



OUTCOME
SERVICES

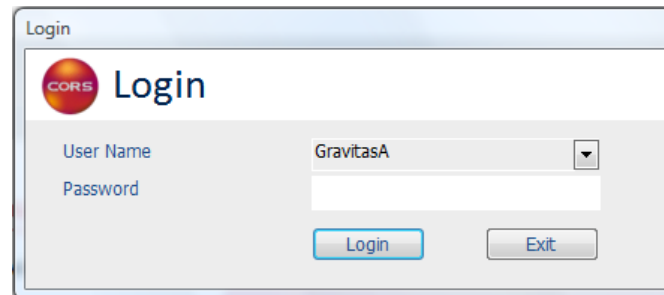
CORS User Guide



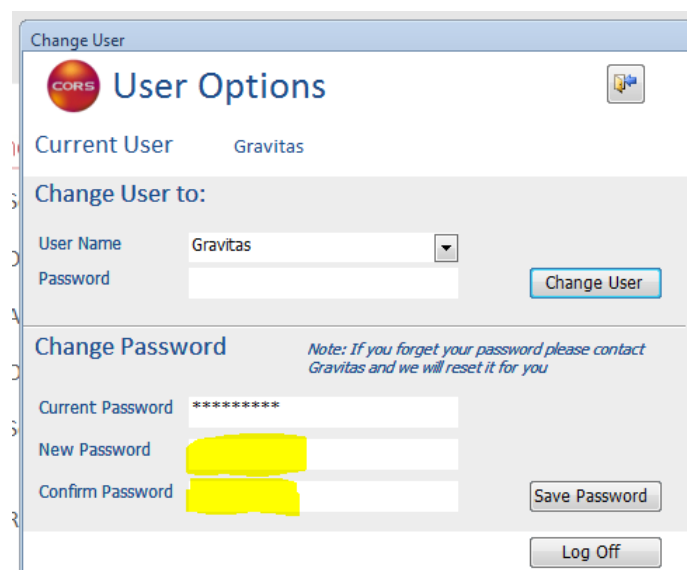
Quick Start Set-up	2
Setting up a Service User	9
Setting up Activities	10
Setting Outcomes	12
Conducting Reviews	15
Reporting Features	17
Remote Features	18

Quick Start Set-up

When you open CORS for the first time you will have been provided with a single user login. The password will be set to 'password', click Login or press enter for the system to become active:

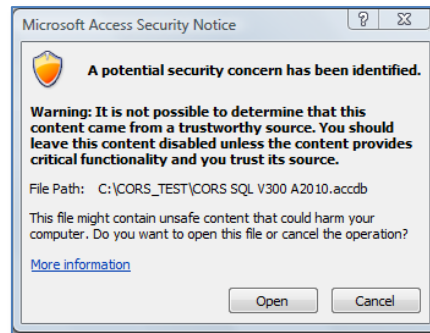
A screenshot of a 'Login' window. It features the CORS logo (a red circle with 'CORS' in white) and the title 'Login'. Below the logo, there are two input fields: 'User Name' with a dropdown menu showing 'GravitasA' and 'Password' with an empty text box. At the bottom, there are two buttons: 'Login' and 'Exit'.

This user will have full administrative powers and responsibilities for setting up the system exactly as your organisation requires. For increased security, please change your password when prompted.

A screenshot of a 'Change User' window. It features the CORS logo and the title 'User Options'. The 'Current User' is listed as 'Gravitas'. Below this, there is a section 'Change User to:' with a 'User Name' dropdown menu showing 'Gravitas' and a 'Password' text box. A 'Change User' button is to the right. Below this is a section 'Change Password' with a note: 'Note: If you forget your password please contact Gravitas and we will reset it for you'. It contains three input fields: 'Current Password' (showing '*****'), 'New Password' (highlighted in yellow), and 'Confirm Password' (highlighted in yellow). A 'Save Password' button is to the right of these fields. At the bottom, there is a 'Log Off' button.

Please enter the new password and confirm in the two boxes at the bottom of the user option box (above).

It also is useful to inhibit the security warnings through the system options menu straight away as this will prevent the following message appearing every time you launch the system:



Your first setup task then is to set up the demographic data you report on including ethnic categories (default settings provided), and age groupings. This is key information to establish correctly at the beginning as once it is attached to a service user it will not be able to be altered without undoing all the connections.

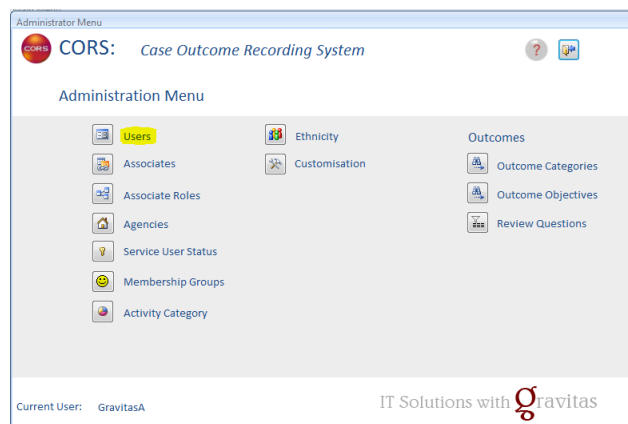
Please click on 'System Options' in the main menu and then 'Ethnicity' and 'Age Band' buttons in order to establish your organisation's parameters.

Once you have established these initial parameters you should create identities for all the system users that will need to enter information or have access to the system. Each user will be tracked in their use of the system, so it is far better to set up each user individually rather than have generic users such as volunteers for instance. This way, users can be made inactive if they leave your service, but their entry records will remain traceable.

To set up a new user the administrator should enter the System Options menu:

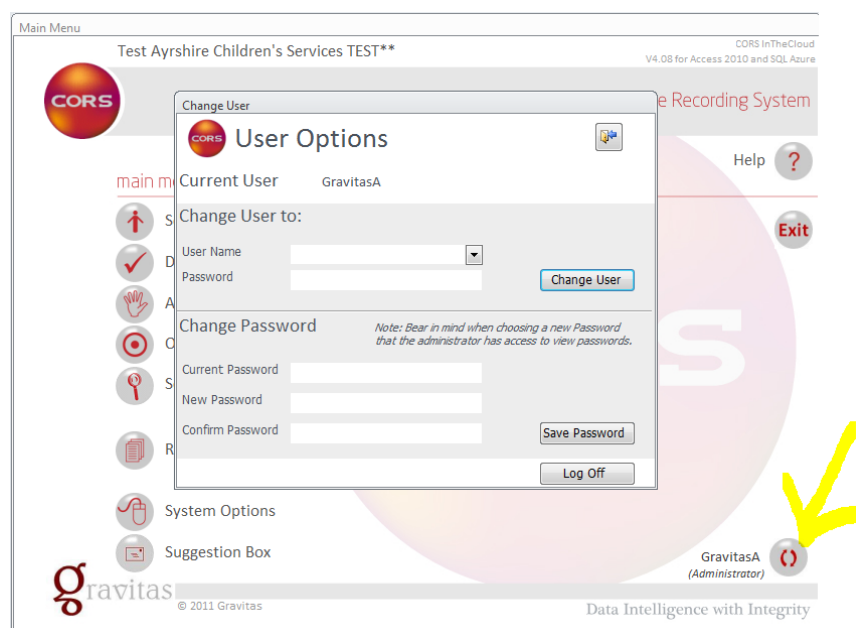


Click on the Users button:



Every user's default password is always set to 'password' and therefore should be changed as soon as possible. If the administrator does not do this when the user is set up, then the user will be prompted to change their password when they first sign in. Users should be advised not to use a password that they regularly use for other services such as banking etc.

Once established passwords can be changed as often as necessary but will not be prompted. They will need to click on the switch user button on the main screen. This will bring up the User Options menu:



If a user cannot recall their current password at any time they will need to contact Gravitas to reset the password on the cloud server. We will not be able to tell you your password as these are not stored anywhere that is accessible.

All users need to be made active on the cloud server, to do this you should request activation on the server by ticking in the relevant box:

The screenshot shows the 'Update User Details' window with a table of users. The 'Request Activation on the Server' column has checkboxes for each user. A yellow arrow points to the checkbox for 'Mr Spencer'. A dialog box is open, asking for confirmation to activate the user.

Login Name	First Name	Surname	Email	Admin'r	Active	Request Removal from the Server	Request Activation on the Server	Has Been Created on the Server
Admin	Jayne	Aire	karen@go-gravitas.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GravitasA	Karen	Spencer	karen@go-gravitas.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GravitasS	Karen	Spencer	karen@go-gravitas.co.uk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mr Spencer	John	Spencer	john@go-gravitas.co.uk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

By ticking this option...
 You are placing a request to activate this User on the server. This will be actioned on your behalf on a scheduled basis (within the next 24 hours).
 You may speed up this process by generating an email now and your request will be actioned as soon as possible.
 Generate email now? (Y/N)
 Yes No

Listed above: 4 Agreed No Of Active Users licensed for this organisation: 7 No. Of Active Users Above: 4 No. Created on Server: 3
 Current User: GravitasA

This will send a request directly to Gravitas, who will create the user however we would also recommend you generate an e-mail to prompt this action.

When saving or exiting the new user setup screen for the first time you will be asked if you want to set that user up as an associate:

The screenshot shows the 'Update User Details' window with a table of users. The 'Request Activation on the Server' column has checkboxes for each user. A dialog box is open, asking if the user should be added as an associate.

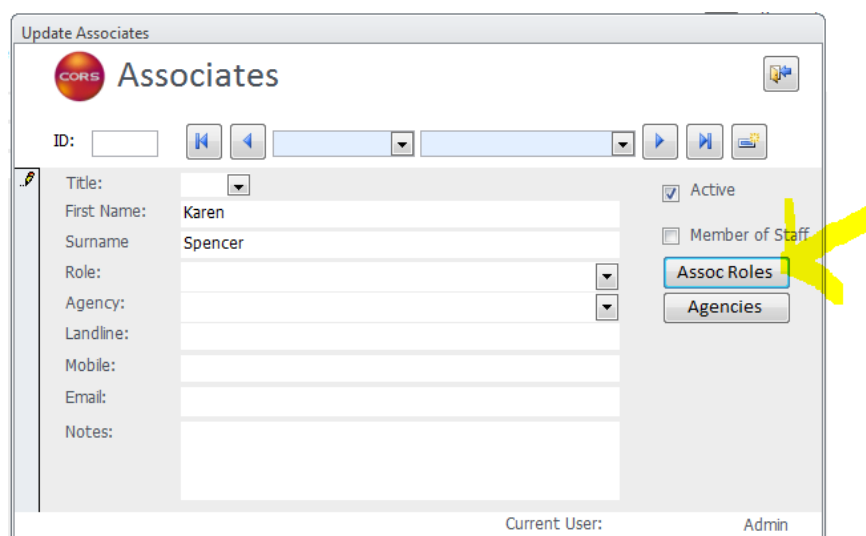
Login Name	First Name	Surname	Email	Admin'r	Active	Request Removal from the Server	Request Activation on the Server	Has Been Created on the Server
Admin	Jayne	Aire	karen@go-gravitas.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GravitasA	Karen	Spencer	karen@go-gravitas.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
GravitasS	Karen	Spencer	karen@go-gravitas.co.uk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mr Spencer	John	Spencer	john@go-gravitas.co.uk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mr Nobody	no-one	special		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mrs I Can	Letme	Doit		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Create as an Associate?
 User: 'Letme Doit' is not yet available as an Associate
 Do you wish to add this user as an Associate now?
 Yes No

Listed above: 5 Agreed No Of Active Users licensed for this organisation: 7 No. Of Active Users Above: 5 No. Created on Server: 3
 Current User:

This relates to whether or not you will want to associate staff or volunteers to a particular service user, for instance if they were to conduct a review or have key case holding responsibility for that client. You will not be able to add a user as an associate at this stage until you have established at least one role for associates, which can be done through the associate screen when you click yes.

Adding an associate role:



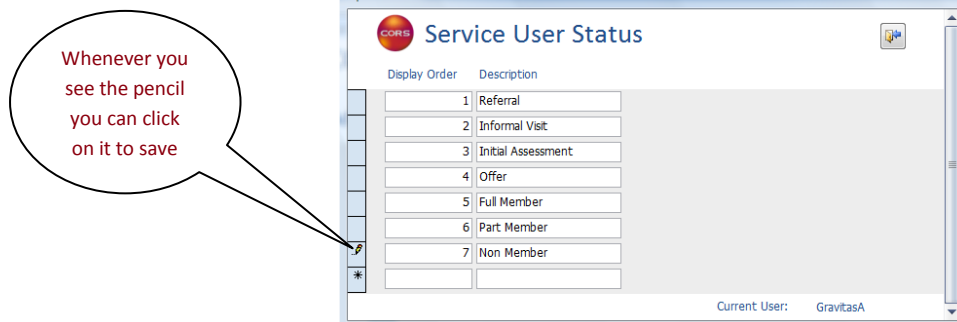
The screenshot shows a web application window titled "Update Associates". At the top left is the CORs logo. The main form area contains fields for "ID:", "Title:", "First Name:" (with value "Karen"), "Surname" (with value "Spencer"), "Role:", "Agency:", "Landline:", "Mobile:", "Email:", and "Notes:". To the right of these fields are checkboxes for "Active" (checked) and "Member of Staff" (unchecked). Below these checkboxes are two buttons: "Assoc Roles" and "Agencies". A yellow arrow points to the "Assoc Roles" button. At the bottom right, it says "Current User: Admin".

Users can be identified as associates or removed from the associates list at any time, their existence is not dependent elsewhere.

Please note: Users that have the *Admin'r* option box checked will have access to the system options menus as well as the ability to delete and alter records that standard users cannot. This box should only be checked for a limited number of users that have decision making or administrative responsibility for set up features.

Next you will need to decide what membership status' you will need. This will allow for reporting on specific groupings and monitor a person's movement through your service. These will have to be mutually exclusive categories that define the status of each service user. For instance you may have a staged introduction to your service such as, referral to interview, or acceptance.

Set up discrete categories that reflect your organisations stages:



This can be as simple as active/inactive, or as comprehensive as you wish, but importantly service users will only be able to belong to one category at any one time:

Date of Change	Previous Status	Current Status
03/08/2011	Offer	Full Member
14/07/2011	Initial Assessm	Offer
07/07/2011	Informal Visit	Initial Assessm
01/07/2011	Referral	Informal Visit
01/06/2011	Non Member	Referral
03/08/2011		

Member Of	Member No.	Date Joined	Date Left
Film Club		03/08/2011	
		03/08/2011	

It may also be helpful at this stage to set up any specific project/group memberships that will be useful for your organisation, such as for targeted or ring-fenced funding, but it is not obligatory. These are not mutually exclusive so a service user may well belong to more than one group such as being part of a self help group, or helping out as a volunteer. This information can be added/changed at any time and can be used in ad hoc reporting at any stage.

You will need to set up what activity categories you have such as Physical Exercise, Emotional Well Being, Employment, Education or Self Help for instance, before you can enter any activity data. These are not the activities themselves but the category they fall under. This information will be needed in order to set up any activities that your service users engages in so must be set up at this stage but can also be altered at a later stage.

Congratulations, give yourself a really big pat on the back, you have now done the hardest part of using CORS, and are ready to record any service user information and contact details that take place.

It will now be possible to set up any other parameters by using the system itself that has multiple entry routes for set up available on most user screens. It is likely that your criteria will dynamically change to fit your organisation's specialism; so you can come back to the system options menu at any time, but everything that is happening in your service should now be logged.

Experience has taught us that being clear about your outcomes evolves with time. If you are a new organisation, or if this is the first time you have recorded such information, it may feel confusing at the start. Don't worry, the most important step is to start recording what you are doing, with the reporting features over time, you will start to see how you may need to categorise or report on things differently, but the raw data will always be there.

Setting up Service Users

When you first click on the Service Users button an empty screen will appear:

The screenshot shows the 'Service Users Details' window. At the top, there's a search bar with 'Find User (Select or start typing surname)' and a dropdown menu. Below this, there are tabs for 'Identity', 'Membership', 'Associates', 'Contact Notes', 'Reviews', 'Attendance History', and 'Credit'. The 'Identity' tab is selected. The form contains several input fields, many of which are marked with a red asterisk to indicate they are required. These include: First Name, Surname, Title, Initials, OtherID, Gender, Ethnicity, Date of Birth, Date Joined, Agency, Pen Picture, Address, Town, County, Post Code, Telephone, Mobile, and Email. The 'Status' field is set to 'Active'. The 'Current User' is 'GravitasA (Administrator)'. The bottom status bar shows 'Records: 1 of 2'.

Complete as much information as possible across all tabs, all red asterisked boxes must be completed before a save can take place:

The screenshot shows the same 'Service Users Details' window, but now with sample data entered. The 'Find User' dropdown shows 'Betty' and 'Boop'. The 'Identity' tab is still selected. The form fields are now populated with the following data: First Name: Betty, Surname: Boop, Title: Ms, Initials: BB, OtherID: 12345678, Gender: M, Ethnicity: Mixed - Other (state), Date of Birth: 09/08/1930, Date Joined: 02/08/2011, Agency: (empty), Pen Picture: First appeared in dizzy dishes, has a split personality with human Helen Kane, Address: Paramount Pictures, Town: Tinsel, County: Hollywood, Post Code: HW1, Telephone: 0811081, Mobile: (empty), and Email: (empty). The 'Status' field is still 'Active'. The 'Current User' is 'GravitasA (Administrator)'. The bottom status bar shows 'Records: 1 of 1'.

Setting up Activities

Please Note: You must have set up the activity category through the system options screen before entering any particular activity. You will also need to set up your organisation's outcome objectives in order to assign them to any activity however this is not mandatory prior to entering an activity and objectives can be assigned and removed at any time.

Activities should first be entered through the Activity Detail Screen:

The screenshot shows the 'Activity' screen with a 'Calendar' button in the top right. A callout points to this button, stating: '* Regular activities can be set up more quickly here'. Another callout points to the 'Create Activity Occurrences' dialog box, stating: 'The calendar option allows users to see what is happening at any time'.

The 'Create Activity Occurrences' dialog box is titled 'Activity: Animation Crew' and contains the following text: 'Tick the days on which the activity will typically run and the date range for which activity dates should be added to the previous form: (If any of these dates already exist, they will not be re-added)'. It includes checkboxes for days of the week (Monday to Sunday) and date range selectors for 'From Date' (04/08/2011) and 'To Date' (31/12/2011). Buttons for 'Create Activity' and 'Cancel' are at the bottom.

The bottom of the screenshot shows the 'CORS Service Activity Calendar' for August 2011. It displays a calendar grid with activities listed for each day. Below the calendar is a table of activities for the selected date range (04-8-2011).

Activities on:	Activity	Start Time	End Time	Cancelled	Leader	Comment
04-8-2011	Attendance at centre					
	Café Work					
	Creative Expression	13:30	15:30			
	Gardening Group	11:00	13:00			
	Morning Social Group	11:00	13:00			

Dependencies can be created between activities, for instance you may wish to record that if someone attends a specified activity such as a group work session that this automatically fills in that they have attended your centre. This not only cuts down on entry time, but also ensures accurate recording through double checking procedures.

Attendance at activities is entered through the Event Detail screen:

The screenshot shows the 'Activity' software interface. At the top, there's a 'Find Activity' search bar with 'Creative Expression' entered. Below this, the 'Event Detail' tab is selected, showing 'Creative Expression' as the activity name and 'Art' as the category. A description box on the right states: 'One of two creative sessions offered by the Centre, encourages members to explore their creative talents as part of the "Crafty Crew". Items produced can be placed for sale in the café. An appreciation of colour and design as well as dexterity through hand and eye coordination can be developed.'

The 'Event Details' section on the left includes fields for 'Activity Leader' (Robert Hart), 'Started at' (13:30), and 'Ended at' (15:30). Below these is an 'Activity Comment' box containing the text: 'A lively bunch today, getting ready for their art trip to Tuscany.' A callout arrow points from this box to a larger callout bubble at the bottom of the page.

The main part of the screen displays an 'Attendees' table with columns for 'In' and 'Out' times, and a 'Comments' column. The table lists several attendees, including Allen Poe, Edgar; Van Gogh, Vincent; Jung, Carl; Astaire, Fred; Barrymore, Drew; Allen, Woody; Díaz, Cameron; Clooney, George; Foster, Jodie; and an asterisk (*) for an additional entry. The 'Comments' column for Carl Jung contains the text: 'Concern that carl seemed withdrawn'. A callout arrow points from this comment to the same callout bubble at the bottom.

At the bottom of the interface, there's a 'Record' section showing '4 of 9' records and a 'Current User' field with the name 'GravitasA'.

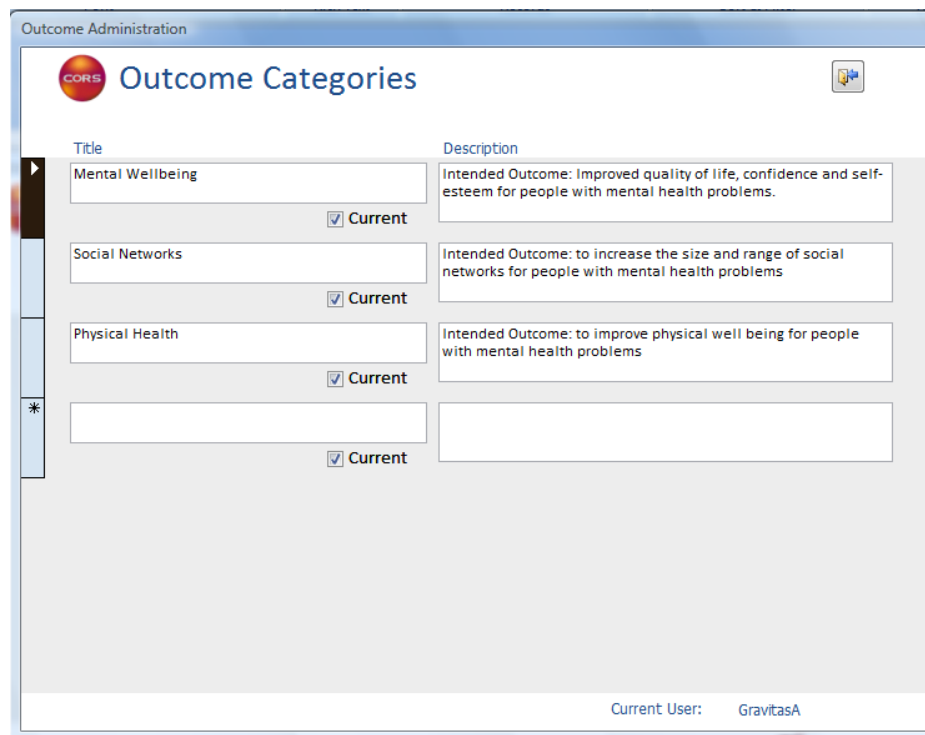
Comments can be added to specific events by individual or overall activity

Setting Outcomes

Outcomes can be as fixed or flexible as you like, however they should reflect your service aims and will be monitored over time so will need some kind of measuring tool, and therefore should be specific.

An outcome is the improvement that a service is intending to achieve. It is a good idea for this to be a reliable and valid measure that is widely used and tested, but can also be ad hoc self developed measures that suit specific and bespoke situations.

Outcome Categories reflect overall service aims:



The screenshot displays a web application window titled "Outcome Administration". Inside, there is a section titled "Outcome Categories" with a "CORS" logo. The interface is divided into two columns: "Title" and "Description".

Title	Description
Mental Wellbeing <input checked="" type="checkbox"/> Current	Intended Outcome: Improved quality of life, confidence and self-esteem for people with mental health problems.
Social Networks <input checked="" type="checkbox"/> Current	Intended Outcome: to increase the size and range of social networks for people with mental health problems
Physical Health <input checked="" type="checkbox"/> Current	Intended Outcome: to improve physical well being for people with mental health problems
* <input checked="" type="checkbox"/> Current	

At the bottom right of the window, it says "Current User: GravitAsA".

Through engaging in appropriate activities with related outcome objectives a service can target effective interventions for the specified outcome being worked towards. In this way, an overall outcome categories may be achieved through working towards many more specific outcome objectives.

For instance, to improve mental well-being, a number of objectives could include expanding social networks, increase relaxation, improve coping strategies etc.

Outcome Administration

Outcome Objectives

View Definitions

Select Outcome Objective

29 Improve coping strategies

Detail How is this Outcome going to be measured? Related Activities Questions Set Values

Name
Improve coping strategies

Description
Coping strategies are things that help the person manage their own mental well-being and can include things such as taking medication regularly, setting reminders for that; engaging in relaxation activities; observing their own mental status in order to avoid exacerbation of their symptoms.

Outcome Category:
Mental Wellbeing

Only Once Per Day? ☐

Current ☒

Current User: Gravitas

You will need to be clear about how this will be measured:

Outcome Administration

Outcome Objectives

View Definitions

Select Outcome Objective

29 Improve coping strategies

Detail How is this Outcome going to be measured? Related Activities Questions Set Values

Measure: (e.g. Mental Health Scale on Recovery Star)
Managing mental health arm of the recovery star

Description of Measure: (This will be displayed from the help button on the review forms)
This measure is contained in the managing mental health programme that aims to classify people on the bla-di-blah.

Display Order ☐

(The order in which the Measure will be listed on the review)

Current User: Gravitas

And questions will help you to include your service user's opinions in relation to any score values you set:

The screenshot shows the 'Outcome Administration' window with the 'Outcome Objectives' section. The 'Select Outcome Objective' dropdown is set to 'Improve mental wellbeing'. The 'Set Values' tab is active, displaying a table of questions related to scoring this outcome. The table has columns for the question text, a dropdown menu, and a 'Display Order' column. The questions listed are:

Questions related to Scoring this Outcome:		Display Order
I've been feeling optimistic about the future		
I've been feeling useful		
I've been feeling relaxed		
I've been feeling interested in other people		
I've had energy to spare		
I've been dealing with problems well		
I've been interested in new things		
I've been feeling cheerful		
I've been thinking clearly		
I've been feeling good about myself		

At the bottom right of the table is an 'Add New Questions' button. The 'Current User' is listed as 'Gravitas'.

These are really useful as a method of coproduction that allows service users to complete their own questionnaires, either in their own time, or with staff / carer assistance (see remote services, page 18)

Conducting Reviews

Reviews allow the changes or outcomes for service users to be scored and monitored over time. It is also where targets can be set and progress monitored.

You can change what the main view box is called through the customisation menu in system options, as well as the length of time you consider an improvement to become a sustained outcome.

The screenshot shows the 'Service Users Details' form with the 'Reviews' tab selected. The form displays a review history for a service user named Betty. The 'Review History' table has columns for 'Date of This Review', 'Title', 'Date of Next Review', and 'Completed'. The first row shows a review on 01/07/2011 with the title 'Hopes, Dreams, Wishes' and a next review date of 01/10/2011. The 'Completed' column is checked. Below the table is a 'Service User Summary Report' button with a dropdown set to '90 Days'. The 'Customisation' dialog box is open, showing fields for 'Review Comment labels' (Hopes, Dreams, Wishes, Notes, Action), 'Default Activity label' (Daily Register), and 'Sustained Period' (91 days). The dialog also includes explanatory text for each field.

Service Users Details

Service Users

ID: 495

Find User (Select or start typing surname)

Betty Boop

Identity Membership Associates Contact Notes **Reviews** Attendance History Credit

Review History for this Service User

Date of This Review: 01/07/2011 Title: Hopes, Dreams, Wishes Date of Next Review: 01/10/2011 Completed

Initial Assessment

Create New Review

Edit Delete View Report

Service User Summary Report 90 Days

Record: 1 of 2 No Filter Search

Customisation

Review Comment labels: Hopes, Dreams, Wishes Notes Action

The first of these labels will be displayed in the list of reviews in the Review Tab of the Service User form, as well as on the review form.

Default Activity label: Daily Register

This label will appear as the 2nd menu option on the main menu and on other buttons as appropriate

Sustained Period: 91 days

This value is used in the Outcome report

The screenshot displays the 'Service Users Details' page for user ID 736, 'Jensen Ackles'. The 'Associates' tab is active, showing a 'Review History' table with columns for Date of This Review, Date of Next Review, Title, Hopes, Dreams, Wishes, and Completed status. A 'Latest Review' entry is highlighted.

The 'Service User Review' pop-up window for 'Jensen Ackles' is shown, featuring a 'Review Header' with 'Review Date: 10/04/2012' and 'Next Review Date: 10/07/2012'. The 'Title' is 'Latest Review'. Below this, there are sections for 'Outcome Objective', 'Hopes, Dreams, Wishes', 'Notes', and 'Action'.

Callouts highlight specific features:

- View the history of service user scores here:** Points to the 'Review History' table.
- Scores can be entered for each objective:** Points to the 'Enter Scores' buttons next to the outcome objectives.
- Comprehensive definition reports assist staff with reasoning:** Points to the 'View Definitions' link.

Other visible elements include 'Create New Review', 'Previous Review', 'Associates Attending', 'Mark as Complete', and 'Cease Monitoring' checkboxes.

There are all sorts of helpful tools built into the review screen that help you to make a well informed assessment. This includes which activities the service user has attended between the last review and this one that have their specific identified outcomes associated, and the answers to their review questionnaires completed remotely (see remote features page 18).

Reporting Features

All sorts of reporting facilities are available depending on your reporting needs:

The screenshot shows the 'Reports Menu' for the 'CORS: Case Outcome Recording System'. The 'Report and Analysis Menu' is displayed with three main sections:

- 1. Select Report**
 - Admin**
 - ☐ Service User Summary
 - ☐ Comments by Day
 - ☐ Credit Report
 - ☐ Review Status
 - Analysis**
 - ☐ Identity Analysis
 - ☐ Service User Status
 - ☐ Group Membership
 - ☐ Activity Attendance
 - Outcomes**
 - ☐ Outcome Report
 - ☐ Outcome Indicators
 - ☐ Process Indicators
- 2. Select Filters**
- 3. Create Report**
 -

At the bottom, there are links for 'Further Outcome Objective Analysis' and 'Analysis through Excel Spreadsheet'. The footer shows 'Current User: GravitasA' and 'IT Solutions with Gravitas'.

Please see the PDF document file your presenter gave you that shows a variety of reporting examples for your information. These will assist you with completion of funding application forms, and can be customised according to your own needs.

All reports can be filtered for date ranges or other appropriate criteria:

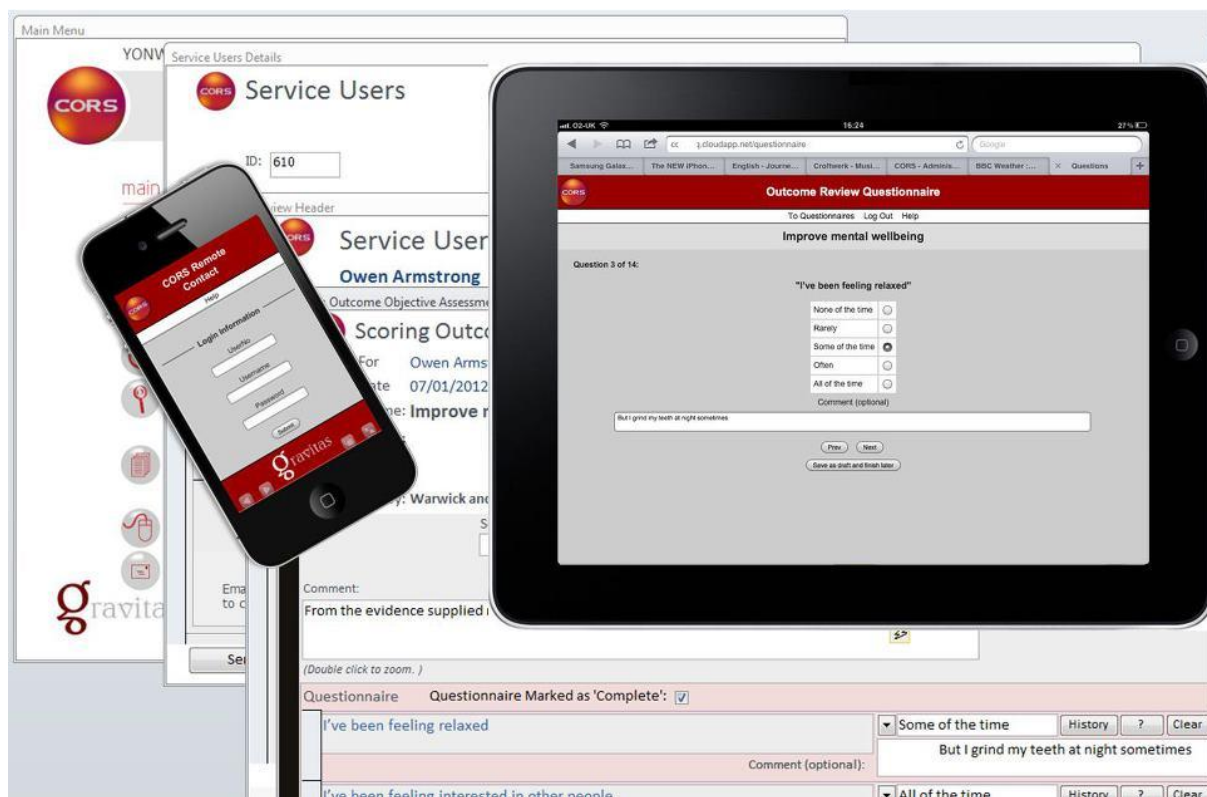
The screenshot shows the 'Reports Menu' for the 'CORS: Case Outcome Recording System'. The 'Report and Analysis Menu' is displayed with three main sections:

- 1. Select Report**
 - Admin**
 - ☒ Service User Summary
 - ☐ Comments by Day
 - ☐ Credit Report
 - ☐ Review Status
 - Analysis**
 - ☐ Identity Analysis
 - ☐ Service User Status
 - ☐ Group Membership
 - ☐ Activity Attendance
 - ☐ Non-Attendance
 - Outcomes**
 - ☐ Outcome Report
 - ☐ Outcome Indicators
 - ☐ Process Indicators
- 2. Select Filters**
 - Service User:** [Dropdown]
 - Include Notes** [Dropdown]
 - Dating back to the previous:** [Dropdown]
 - 90 Days
 - 180 Days
 - All-Time
- 3. Create Report**
 -

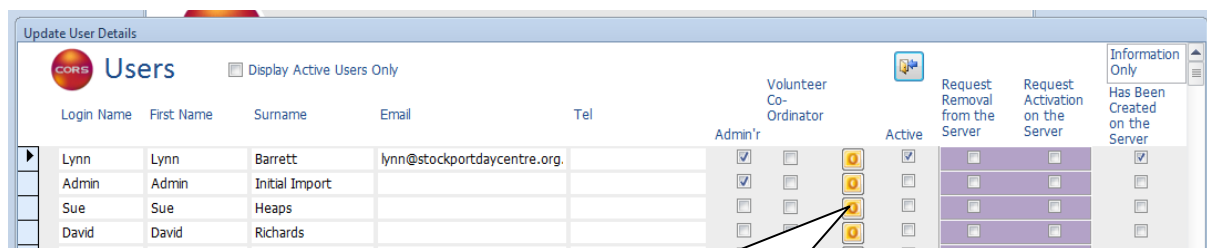
At the bottom, there are links for 'Further Outcome Objective Analysis' and 'Analysis through Excel Spreadsheet'. The footer shows 'Current User: GravitasA' and 'IT Solutions with Gravitas'.

Remote Features

There are two dynamic remote services that assist you in CORS:



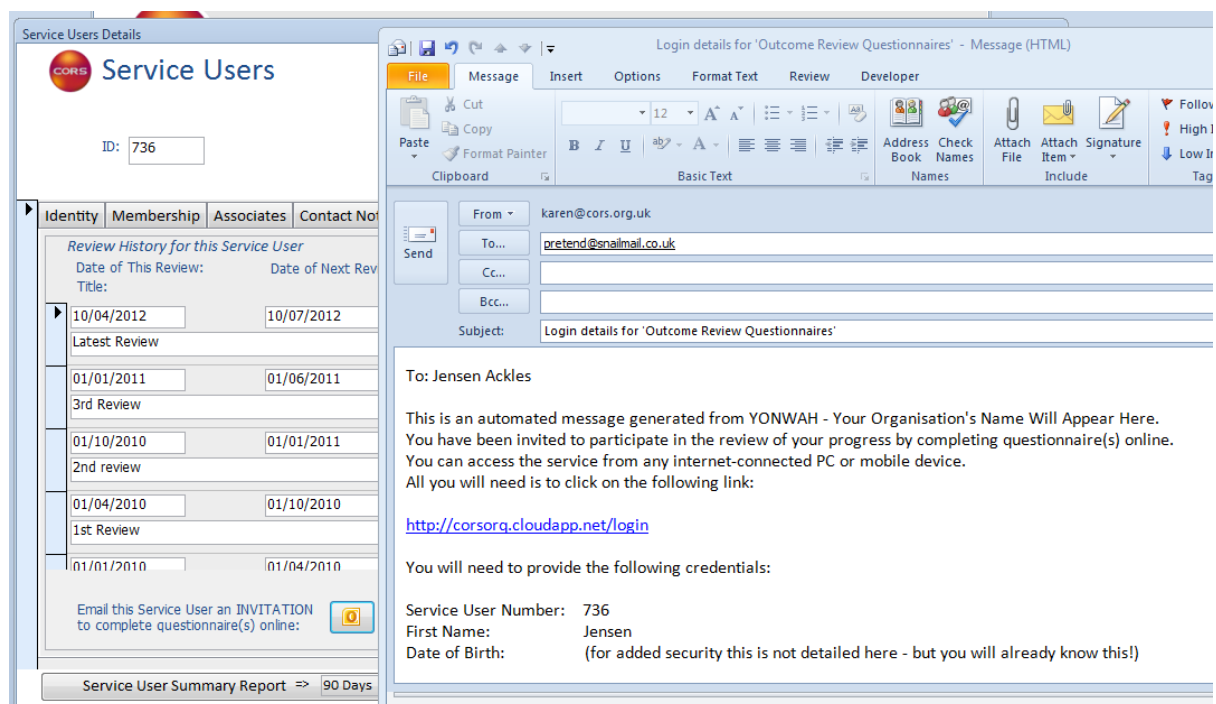
First is the remote contact note adder that allows staff to input contact notes using their mobile, ipad or any remote device with internet. Staff must be notified of their unique system id:



The next is a remote questionnaire that allows service users access objective specific questionnaires to participate by providing their views every time a review is required This is a helpful model of co-production

that can be viewed in action here:
http://www.youtube.com/watch?feature=player_embedded&v=6gx541DyjrA

In order to invite service users to participate in a review questionnaire, again you will need to advise them of their unique id. To do this you will need to go to the review tab on the service user main screen, making sure that you have the correct service user selected. By clicking on the yellow outlook button you will instigate an e-mail with the instructions required:



If you are a premium customer you will also want to make use of the refreshable Excel workbook that allows you to compare all your data in a vastly flexible manner. It would probably be better to have this constructed to better fit your needs a little while after you have started using CORs, this will allow you to be sure that you get the data in the format you require. For extra training in this area and all other areas of outcome reporting please contact Gravitas Outcome Services (info@cors.org.uk) to ask about the various training days available.

☺ Happy Outcome Reporting, don't forget to smile ☺