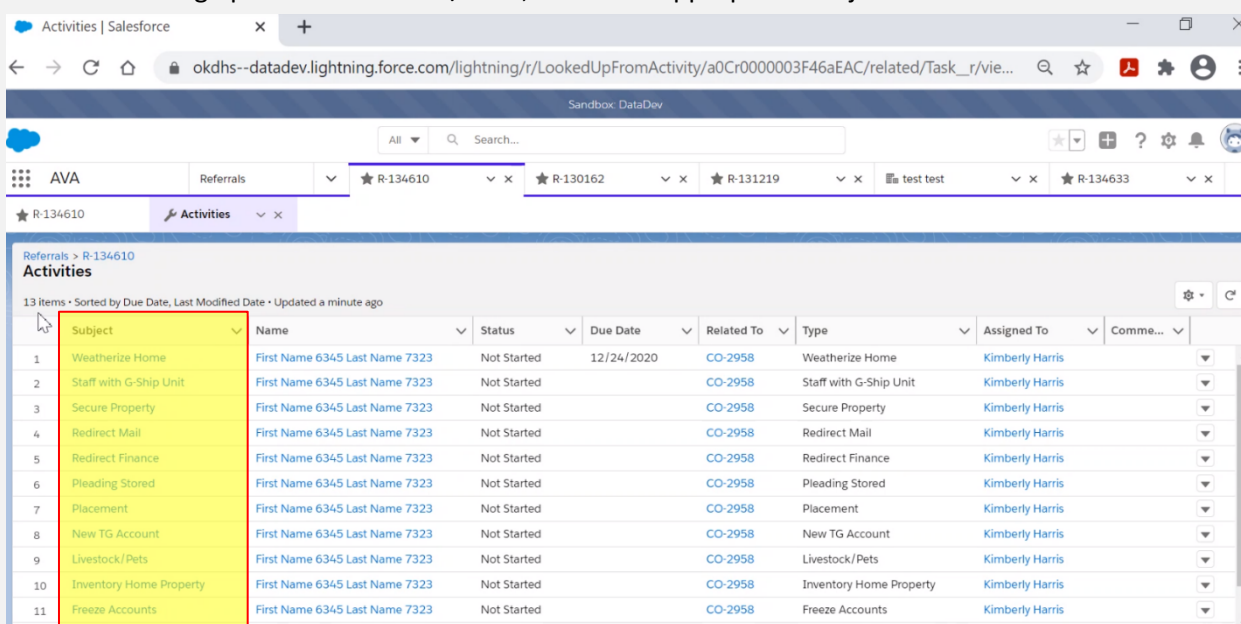
## SUPERVISOR ONLY STEP

### 1. Click "Activities" at the top or "Task"



The screenshot shows the Salesforce interface for a referral case (R-134610). The top navigation bar includes tabs for 'Activities', 'Alleged Victim', 'Alleged Perpetrators', 'Collaterals', 'Assessment', 'Allegations', 'Interviews', 'Task', 'Files', 'Service Plan', 'Asset Mgmt.', and 'More'. The 'Activities' tab is currently selected. Below the navigation bar, the 'Referral Details' section is visible, showing the referral ID, source, date, and owner. The 'Task' tab is highlighted in the sub-navigation bar.

### 2. This will bring up a list of activities/tasks, select the appropriate subject under activities



The screenshot shows the 'Activities' list for referral R-134610. The list is sorted by Due Date, Last Modified Date, and updated a minute ago. The 'Subject' column is highlighted, and the first row is selected.

|    | Subject                 | Name                           | Status      | Due Date   | Related To | Type                    | Assigned To     | Comments |
|----|-------------------------|--------------------------------|-------------|------------|------------|-------------------------|-----------------|----------|
| 1  | Weatherize Home         | First Name 6345 Last Name 7323 | Not Started | 12/24/2020 | CO-2958    | Weatherize Home         | Kimberly Harris |          |
| 2  | Staff with G-Ship Unit  | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Staff with G-Ship Unit  | Kimberly Harris |          |
| 3  | Secure Property         | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Secure Property         | Kimberly Harris |          |
| 4  | Redirect Mail           | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Redirect Mail           | Kimberly Harris |          |
| 5  | Redirect Finance        | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Redirect Finance        | Kimberly Harris |          |
| 6  | Pleading Stored         | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Pleading Stored         | Kimberly Harris |          |
| 7  | Placement               | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Placement               | Kimberly Harris |          |
| 8  | New TG Account          | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | New TG Account          | Kimberly Harris |          |
| 9  | Livestock/Pets          | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Livestock/Pets          | Kimberly Harris |          |
| 10 | Inventory Home Property | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Inventory Home Property | Kimberly Harris |          |
| 11 | Freeze Accounts         | First Name 6345 Last Name 7323 | Not Started |            | CO-2958    | Freeze Accounts         | Kimberly Harris |          |

a. Select "status" dropdown

The screenshot shows a Salesforce Lightning task record titled "Redirect Finance". The task is assigned to Kimberly Harris and is related to account CO-2958. The task details include: Name (First Name 6345 Last Name 7323), Subject (Redirect Finance), Task Date/Time, Priority (Normal), Status (Not Started), and Canceled Task Reason. A red box highlights the "Status" dropdown menu, which is currently set to "Not Started".

b. Select cancel task.

c. Change the date and time to the actual date and time that the task was canceled.

d. Comments: **Supervisor must** enter details of why a task is being canceled

e. Click save

The screenshot shows a Salesforce Lightning task record titled "Weatherize Home". The task is assigned to Kimberly Harris and is related to account 134610. The task details include: Name (First Name 6345 Last Name 7323), Subject (Weatherize Home), Task Date/Time, Priority (Normal), Status (Cancelled), and Canceled Task Reason. A red box highlights the "Status" dropdown menu, which is currently set to "Cancelled". The "Canceled Task Reason" field contains the text: "Mrs. 6345 rents her home & is not the owner, therefore no need to winterize." The "Save" button is highlighted with a red box.

# How to Create an Initial Guardianship Assessment

1. Click assessment
2. Arrow down to select “Initial Guardianship Assessment” under “New Assessment Record Type”
3. Click Next

The screenshot shows the AVA system interface. At the top, there's a navigation bar with 'AVA' and 'Home' links. Below that, a search bar and several tabs are visible. The main content area displays a 'Referral R-145888' with various tabs like 'Approval History', 'Files', 'Allegations', 'Assessments', etc. The 'Assessment' tab is selected, and a dropdown menu is open under 'New Assessment Record Type', showing 'Initial Guardianship Assessment' as an option. A red box highlights this dropdown menu. A 'Next' button is also visible in the bottom right corner of the dropdown menu.

4. Fill out the assessment. Every question for initial guardianship assessments is required to be answered.
5. If the assessment is ready to be submitted, click “submit for approval” and click next. This will submit the assessment to your supervisor for approval.

**\*\*If the assessment is not ready for submittal to your supervisor, you can click Next without selecting to submit. This will create and save the assessment and you must come back to complete and submit the assessment on a later date.**

The screenshot shows a form for creating an initial guardianship assessment. It includes fields for 'Other Property Description', 'Other Property Location', 'Storage' (with a dropdown menu for 'Storage Unit' set to '--None--'), and 'Unit Location and Amount'. There is a checkbox labeled 'Submit for Approval' and a 'Next' button at the bottom right.

# How to Document a Monthly Guardianship Follow-Up

There are 2 different types of guardianship follow up forms (nursing home/hospital placement **OR** in home/group home/RCF placement). Choose the appropriate form based on the client's placement.

1. Click "Assessment"
2. Arrow down to select appropriate assessment.
3. Next

The screenshot shows the Salesforce interface for a referral record R-134610. The 'Assessment' tab is selected, and the 'New Assessment Flow' section is highlighted in yellow. The flow shows 'Nursing Home/Hospital Placement' as the selected record type. A red box highlights the 'Next' button at the bottom right.

4. Follow up Type: Select appropriate type of follow-up
5. Date of Follow-up: Enter the date of the actual follow up NOT the date the form is completed
6. Fill out assessment as applicable

The screenshot shows the Salesforce interface for a referral record R-134610. The 'Assessment' tab is selected. The 'Date of Followup' and 'Follow-up Type' fields are highlighted in yellow. The 'Follow-up Type' dropdown menu is open, showing options: 'None', '14 Day', 'Monthly', and 'None'. A red box highlights the 'Monthly' option.

7. Follow-up Details: Who you talked to, any concerns with the client. See example in screenshot below.
8. Select Submit for Approval
9. If the assessment is ready to be submitted, click “submit for approval” and click next. This will submit the assessment to your supervisor for approval.

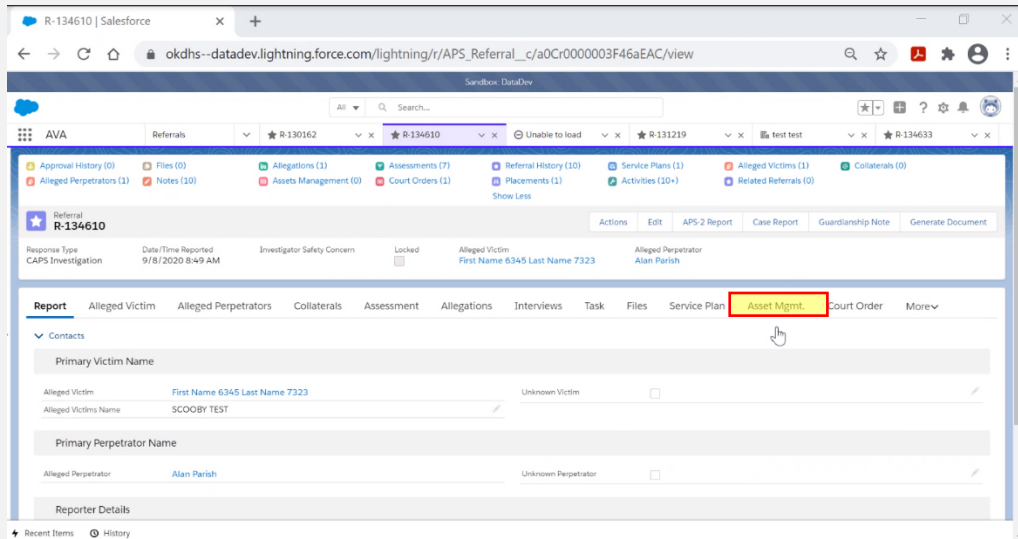
**\*\*If the assessment is not ready for submittal to your supervisor, you can click Next without selecting to submit. This will create and save the assessment and you must come back to complete and submit the assessment on a later date.**

24. Click the “Related” tab
25. Click “Upload Files” and upload:
  - a. Nursing Notes
  - b. Incident Reports
  - c. Medication List
  - d. Trust Statements

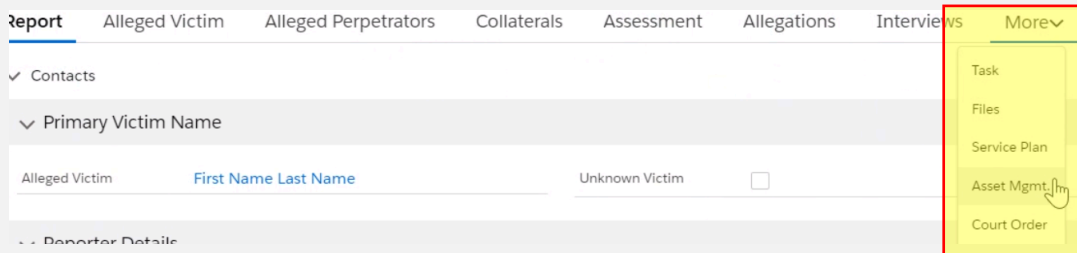
# Asset Management

## Creating a New Account

### 1. Click “Asset Mgmt.”



\*\*\*In some cases, your screen may not show all of the options. You may have to select the “More” option on the very right side of the screen and use the drop down and select “Asset Mgmt.”

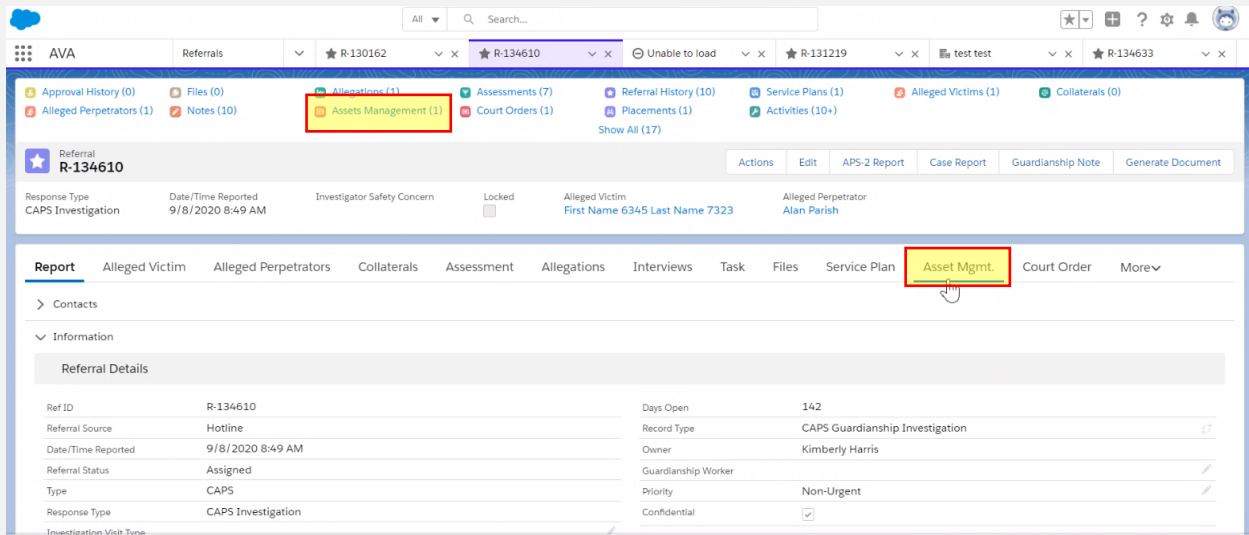


2. Asset Owner: Select client's first name, last name
3. Starting balance: Enter \$0
4. Current Balance: This will update automatically when new transactions are added
5. Type of Account: Select: checking, savings or other
6. Financial Institution Name: Type Name of financial institution
7. Name on Bank Account: Type in client first name, last name and guardianship account
8. Bank Account Number: Account number from the bank
9. Financial Institution: Select appropriate institution
10. Click Next

## 11. Account is now created in AVA

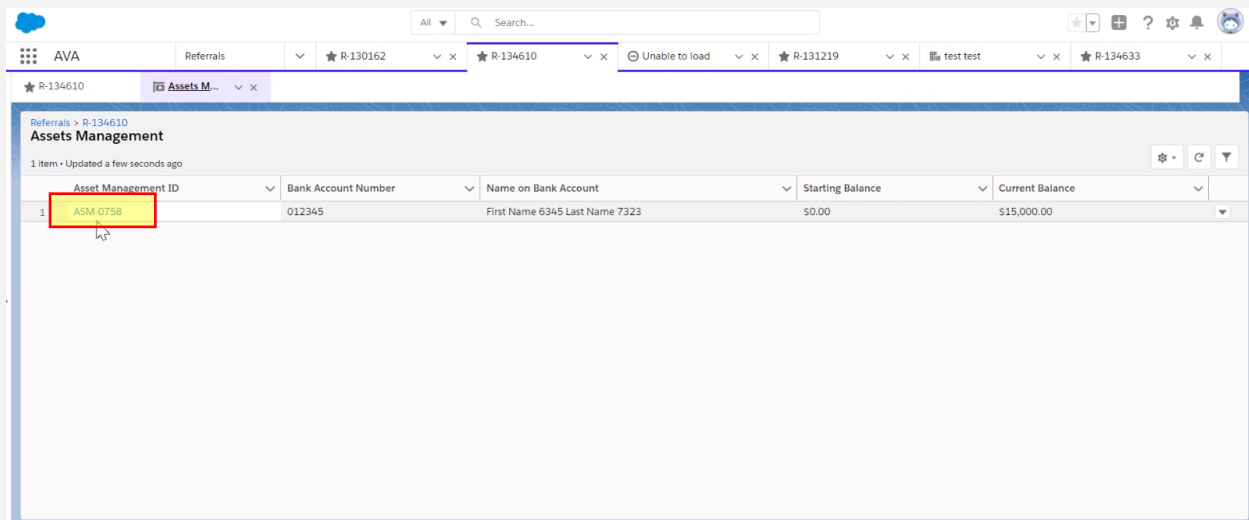
|                                                                 |                                         |                             |                                    |                            |
|-----------------------------------------------------------------|-----------------------------------------|-----------------------------|------------------------------------|----------------------------|
| Name on Bank Account<br>First name Last Name Guardianship Acct. |                                         | Type of Account<br>Checking | Current Balance<br>\$0.00          | Starting Balance<br>\$0.00 |
| <div> <div>Details</div> <div>Related</div> </div>              |                                         |                             |                                    |                            |
| Asset Management ID                                             | ASM-0818                                | Current Balance             | \$0.00                             |                            |
| Asset Owner                                                     | First Name Last Name                    | Starting Balance            | \$0.00                             |                            |
| Referral                                                        | R-145888                                | Number of Transactions      | 0                                  |                            |
|                                                                 |                                         | Sum of Debits               | \$0.00                             |                            |
|                                                                 |                                         | Sum of Credits              | \$0.00                             |                            |
| Financial Institution Details                                   |                                         |                             |                                    |                            |
| Type of Account                                                 | Checking                                | Financial Institution       |                                    |                            |
| Financial Institution Name                                      | Arvest                                  |                             |                                    |                            |
| Name on Bank Account                                            | First name Last Name Guardianship Acct. |                             |                                    |                            |
| Bank Account Number                                             | 012456                                  |                             |                                    |                            |
| Created By                                                      | Kimberly Harris, 2/24/2021 3:20 PM      | External ID                 |                                    |                            |
|                                                                 |                                         | Last Modified By            | Kimberly Harris, 2/24/2021 3:20 PM |                            |

1. Go to Asset Management tab on the referral. (\*Alternative Method: Click quick link “Asset Management” at the top of page. This only works if the account is already created)



The screenshot shows the Referral R-134610 page. The top navigation bar includes tabs for Approval History (0), Files (0), Alleged Perpetrators (1), Notes (10), Allegations (1), Assessments (7), Referral History (10), Service Plans (1), Alleged Victims (1), and Collaterals (0). The Asset Management (1) tab is highlighted in red. Below the navigation bar, the Referral Details section is visible, showing information such as Ref ID, Referral Source, Date/Time Reported, Referral Status, Type, Response Type, Days Open, Record Type, Owner, Guardianship Worker, Priority, and Confidentiality.

2. Go to the correct account that you are looking for.



The screenshot shows the Assets Management page for Referral R-134610. The page displays a table with one asset account. The table has columns for Asset Management ID, Bank Account Number, Name on Bank Account, Starting Balance, and Current Balance. The first row is highlighted in red, showing the Asset Management ID ASM-0758, Bank Account Number 012345, Name on Bank Account First Name 6345 Last Name 7323, Starting Balance \$0.00, and Current Balance \$15,000.00.

- Under “APS Transactions” area, make sure that you have selected the appropriate “Transaction Type” dropdown. This will be either a debit or credit.

\* A debit is a withdrawal from an account & and Credit will be a deposit into an account.

- Enter in all information that is required for this transaction
- In the comments you can be more descriptive on the purpose of the transaction.
- Click Next (you should get a notification on the screen saying that you were successful).

Please see below for more direction on how to complete a Debit & Credit

**APS Transactions**

\* Transaction Date/Time  
Dec 30, 2020 2:36 PM

\* Transaction Type  
Debit

\* Amount  
\$2,500

\* Debit Type  
Nursing Home Payment

\* Check/Transaction Number  
1002

\* Payee  
Giddy Up Nursing Home

Source of Income

Comments  
December NH vendor payment

☐ Do You Have Files To Upload?

**Next**

**APS Transactions**

\* Transaction Date/Time  
Jun 25, 2020 3:35 PM

\* Transaction Type  
Credit

\* Amount  
\$66.5

\* Debit Type  
Other

\* Check/Transaction Number  
.

\* Payee  
N/A

Source of Income  
Cash found in home during inventory

Comments  
you can add additional comments

When entering a credit you must enter something in “Check/Transaction Number”

Recommend entering a Period.

- Asset management page for the account that you are adding information in, go to related tab.

**Asset Management History (10+)**

| Date             | Field               | User            | Original Value       | New Value          |
|------------------|---------------------|-----------------|----------------------|--------------------|
| 1/28/2021 2:4... | Current Balance     | Kimberly Harris | \$15,000.00          | \$12,500.00        |
| 1/28/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name 6345...   | First Name 634...  |
| 1/28/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name 6345...   | First Name 634...  |
| 1/27/2021 2:5... | Current Balance     | Kimberly Harris | \$15,000.00          | \$15,000.00        |
| 1/27/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name 6345...   | First Name Last... |
| 1/27/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name Last...   | First Name 634...  |
| 1/27/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name 6345...   | First Name 634...  |
| 1/27/2021 2:4... | Name on Bank...     | Kimberly Harris | First Name 6345...   | First Name 634...  |
| 1/27/2021 2:4... | Financial Instit... | Kimberly Harris | Citation Oil & Ga... | Arvest             |
| 1/27/2021 2:4... | Financial Instit... | Kimberly Harris | Citation Oil & Ga... | Arvest             |

**Related**

**APS Transactions**

\* Transaction Date/Time

\* Transaction Type  
Credit

\* Amount

\* Debit Type  
N/A

\* Check/Transaction Number

\* Payee  
N/A

Source of Income

8. Scroll down to the “Asset Line items”
9. select the transaction that you just entered in.

**Asset Line Items (2)**  
2 Items • Updated 6 minutes

**ASL-23026**

| Amount      | Balance     | Debit Type           | Transaction |
|-------------|-------------|----------------------|-------------|
| \$2,500.00  | \$12,500.00 | Nursing Home Payment | Pending     |
| \$15,000.00 | \$15,000.00 | N/A                  | Pending     |

View All

10. Go to the related tab on this asset line item.

**Details** **Related**

Asset Line Items ID: ASL-23026  
Transaction Status: Pending  
Asset Management: ASM-0758  
Balance: \$12,500.00

**Transaction Details**

|                          |                                    |                  |                                    |
|--------------------------|------------------------------------|------------------|------------------------------------|
| Date of Transaction      | 12/30/2020 2:36 PM                 | Debit Type       | Nursing Home Payment               |
| Date Reconciled          |                                    | Payee            | Giddy Up Nursing Home              |
| Transaction Type         | Debit                              | Comments         | December NH vendor payment         |
| Amount                   | \$2,500.00                         | Source of Income |                                    |
| Check/Transaction Number | 1002                               |                  |                                    |
| Created By               | Kimberly Harris, 1/28/2021 2:42 PM | Last Modified By | Kimberly Harris, 1/28/2021 2:42 PM |

**APS - Upload Files Transactions**

Document Name:

\* Document Type: Bank Check

Description:

ASL-23026

[Upload Files](#) Or drop files

[Pause](#) [Next](#)

11. Select “upload Files” under the Files area
12. Upload the appropriate receipt, invoice, and copy of check or corresponding documentation that matches this transaction.

File types: Pdf, Jpg, Png

13. Once the file is uploaded select “done”.

**Asset Line Item**  
**ASL-23026**

Transaction Type: Debit  
Amount: \$2,500.00  
Reconciled: ☐

**Details** **Related**

**Files (0)** [Add Files](#)

[Upload Files](#) Or drop files

**Asset Line Item History (2)**  
2 Items • Updated 2 minutes ago

| Date              | Field   | User            | Original Value | New Value   |
|-------------------|---------|-----------------|----------------|-------------|
| 1/28/2021 2:42 PM | Created | Kimberly Harris |                |             |
| 1/28/2021 2:42 PM | Balance | Kimberly Harris |                | \$12,500.00 |

View All

**APS - Upload Files Transactions**

Document Name:

\* Document Type: Bank Check

Description:

ASL-23026

[Upload Files](#) Or drop files

[Pause](#) [Next](#)

## Reconciliation of Bank Accounts-

### For supervisors only

This is to be done once a month by the supervisor, corresponding with the statement ending date.

See example bank statement:

**ARVEST BANK**  
P O BOX 1670  
LOWELL AR 72745

**Statement Ending 07/26/2020**  
Page 1 of 4

Customer Number: XX

**Managing Your Accounts**

24-HOUR ACCOUNT INFO (800) 601-8855  
LINE  
CUSTOMER SERVICE (866) 952-5523  
MAILING ADDRESS PO BOX 799 LOWELL AR 72745  
WEBSITE www.arvest.com

ADDRESS SERVICE REQUESTED  
>004700 4633594 0003 092473 102

OK DHS ADULT PROTECTIVE SERVICES  
GUARDIAN  
1206 W 4TH ST  
TAHLEQUAH OK 74464-5034

**Summary of Accounts**

| Account Type        | Account Number | Ending Balance |
|---------------------|----------------|----------------|
| BASIC BLUE          |                | \$14,945.50    |
| Total Current Value |                | \$14,945.50    |

**BASIC BLUE - XX**

**Account Summary**

| Date       | Description             | Amount      |
|------------|-------------------------|-------------|
| 06/24/2020 | Beginning Balance       | \$0.00      |
| 06/24/2020 | 2 Credit(s) This Period | \$15,000.00 |
| 07/17/2020 | 2 Debit(s) This Period  | \$121.00    |
| 07/26/2020 | Ending Balance          | \$14,945.50 |
| 07/26/2020 | Service Charges         | \$3.00      |

DORMANCY: A MONTHLY FEE WILL BEGIN IF NO ACTIVITY FOR 12 MONTHS.

**Account Activity**

| Post Date  | Description                 | Debits   | Credits     | Balance     |
|------------|-----------------------------|----------|-------------|-------------|
| 06/24/2020 | Beginning Balance           |          |             | \$0.00      |
| 06/25/2020 | DDA VIRTUAL DEPOSIT         |          | \$66.50     | \$66.50     |
| 07/17/2020 | EDWARD JONES INVESTMENT     |          | \$15,000.00 | \$15,066.50 |
| 07/23/2020 | STATE FARM RO 08 CPC-CLIENT | \$118.00 |             | \$14,948.50 |
| 07/24/2020 | Monthly Service Chg         | \$3.00   |             | \$14,945.50 |
| 07/26/2020 | Ending Balance              |          |             | \$14,945.50 |

**Daily Balances**

| Date       | Amount  | Date       | Amount      | Date       | Amount      |
|------------|---------|------------|-------------|------------|-------------|
| 06/23/2020 | \$0.00  | 07/17/2020 | \$15,066.50 | 07/24/2020 | \$14,945.50 |
| 06/25/2020 | \$66.50 | 07/23/2020 | \$14,948.50 |            |             |

**ARVEST BANK**  
Statement Ending 07/26/2020  
Page 2 of 4

Get account information any time.  
Call our 24-Hour Account Info Line or Visit arvest.com

**THIS FORM IS PROVIDED TO HELP YOU BALANCE YOUR BANK STATEMENT**

OUTSTANDING CHECKS/DEBITALS (THOSE WRITTEN WHICH HAVE NOT CLEARED THE BANK)

| NO.   | AMOUNT      |
|-------|-------------|
| 002   | 38.01       |
| 001   | 66.66       |
| 003   | 42.30       |
| 005   | 4,081.33    |
| TOTAL | \$ 5,406.13 |

1) BANK BALANCE \$ 14,945.50  
2) ADD - IF ANY DEPOSITS  
3) SUBTOTAL 14,945.50  
4) SUBTRACT IF ANY OUTSTANDING CHECKS/DEBITALS 5,406.13  
5) TOTAL (SHOULD AGREE WITH YOUR RECORDS) 9,541.37

IF YOUR ACCOUNT DOES NOT BALANCE, PLEASE CHECK THE FOLLOWING CAREFULLY:

- ☐ HAVE YOU CORRECTLY ENTERED THE AMOUNT OF EACH CHECK/DEBITAL IN YOUR RECORDS?
- ☐ ARE THE AMOUNTS OF YOUR DEPOSITS ENTERED IN YOUR RECORDS THE SAME AS THE STATEMENT, INCLUDING INTEREST PAID?
- ☐ HAVE ALL CHECKS/DEBITALS BEEN DEPOSITED FROM YOUR RECORDS?
- ☐ HAVE YOU DEPOSITED ALL BANK CHARGES FROM YOUR RECORDS (BANK DEBITS TO ACCOUNT - LISTED ON THIS STATEMENT)?
- ☐ HAVE YOU CARRIED THE CORRECT BALANCE FORWARD FROM ONE PAGE TO THE NEXT IN YOUR RECORDS?
- ☐ HAVE YOU CHECKED ALL ADDITIONS AND SUBTRACTIONS IN YOUR RECORDS?

IF YOU ARE UNABLE TO BALANCE YOUR ACCOUNT, OR IF YOU NEED HELP IN USING THIS FORM, PLEASE FEEL FREE TO CONTACT OUR CUSTOMER SERVICE DEPARTMENT.

IN CASE OF A DISCREPANCY BETWEEN YOUR RECORDS AND THE STATEMENT, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT. We will investigate your complaint and will correct any error properly. If we have more than 10 business days to do this, we will credit your account for the amount you think is correct, and we will continue to investigate the error. If you are unable to balance your account, we will credit your account for the amount you think is correct, and we will continue to investigate the error.

NEVER REPORT MISSING NON-DORMANT ACCOUNTS

Any account that is inactive for 12 months or more will be closed. If you have a deposit or withdrawal activity for a period of 30 days, a money market or savings account is considered dormant. If it has been inactive for a period of 30 days, interest will be paid on the account. If you have a deposit or withdrawal activity, the account will be reactivated. A dormant account has no charges, monthly or until the account is reactivated. The balance of the account will be paid to the account holder. The account has no charges. The account will be reactivated if the account has a balance of \$10,000.00 or more.

Member FDIC

1. Go to Asset Management tab on the referral. (\*Alternative Method: Click quick link "Asset Management" at the top of page. This only works if the account is already created)

R-134610 | Salesforce

okdhs--datadev.lightning.force.com/lightning/r/APS\_Referral\_c/a0Cr0000003F46aEAC/view

Sandbox: DataDev

AVA Referrals R-130162 R-134610 Unable to load R-131219 test test R-134633

Approval History (0) Files (0) Allegations (1) Assessments (7) Referral History (10) Service Plans (1) Alleged Victims (1) Collaterals (0)  
Alleged Perpetrators (1) Notes (10) Assets Management (2) Court Orders (1) Placements (1) Activities (10+) Related Referrals (0)

Referral R-134610

Response Type: CAPS Investigation Date/Time Reported: 9/8/2020 8:49 AM Investigator Safety Concern: Locked Alleged Victim: First Name 6345 Last Name 7323 Alleged Perpetrator: Alan Parish

Report Alleged Victim Alleged Perpetrators Collaterals Assessment Allegations Interviews Task Files Service Plan Assets Mgmt. Court Order More

Contacts Information Referral Details

Ref ID: R-134610 Date Open: 154

## 1. Select the account to reconcile

The screenshot shows the Salesforce interface for the 'Assets Management' page. The browser address bar displays the URL: `okdhs--datadev.lightning.force.com/lightning/r/APS_Asset_Management_c/a0Cr0000003F46aEAC/related/A...`. The page header includes the Salesforce logo, a search bar, and a navigation menu with tabs for 'AVA', 'Referrals', and 'Assets M...'. The main content area is titled 'Assets Management' and shows a list of two items. The first item is highlighted with a red box and contains the text 'ASM-0759'.

| Asset Management ID | Bank Account Number | Name on Bank Account           | Starting Balance | Current Balance |
|---------------------|---------------------|--------------------------------|------------------|-----------------|
| 1 ASM-0758          | 012345              | First Name 6345 Last Name 7323 | \$0.00           | \$12,500.00     |
| 2 ASM-0759          | 123456              | First Name 6345 Last Name 7323 | \$0.00           | \$9,541.37      |

## 2. Select Related tab

The screenshot shows the Salesforce interface for the 'Asset Management' page. The browser address bar displays the URL: `okdhs--datadev.lightning.force.com/lightning/r/APS_Asset_Management_c/a06r0000003qYiYAAU`. The page header includes the Salesforce logo, a search bar, and a navigation menu with tabs for 'AVA', 'Referrals', and 'Assets M...'. The main content area is titled 'Asset Management 123456' and shows details for the asset. The 'Related' tab is selected, and the page displays a list of related transactions. The 'Related' tab is highlighted with a red box.

| Asset Management ID | Asset Owner                    | Referral | Current Balance | Starting Balance |
|---------------------|--------------------------------|----------|-----------------|------------------|
| ASM-0759            | First Name 6345 Last Name 7323 | R-134610 | \$9,541.37      | \$0.00           |

**Details** **Related**

| Asset Management ID | Asset Owner                    | Referral | Current Balance | Starting Balance |
|---------------------|--------------------------------|----------|-----------------|------------------|
| ASM-0759            | First Name 6345 Last Name 7323 | R-134610 | \$9,541.37      | \$0.00           |

**Financial Institution Details**

| Type of Account | Financial Institution Name | Name on Bank Account           | Bank Account Number | Created By                        |
|-----------------|----------------------------|--------------------------------|---------------------|-----------------------------------|
| Checking        | Arvest                     | First Name 6345 Last Name 7323 | 123456              | Kimberly Harris, 2/2/2021 4:54 PM |

**APS Tran**

| Transaction   | Amount | Debit Type | Check/Tr | Payee |
|---------------|--------|------------|----------|-------|
| * Transaction |        | N/A        |          | N/A   |

### 3. Scroll down to “Asset Line Item” then select “view all”

The screenshot shows the Salesforce interface for 'ASM-0759 | Salesforce'. The URL is 'okdhs--datadev.lightning.force.com/lightning/r/APS\_Asset\_Management\_\_c/a06r0000003qYiY'. The page displays a table of 'Asset Line Items' with 8 items. A red box highlights the 'View All' button at the bottom of the table.

|   | Asset Line ... | Check/Tra...        | Date of Tra...   | Transactio... | Amount      | Balance     | Debit Type       | Transactio... |
|---|----------------|---------------------|------------------|---------------|-------------|-------------|------------------|---------------|
| 1 | ASL-23033      | 905                 | 7/26/2020 5:3... | Debit         | \$4,661.33  | \$9,544.37  | Other            | Pending       |
| 2 | ASL-23034      | ACH                 | 7/24/2020 5:3... | Debit         | \$3.00      | \$9,541.37  | Service Charge   | Pending       |
| 3 | ASL-23032      | 903                 | 7/23/2020 5:2... | Debit         | \$42.20     | \$14,205.70 | Medical Bills    | Pending       |
| 4 | ASL-23031      | 901                 | 7/21/2020 5:2... | Debit         | \$661.69    | \$14,247.90 | Nursing Home ... | Pending       |
| 5 | ASL-23030      | pymt by phone       | 7/21/2020 5:2... | Debit         | \$118.00    | \$14,909.59 | Home Insurance   | Pending       |
| 6 | ASL-23029      | 902                 | 7/21/2020 5:0... | Debit         | \$38.91     | \$15,027.59 | Medical Bills    | Pending       |
| 7 | ASL-23028      | electronic trans... | 7/16/2020 4:5... | Credit        | \$15,000.00 | \$15,066.50 | N/A              | Pending       |
| 8 | ASL-23027      | .                   | 6/25/2020 4:5... | Credit        | \$66.50     | \$66.50     | N/A              | Pending       |

### 4. Place a check mark in the box to the left of each asset line item that corresponds to the transaction listed on the bank statement.

The screenshot shows the Salesforce interface for 'Asset Line Items | Salesforce'. The URL is 'okdhs--datadev.lightning.force.com/lightning/r/APS\_Asset\_Line\_Item\_\_c/a06r0000003qYiYAAU/related/Asset...'. The page displays a table of 'Asset Line Items' with 8 items. A red box highlights the checkboxes in the first column of the table, indicating that they have been checked for each item.

|   | Asset Line ... | Check/Tran...       | Date of Tr...    | Transactio... | Amount      | Balance     | Debit Type       | Transaction... | Payee                   |
|---|----------------|---------------------|------------------|---------------|-------------|-------------|------------------|----------------|-------------------------|
| 1 | ASL-23033      | 905                 | 7/26/2020 5:3... | Debit         | \$4,661.33  | \$9,544.37  | Other            | Pending        | Tulsa Co. Treasurer     |
| 2 | ASL-23034      | ACH                 | 7/24/2020 5:3... | Debit         | \$3.00      | \$9,541.37  | Service Charge   | Pending        | Arvest                  |
| 3 | ASL-23032      | 903                 | 7/23/2020 5:2... | Debit         | \$42.20     | \$14,205.70 | Medical Bills    | Pending        | PHS Mobile XRay         |
| 4 | ASL-23031      | 901                 | 7/21/2020 5:2... | Debit         | \$661.69    | \$14,247.90 | Nursing Home ... | Pending        | Brookdale Tulsa         |
| 5 | ASL-23030      | pymt by phone       | 7/21/2020 5:2... | Debit         | \$118.00    | \$14,909.59 | Home Insurance   | Pending        | State Farm              |
| 6 | ASL-23029      | 902                 | 7/21/2020 5:0... | Debit         | \$38.91     | \$15,027.59 | Medical Bills    | Pending        | Orthopedic Specialist   |
| 7 | ASL-23028      | electronic trans... | 7/16/2020 4:5... | Credit        | \$15,000.00 | \$15,066.50 | N/A              | Pending        | First Name 6345 Last... |
| 8 | ASL-23027      | .                   | 6/25/2020 4:5... | Credit        | \$66.50     | \$66.50     | N/A              | Pending        | Virtual deposit         |

5. Click “Clear Selected Assets” in the top right corner

The screenshot shows the Salesforce interface for 'Asset Line Items'. The table lists 8 items with columns for Asset Line Item, Check/Transaction, Date of Transaction, Transaction Type, Amount, Balance, Debit Type, Transaction Status, and Payee. A red box highlights the 'Clear Selected Assets' button in the top right corner.

|   | Asset Line Item | Check/Transaction   | Date of Transaction | Transaction Type | Amount      | Balance     | Debit Type       | Transaction Status | Payee                   |
|---|-----------------|---------------------|---------------------|------------------|-------------|-------------|------------------|--------------------|-------------------------|
| 1 | ASL-23033       | 905                 | 7/26/2020 5:3...    | Debit            | \$4,661.33  | \$9,544.37  | Other            | Pending            | Tulsa Co. Treasurer     |
| 2 | ASL-23034       | ACH                 | 7/24/2020 5:3...    | Debit            | \$3.00      | \$9,541.37  | Service Charge   | Pending            | Arvest                  |
| 3 | ASL-23032       | 903                 | 7/23/2020 5:2...    | Debit            | \$42.20     | \$14,205.70 | Medical Bills    | Pending            | PHS Mobile XRay         |
| 4 | ASL-23031       | 901                 | 7/21/2020 5:2...    | Debit            | \$661.69    | \$14,247.90 | Nursing Home ... | Pending            | Brookdale Tulsa         |
| 5 | ASL-23030       | pymt by phone       | 7/21/2020 5:2...    | Debit            | \$118.00    | \$14,909.59 | Home Insurance   | Pending            | State Farm              |
| 6 | ASL-23029       | 902                 | 7/21/2020 5:0...    | Debit            | \$38.91     | \$15,027.59 | Medical Bills    | Pending            | Orthopedic Specialist   |
| 7 | ASL-23028       | electronic trans... | 7/16/2020 4:5...    | Credit           | \$15,000.00 | \$15,066.50 | N/A              | Pending            | First Name 6345 Last... |
| 8 | ASL-23027       | .                   | 6/25/2020 4:5...    | Credit           | \$66.50     | \$66.50     | N/A              | Pending            | Virtual deposit         |

6. Click “click here to return to items”

The screenshot shows the Salesforce interface after a record update. A message box displays 'Records Updated. (You may need to refresh page to see updates.)'. A red box highlights the link 'Click here to return to items'.

7. The Items that you have cleared should now reflect as “Cleared” in “Transaction Status” column

AVA Home R-145... Unabl... Unabl... Unabl... Unabl... Unabl...

Asset Lin... R-145888 Assets M... ASM-0818 Asset Lin...

Assets Management > ASM-0818  
Asset Line Items

0 Items • Sorted by Date of Transaction • Updated 2 minutes ago

|    | Asset Line I... | Check/Tran... | Date of Tr...    | Transaction... | Amount      | Balance     | Debit Type       | Transaction S... | Payee              |
|----|-----------------|---------------|------------------|----------------|-------------|-------------|------------------|------------------|--------------------|
| 1  | ASL24323        | ACH           | 2/27/2021 4:4... | Credit         | \$0.00      | \$9,541.37  | N/A              | Pending          | Balanced with ...  |
| 2  | ASL24322        | 904           | 7/27/2020 4:3... | Credit         | \$0.00      | \$9,541.37  | N/A              | Pending          | VOID               |
| 3  | ASL24320        | ACH           | 7/26/2020 3:5... | Debit          | \$3.00      | \$9,541.37  | Service Charge   | Cleared          | Arvest             |
| 4  | ASL24319        | 905           | 7/26/2020 3:5... | Debit          | \$4,661.33  | \$9,544.37  | Other            | Pending          | Tulsa Co. Treas... |
| 5  | ASL24318        | 903           | 7/23/2020 3:4... | Debit          | \$42.20     | \$14,205.70 | Medical Bills    | Pending          | PHS Mobile XRay    |
| 6  | ASL24315        | ACH           | 7/23/2020 3:4... | Debit          | \$118.00    | \$14,948.50 | Home Insurance   | Cleared          | State Farm Ins...  |
| 7  | ASL24317        | 901           | 7/21/2020 3:4... | Debit          | \$661.69    | \$14,247.90 | Nursing Home ... | Pending          | Brookdale Tuls...  |
| 8  | ASL24316        | 902           | 7/21/2020 3:4... | Debit          | \$38.91     | \$14,909.59 | Medical Bills    | Pending          | Orthopedic Sp...   |
| 9  | ASL24314        | .             | 7/17/2020 3:3... | Credit         | \$15,000.00 | \$15,066.50 | N/A              | Cleared          | N/A                |
| 10 | ASL24313        | .             | 6/25/2020 3:3... | Credit         | \$66.50     | \$66.50     | Other            | Cleared          | N/A                |

8. Add sum of pending transactions and subtract them from the ending balance of the bank statement. If this calculation matches the balance that is associated with the last transaction of the appropriate month in AVA, then you have successfully reconciled this statement.

AVA Home R-145... Unabl... Unabl... Unabl... Unabl... Unabl...

Asset Lin... R-145888 Assets M... ASM-0818 Asset Lin...

Assets Management > ASM-0818  
Asset Line Items

0 Items • Sorted by Date of Transaction • Updated 2 minutes ago

|    | Asset Line I... | Check/Tran... | Date of Tr...    | Transaction... | Amount      | Balance     | Debit Type       | Transaction S... | Payee              |
|----|-----------------|---------------|------------------|----------------|-------------|-------------|------------------|------------------|--------------------|
| 1  | ASL24323        | ACH           | 2/27/2021 4:4... | Credit         | \$0.00      | \$9,541.37  | N/A              | Pending          | Balanced with ...  |
| 2  | ASL24322        | 904           | 7/27/2020 4:3... | Credit         | \$0.00      | \$9,541.37  | N/A              | Pending          | VOID               |
| 3  | ASL24320        | ACH           | 7/26/2020 3:5... | Debit          | \$3.00      | \$9,541.37  | Service Charge   | Cleared          | Arvest             |
| 4  | ASL24319        | 905           | 7/26/2020 3:5... | Debit          | \$4,661.33  | \$9,544.37  | Other            | Pending          | Tulsa Co. Treas... |
| 5  | ASL24318        | 903           | 7/23/2020 3:4... | Debit          | \$42.20     | \$14,205.70 | Medical Bills    | Pending          | PHS Mobile XRay    |
| 6  | ASL24315        | ACH           | 7/23/2020 3:4... | Debit          | \$118.00    | \$14,948.50 | Home Insurance   | Cleared          | State Farm Ins...  |
| 7  | ASL24317        | 901           | 7/21/2020 3:4... | Debit          | \$661.69    | \$14,247.90 | Nursing Home ... | Pending          | Brookdale Tuls...  |
| 8  | ASL24316        | 902           | 7/21/2020 3:4... | Debit          | \$38.91     | \$14,909.59 | Medical Bills    | Pending          | Orthopedic Sp...   |
| 9  | ASL24314        | .             | 7/17/2020 3:3... | Credit         | \$15,000.00 | \$15,066.50 | N/A              | Cleared          | N/A                |
| 10 | ASL24313        | .             | 6/25/2020 3:3... | Credit         | \$66.50     | \$66.50     | Other            | Cleared          | N/A                |

**THIS FORM IS PROVIDED TO HELP YOU  
BALANCE YOUR BANK STATEMENT**

OUTSTANDING CHECKS/WITHDRAWALS  
(FROM CHECKS/NOTES/STATEMENTS NOT CLEARED BY BANK)

| NO.   | AMOUNT      |
|-------|-------------|
| 002   | 38.01       |
| 001   | 061.69      |
| 003   | 42.20       |
| 005   | 4,661.33    |
| TOTAL | \$ 5,408.13 |

1) BANK BALANCE \$ 14,945.50

2) ADD - IF ANY DEPOSITS \$

3) SUBTOTAL \$ 14,945.50

4) SUBTRACT - IF ANY OUTSTANDING CHECKS/WITHDRAWALS \$ 5,408.13

5) TOTAL (SHOULD AGREE WITH YOUR RECORDS IF YOU HAVE MADE CORRECTING FOR ALL BANK CHARGES AND ADDED ALL DEPOSITS/DEBITS AND DEBIT FIRST PRIC)

IF YOUR ACCOUNT DOES NOT BALANCE, PLEASE CHECK THE FOLLOWING CAREFULLY:

☐ HAVE YOU CORRECTLY ENTERED THE AMOUNT OF EACH CHECK/DEPOSIT IN YOUR RECORDS?

☐ ARE THE AMOUNTS OF YOUR DEPOSITS ENTERED IN YOUR RECORDS THE SAME AS THE STATEMENT, INCLUDING INTEREST PRIC?

☐ HAVE ALL CHECKS/WITHDRAWALS BEEN DEPOSITED FROM YOUR RECORDS?

☐ HAVE YOU REQUESTED ALL BANK CHARGES FROM YOUR RECORDS (BANK DEBITS TO ACCOUNT - LISTED ON THE STATEMENT)?

☐ HAVE YOU CLEARED THE CORRECT BALANCE FORWARD FROM ONE PAGE TO THE NEXT IN YOUR RECORDS?

☐ HAVE YOU CHECKED ALL ADDITIONS AND SUBTRACTIONS IN YOUR RECORDS?

IF YOU ARE ABLE TO BALANCE YOUR ACCOUNT, OR IF YOU NEED HELP IN USING THIS FORM, FEEL FREE TO CONTACT OUR CUSTOMER SERVICE DEPARTMENT.

9. Enter a new transaction to show that you have reconciled the asset management account with the bank statement.

- Amount: \$0
- Transaction Date/Time: Banks statement “ending date”
- Debit type: N/A
- Payee: “balanced with bank statement dated X/XX/XX. List any outstanding checks see following images
- Comments: Include ending balance listed on the statement

**APS Transactions**

\* Transaction Date/Time  
Feb 27, 2021 4:48 PM

\* Transaction Type  
Credit

\* Amount  
\$0

\* Debit Type  
N/A

\* Check/Transaction Number  
ACH

\* Payee  
Balanced with bank statement ending 7/26/20 . Outstanding 901, 903 905 I

Source of Income

Comments

Asset Line Item  
**ASL-24323**

| Transaction Type | Amount | Reconciled               |
|------------------|--------|--------------------------|
| Credit           | \$0.00 | <input type="checkbox"/> |

**Details** Related

|                     |           |                    |            |
|---------------------|-----------|--------------------|------------|
| Asset Line Items ID | ASL-24323 | Transaction Status | Pending    |
| Asset Management    | ASM-0818  | Balance            | \$9,541.37 |

Transaction Details

|                          |                                    |                  |                                                                                         |
|--------------------------|------------------------------------|------------------|-----------------------------------------------------------------------------------------|
| Date of Transaction      | 2/27/2021 4:48 PM                  | Debit Type       | N/A                                                                                     |
| Date Reconciled          |                                    | Payee            | Balanced with bank statement ending 7/26/20<br>Outstanding 901, 903 905 balance 9541.37 |
| Transaction Type         | Credit                             | Comments         |                                                                                         |
| Amount                   | \$0.00                             | Source of Income |                                                                                         |
| Check/Transaction Number | ACH                                |                  |                                                                                         |
| Created By               | Kimberly Harris, 2/24/2021 4:52 PM | Last Modified By | Kimberly Harris                                                                         |

10. Go to the related tab on this asset line item.

Asset Line Item  
**ASL-24323**

Transaction Type  
Credit

Amount  
\$0.00

Reconciled  
☐

Details

Related

Asset Line Items ID  
ASL-24323

Transaction Status  
Pending

Asset Management  
[ASM-0818](#)

Balance ⓘ  
\$9,541.37

Transaction Details

11. Select “upload Files” under the Files area
12. Upload the appropriate reconciled bank statement.

File types: Pdf, Jpg, Png

13. Once the file is uploaded select “done”.

Asset Line Item  
**ASL-23026**

Transaction Type  
Debit

Amount  
\$2,500.00

Reconciled  
☐

EditClonePrintable View

Details

Related

Files (0)

Add Files

Upload Files  
Or drop files

Asset Line Item History (2)

2 Items • Updated 2 minutes ago

|   | Date              | Field    | User            | Original Va... | New Value   |
|---|-------------------|----------|-----------------|----------------|-------------|
| 1 | 1/28/2021 2:42 PM | Created. | Kimberly Harris |                |             |
| 2 | 1/28/2021 2:42 PM | Balance  | Kimberly Harris |                | \$12,500.00 |

View All

APS - Upload Files Transactions

Document Name

\* Document Type  
Bank Check

Description

ASL-23026

Upload FilesOr drop files

PauseNext