Disability Support Services

MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

# Socrates v2 Manager Guide

## Version 5

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## Document Control

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**Owner:** Alex Tierney

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## Document History

| Version | Date Updated | Summary of Changes | Author(s) |
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| V2 | 13/04/2026 | Changes in line with release 2.1 | Alex Tierney,<br>Rachel O'Connor |
| V3 | 18/05/2026 | | Alex Tierney<br>Rachel O'Connor |
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# Socrates v2 — Manager Guide

*Role-based guide for reviewing assessments and indicative funding ranges*

**Read first:**
Socrates v2 — Getting Started. This guide then takes you through the Manager procedures. Existing Socrates v2 instruction wording has been retained; content has been regrouped for readability.

## 2 Reviewing the Indicative Range

There are three scenarios for a manager review of an Indicative Range (IR) to be triggered:

1. If the override slider or dual funding slider is used
2. The Indicative Range is greater than $112,000
3. An indicative range is manually sent

From Release 5, managers review both Indicative Ranges and funding plans. Staff can also send IRs and funding plans manually for manager approval if they select the **Send for Manager Approval** checkbox when confirming the IR or plan.

If the Indicative Range was not confirmed before the plan was completed, the plan and the IR are sent to the manager for approval at the same time.

**Assessment and Coordination:** From Release 5, the assessment process is split into two stages, which are marked out separately in the left-hand menu of the assessment.

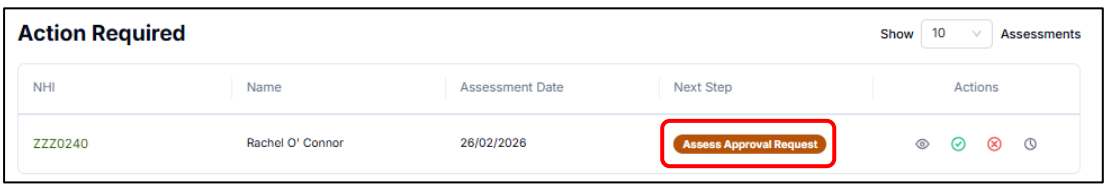
**Assessment** covers the creation of an assessment through to moderation.

**Coordination** covers from when an assessment is sent for indicative range calculation through to funding plan completion.

Two menu labels have also changed: **Funding** (previously Allocation) and **Planning** (previously MyDSS Funding Plan).

### 2.1 Manager Approval

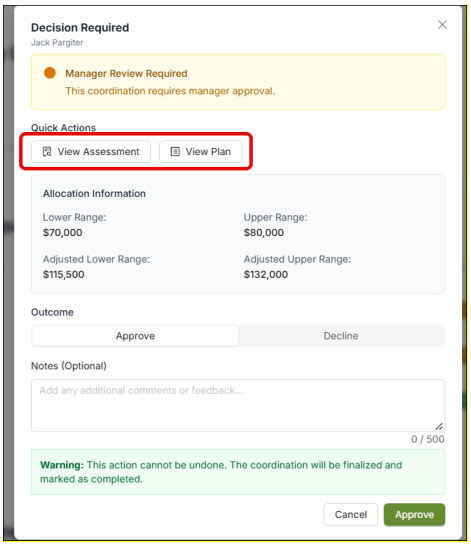
1. When an assessment (Indicative Range or funding plan) is assigned to you as a Manager for approval, it will appear in your *Action Required* section with a status of *Assess Approval Request*:



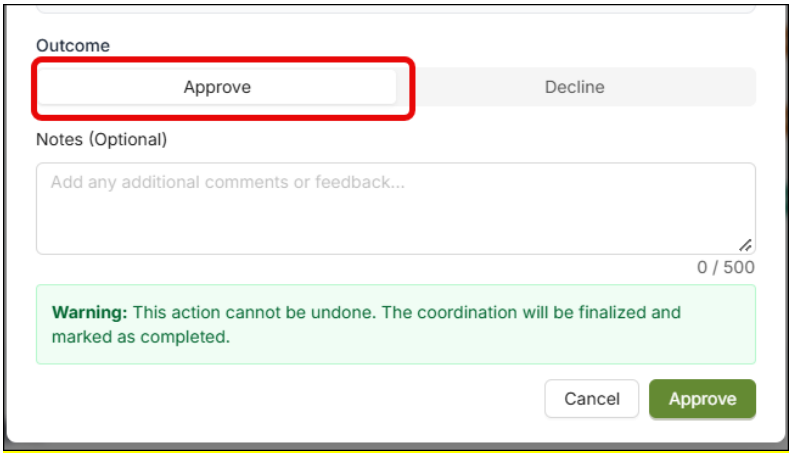

2. Click the **Eye** icon to view the assessment information

3. Click on the **Next Step/Status** to open the Approval pop up window

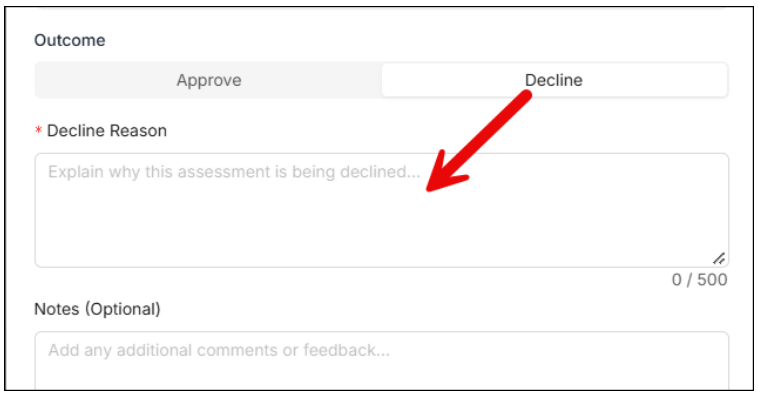
4. Here you can click on the quick action buttons **View Assessment** or **View Plan** to view the assessment or funding plan in detail:




5. To approve, click **Approve** (this is the default option)**:**

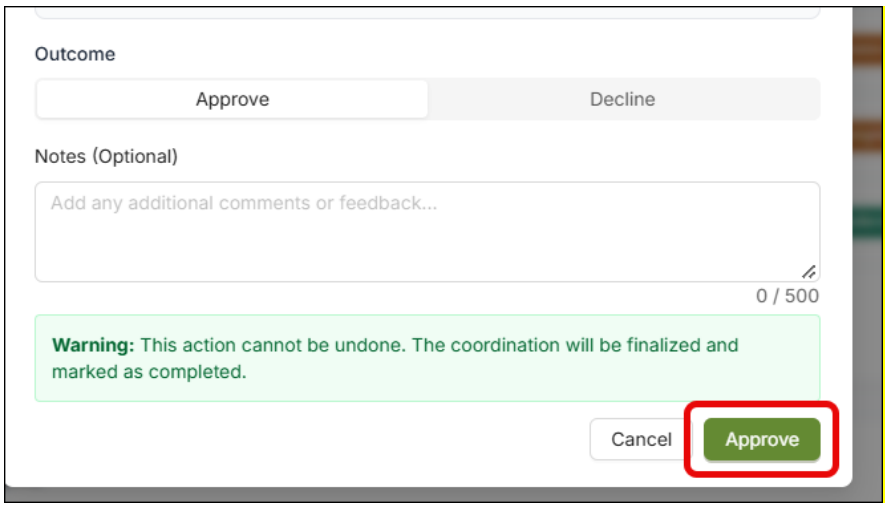



6. To decline it, click **Decline.** If you do so, you will need to enter a *Decline Reason*:



7. You also have the option of entering any notes in the *Notes* field

8. Then click **Approve** or **Decline** to finish the review (this button will change depending on your Outcome selection):




**What happens after your review**

If you approve an Indicative Range, the assessment status moves to **MyDSS Funding Plan** and is assigned to the user nominated by the coordinator. If you decline it, it is returned to the submitter with a status of **Declined IR**.

If you approve a funding plan, it changes to a status of **Funding Plan Completed**. If you decline it, it is returned to the coordinator with a status of **Declined Plan**.

To close the Approval pop-up without taking any action, click **Cancel** or **X**.

# 3 Managing Assignments

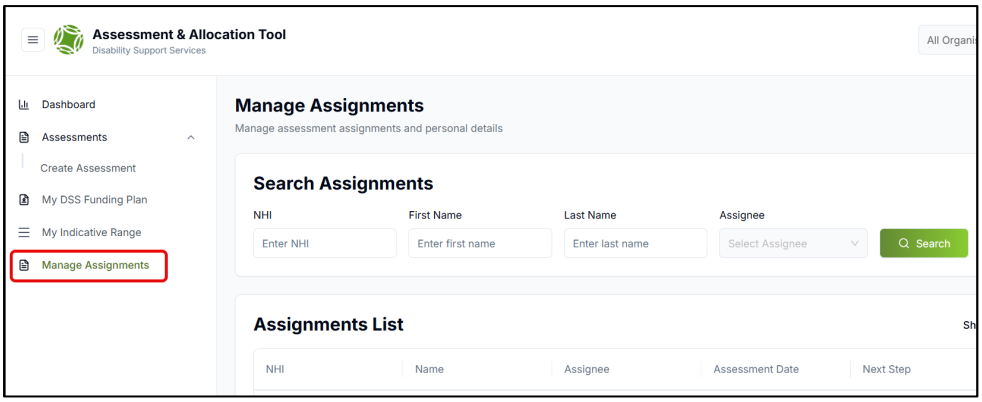
To assist managers in overseeing the assignment of assessments, there is a section in Socrates V2 called *Manage Assignments*. Here, users with the role of Manager can view assessments no matter what stage they are at, and reassign them internally if necessary, e.g. if a key user is suddenly absent.

Managers can also update Personal Details within an assessment in case there is an information error, e.g. a mismatch between name and NHI.

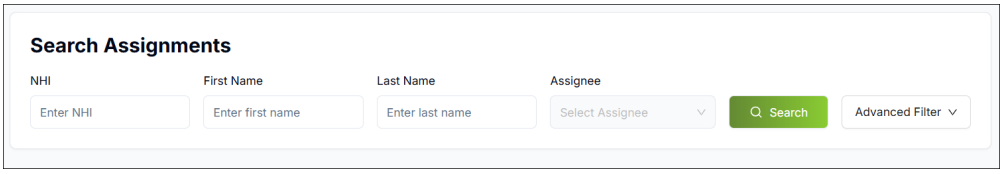
Lastly, Managers can revert the status of an assessment if necessary. The revert function is subject to defined rules.

To manage assignments:

1. Click **Manage Assignments** in the left-hand menu:

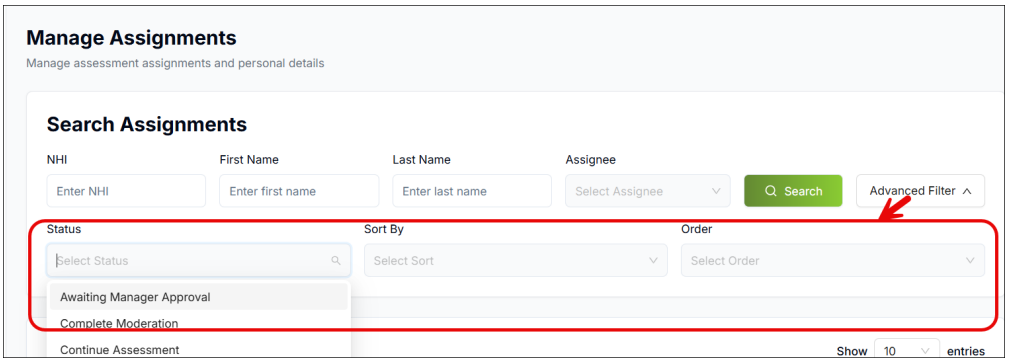



2. On the *Manage Assignments* screen you can search for the appropriate assessments using the search facility provided:




**Note:** You can also search the Manage Assignments screen by **Assessment ID**. Funding plans can be searched by **Plan ID** on the My DSS Funding Plan screen.

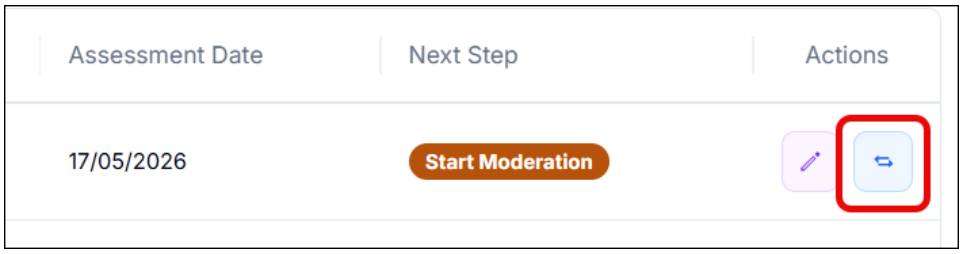
3. You can also access additional search filters by clicking the **Advanced Filter** button. This allows you to filter by Status; choose how you want the results sorted (e.g. by Next Step, i.e. Status or by Assessment Date); and specify the order (ascending or descending):



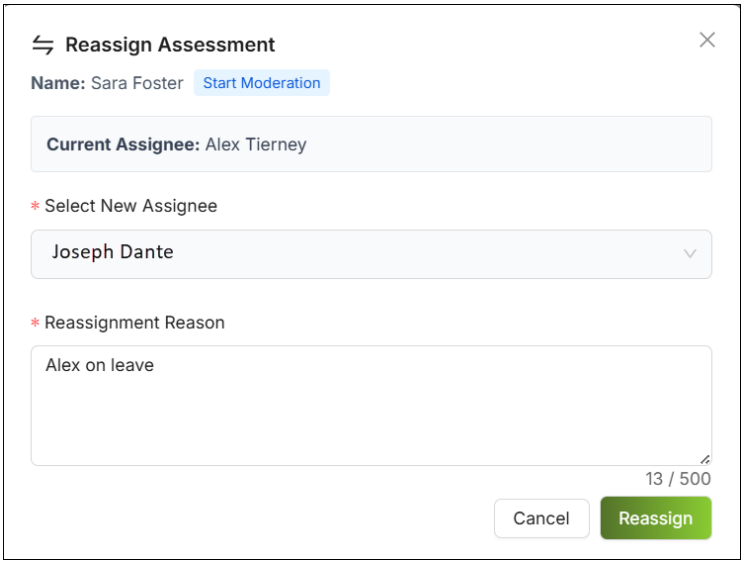

## 3.1 Reassigning Assessments

To reassign an assessment:

1. Click the **Reassign** icon next to it:



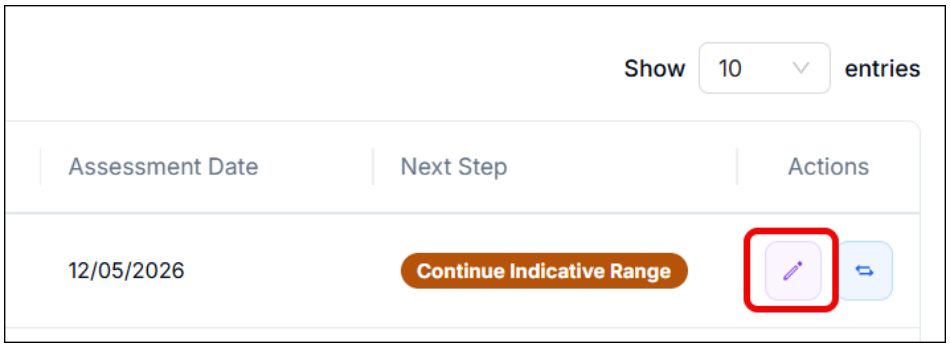

2. In the window that opens, a list of eligible assignees is presented based on the status of the assessment. Select the new assignee and give the reason for reassignment, then click **Reassign:**



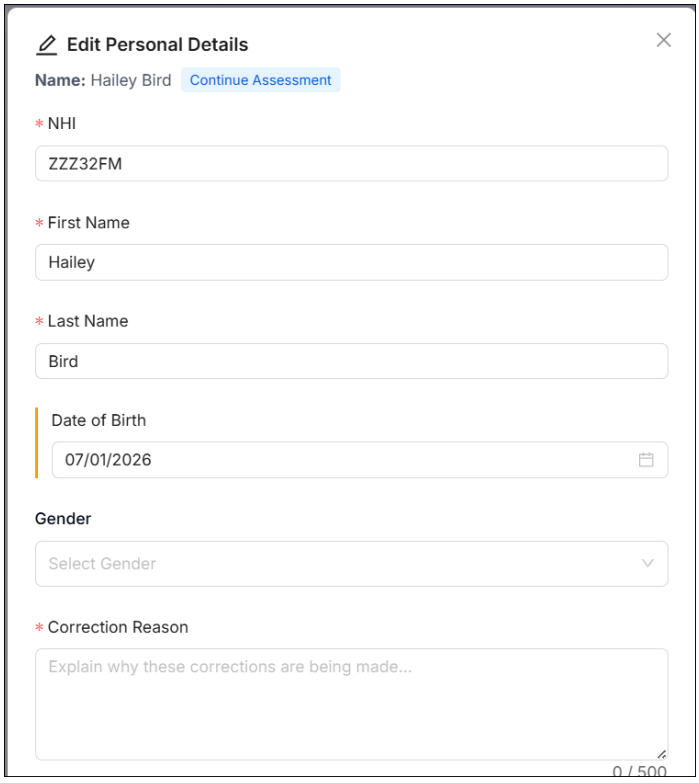
## 3.2 Updating a Disabled Person's Details

To update the Disabled Person's key details on an assessment form:

1. Click the **Edit Details** icon next to the assessment:




2. In the window that opens, you can update their NHI, First and Last Name, DOB and gender. Provide a reason for the update in the *Correction Reason* field and click **Save Changes**:



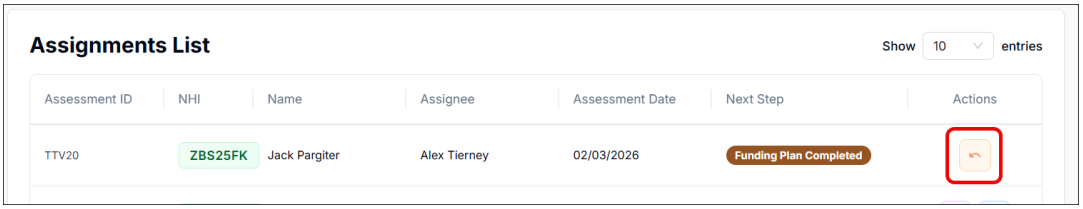
## 3.3 Reverting an Assessment's Status

Sometimes a Manager may need to revert an assessment's status, e.g. bring it from *Ready for Indicative Range* back to *Start Moderation*. This is done subject to defined reversion rules which you will find listed below.

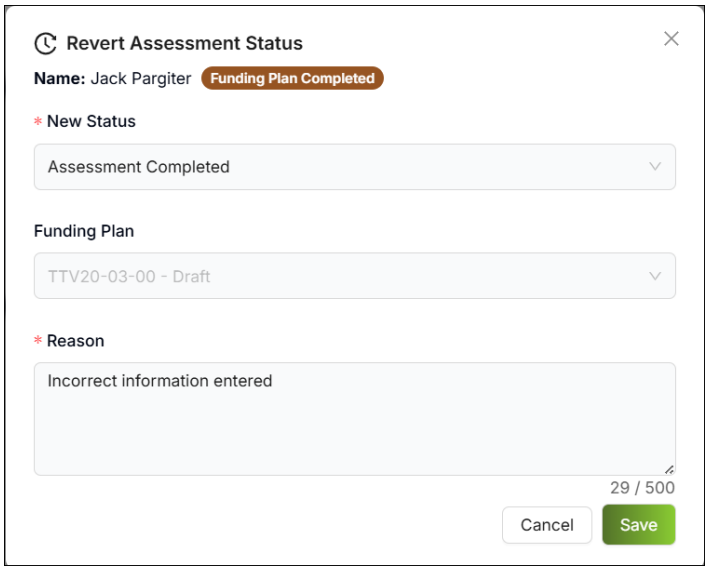
### 3.3.1 How to Revert an Assessment's Status

1. Open the *Manage Assignments* screen

2. Click the **Revert** icon next to the assessment whose status you want to update:




3. In the pop up, select the status you want to revert to, type in a reason for the reversion, and click **Save**:




4. The assessment status will immediately change to the status you selected and be auto assigned to the person who completed it previously

### 3.3.2 Reversion Rules

There are a number of rules in place which dictate what status an assessment can be reverted to. These depend on the current status of the assessment, and are as follows:

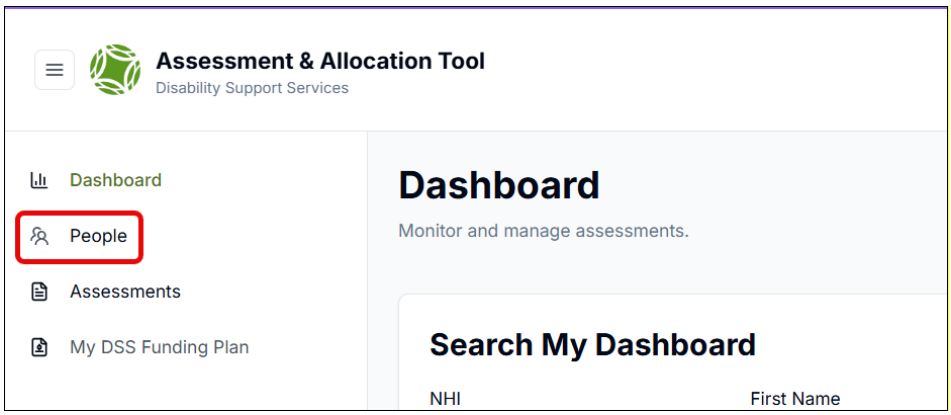
- **Draft**: Cannot be reverted.
- **Start Moderation**: Cannot be reverted. Instead the user can select 'More Information Required'
- **Complete Moderation**: Cannot be reverted. Instead the user can select 'More Information Required'
- **Ready for Indicative Range**: Can only be reverted to **Start Moderation** or **Draft**
- **Continue Indicative Range**: Cannot be reverted.
- **Confirm Indicative Range**: Can only be reverted to **Start Moderation** or **Ready for Indicative Range** or **Draft**
- **Information Requested**: Cannot be reverted.
- **Awaiting Manager Approval**: Cannot be reverted.
- **Declined Assessment**: Cannot be reverted.
- **My DSS Funding Plan** (Assessment Completed): Can only be reverted to **Start Moderation** or **Draft** or **Confirm IR**
- **Funding Plan Completed:** Can only be reverted to **My DSS Funding Plan.**
- **Closed:** Can only be reverted to **Draft.**

# 4 Transferring Disabled Persons

Managers can transfer a Disabled Person to another organisation other users will not see the Transfer button. Before this takes place, the manager should confirm with the other organisation via email that the transfer is accepted.

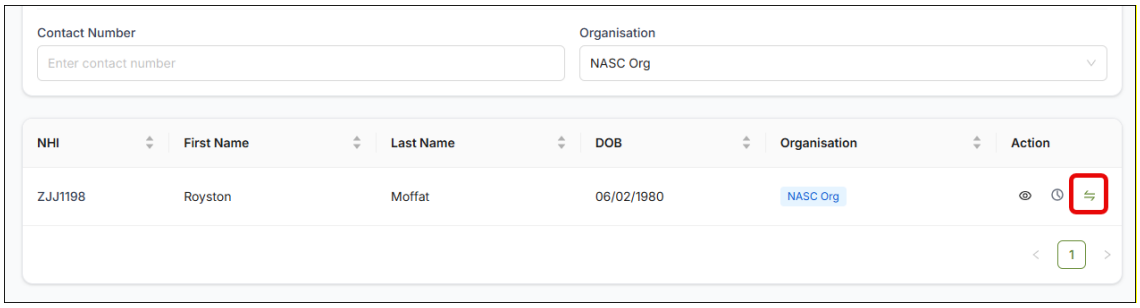
To manage the transfer from within Socrates v2:

1. Open the *People* section by clicking **People** in the left-hand menu:




2. Find the Disabled Person who is to be transferred

3. Click the **Transfer** icon next to them:

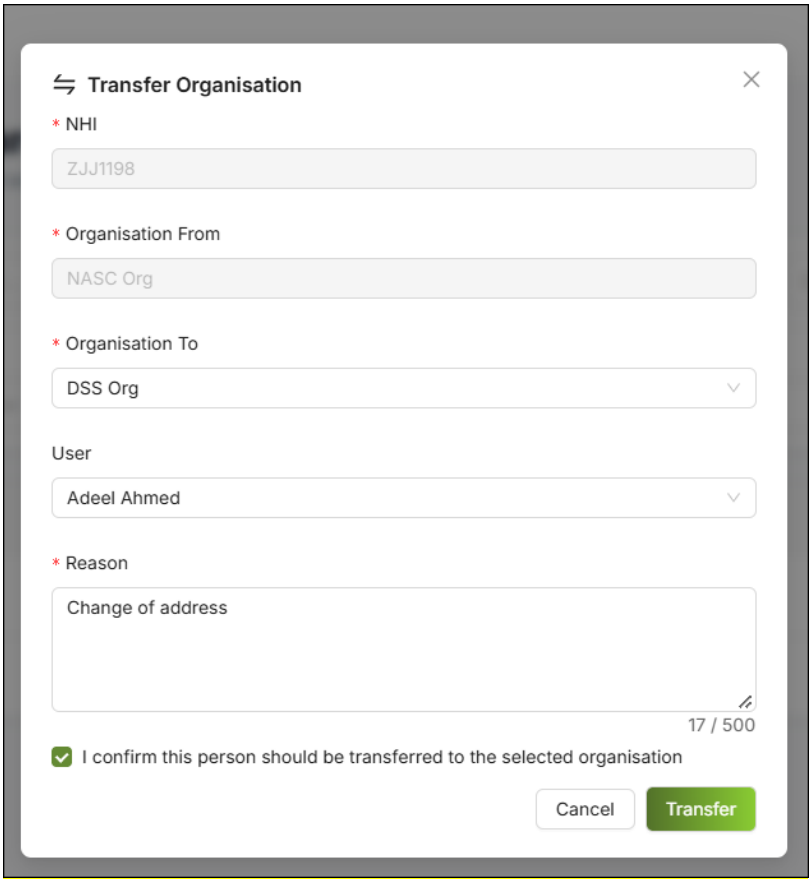



4. In the pop up that opens, select the organisation you are transferring the Disabled Person to in the *Organisation To* field

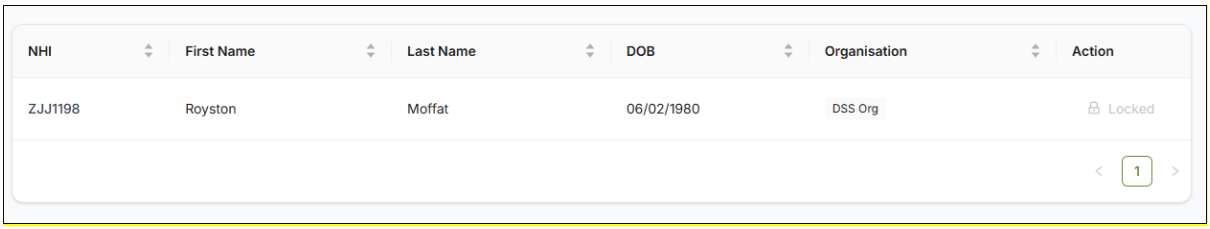
5. Select the user who will coordinate the Disabled Person from within the new organisation in the *User* field. **Note:** Only managers from the selected organisation are available to choose from.

6. Enter the reason for transfer (this is mandatory)

7. Click **Transfer**:




8. The system will automatically trigger an email to the user you selected and the Disabled Person will be immediately assigned to the selected organisation and you will no longer be able to open their profile:




**What is transferred:** The Disabled Person's record is transferred together with their related assessments, funding plans, documents and notes. Assessments are reassigned to the receiving manager, except for tasks assigned to the DSS Allocator. Assessment statuses stay the same, and the original creator, submitter and moderator details are kept. A note is added to the Assessment History and to the Disabled Person's Timeline.

**Important Note:** There is no step for the receiving organisation to approve the transfer. As soon as you transfer the Disabled Person, your organisation loses access to them. Your site may need to update its transfer process so that the transfer in Socrates v2 is the final step.

# 5 Notifications

From Release 5, managers receive the following notifications:

- **Approval Requested:** when an indicative range or funding plan is sent to you for review.
- **Start Moderation:** when you are selected as the moderator for an assessment (managers can be selected as moderators).
- **Transfer:** an email notification when a Disabled Person is transferred to you from another organisation.