Full Service Partnership (FSP) Data Collection & Reporting (DCR) Curriculum for Training

Training Slides and Presenter's Notes for FSP DCR Administrator and User Training

The following document was funded by the Mental Health Services Oversight and Accountability Commission.

3/12/2012

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Acknowledgements

We would like to acknowledge the input and materials from various people and organizations. Many documents created by the California Department of Mental Health (DMH) were used as sources and resources for the production of this training. We would also like to thank Orange County for providing feedback and comments during the production of this training curriculum.

Due to the Governor's Proposed Budget for FY 2012-13 to eliminate the Department of Mental Health (DMH), MHSA programs and functions will be transferred to other departments. It is proposed that the DCR system will be administered by another department. Since this document was developed at the time DMH maintained the DCR system, DMH is named in the references and links throughout this document. Because the new state entity is not known, whenever "DMH" is used in this document it is intended to also include the new state entity that will take on DMH's responsibilities.

Definitions and Abbreviations

Term	Meaning
3M	Quarterly Assessment
ADL	Activities of Daily Living
Adult	Adults of Ages 26 - 59
CA	County Administrator
Child/Youth	Children of Ages 0 - 15
CSI	Client Services Information
CVI	Complete Variable Index
DCR	Data Collection and Reporting
DMH	California Department of Mental Health
FSP	Full Service Partnership
FY	Fiscal Year
IADL	Instrumental Activities of Daily Living
KET	Key Event Tracking
MH	Mental Health
MHSA	Mental Health Services Act
MHP	Mental Health Plan
Older Adult	Older Adults of Ages 60+
PAF	Partnership Assessment Form
Partner	A Client of the Full Service Partnership
POQI	Performance Outcomes and Quality Improvement
PSC	Partnership Service Coordinator
ro	Read Only (Authority)
RO	Read Only (Role)
rw	Read/Write (Authority)
RW	Read/Write (Role)
SSA	State System Administrator
SFG	Share FSP Groups Role
TAY	Transitional Age Youth (Ages 16 – 25)
TOC	Table of Contents
WIC	California Welfare and Institution Code
XML	Extensible Markup Language
XML-U	XML-Upload Role
XSD	XML Schema Definition

Introduction

This training curriculum is designed to be used as a tool for training new or existing staff to use the FSP DCR as administrators or as general users. Trainers can use the PowerPoint presentations available together with this document's presenter's notes to perform standard employee trainings. Alternatively, employees can follow this manual's slide handouts with text narrative for guided self-instruction to use the FSP DCR.

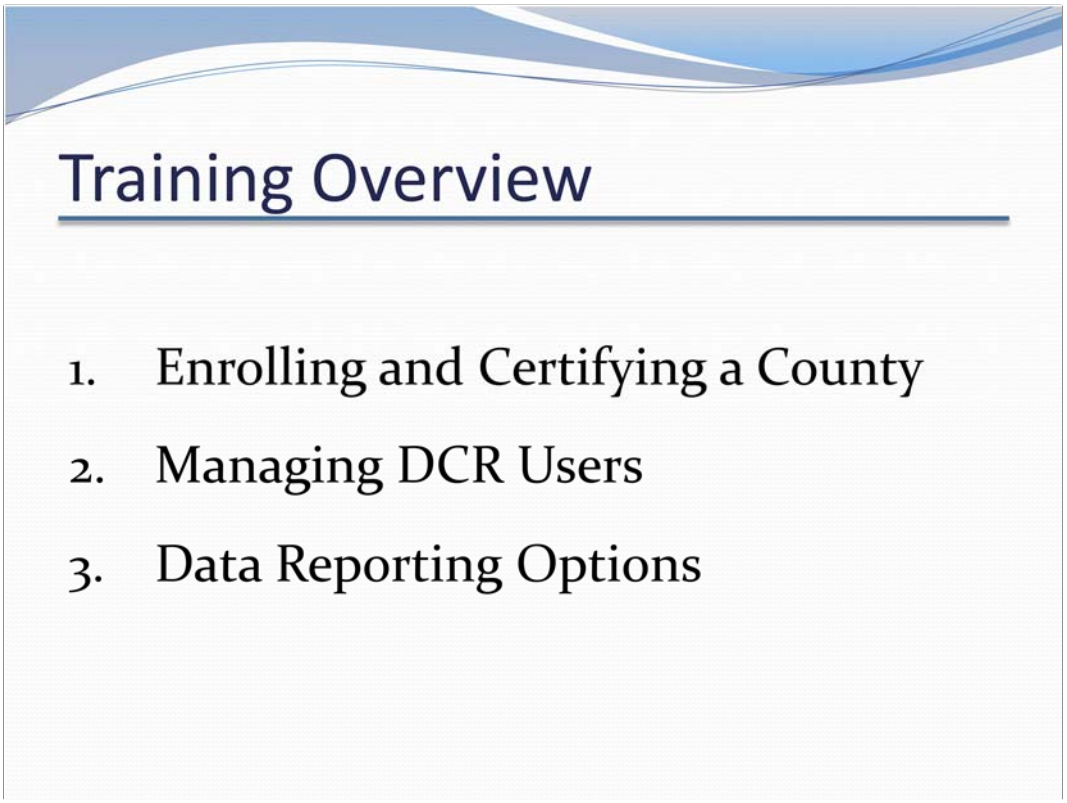
This training curriculum covers aspects related to submitting and storing correct data in the FSP DCR. A separate training curriculum addresses extracting, analyzing and creating reports from the FSP DCR data.

This training curriculum is intended for any person who uses the FSP DCR forms or the FSP DCR online system for data submission or data management. The first module of the training is designed for administrative users, and the second module of the training is designed for basic FSP DCR users. Users and new trainers should plan to allow for at least three hours to complete Module 1 training and four hours to perform Module 2 training. An outline of the training curriculum appears below.

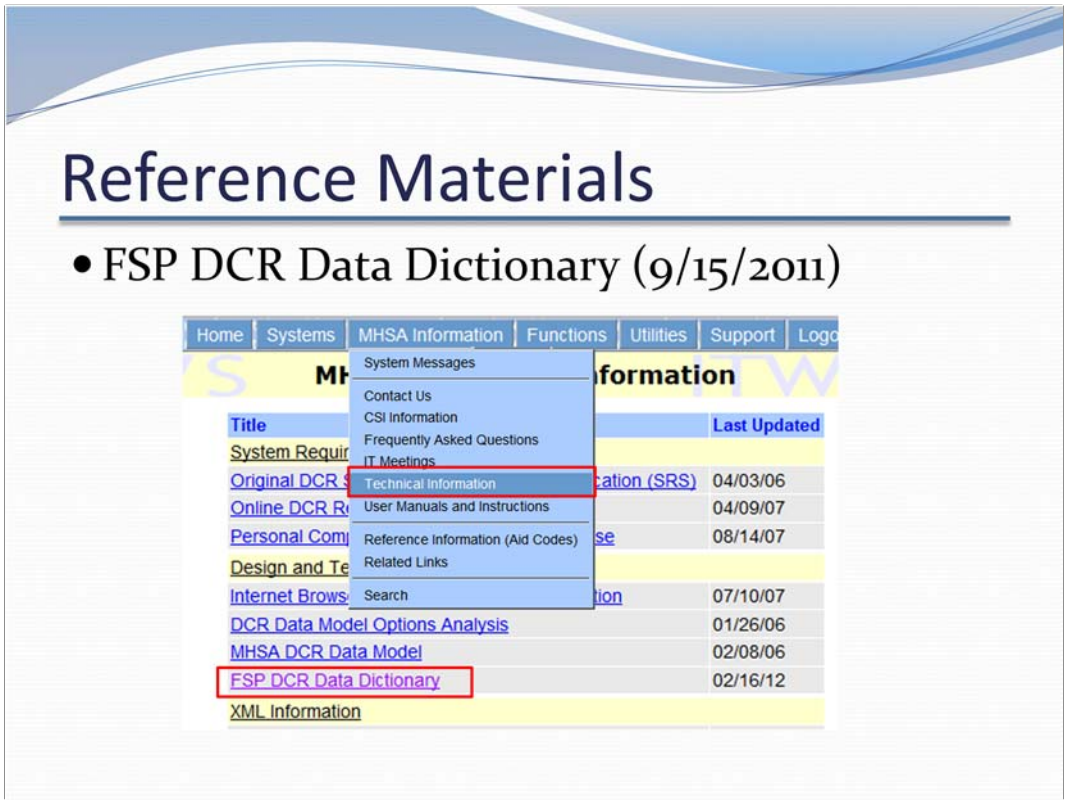
- **DCR Training Curriculum Outline:**
  1. **Module 1: FSP DCR Administrators -** ITWS and DCR Administrative Functions
     - Enrolling and Certifying a County
     - Managing DCR Users
     - Data Reporting Options
       - XML Data Reporting and Correction
  2. **Module 2: FSP DCR Users**
     - Overview of the FSP DCR Forms
     - Overview of the FSP DCR Data Dictionary
       - Utilizing the Complete Variable Index (CVI)
       - Crosswalks from Forms to Fields
       - Data Descriptions
     - Overview of the FSP DCR User Manual
       - Introduction to the FSP DCR
       - Online System Interface
       - Establishing Partners
       - Working with KETs
       - Working with 3Ms
       - Managing Partners
       - Correcting Data

FSP DCR Training for Administrators

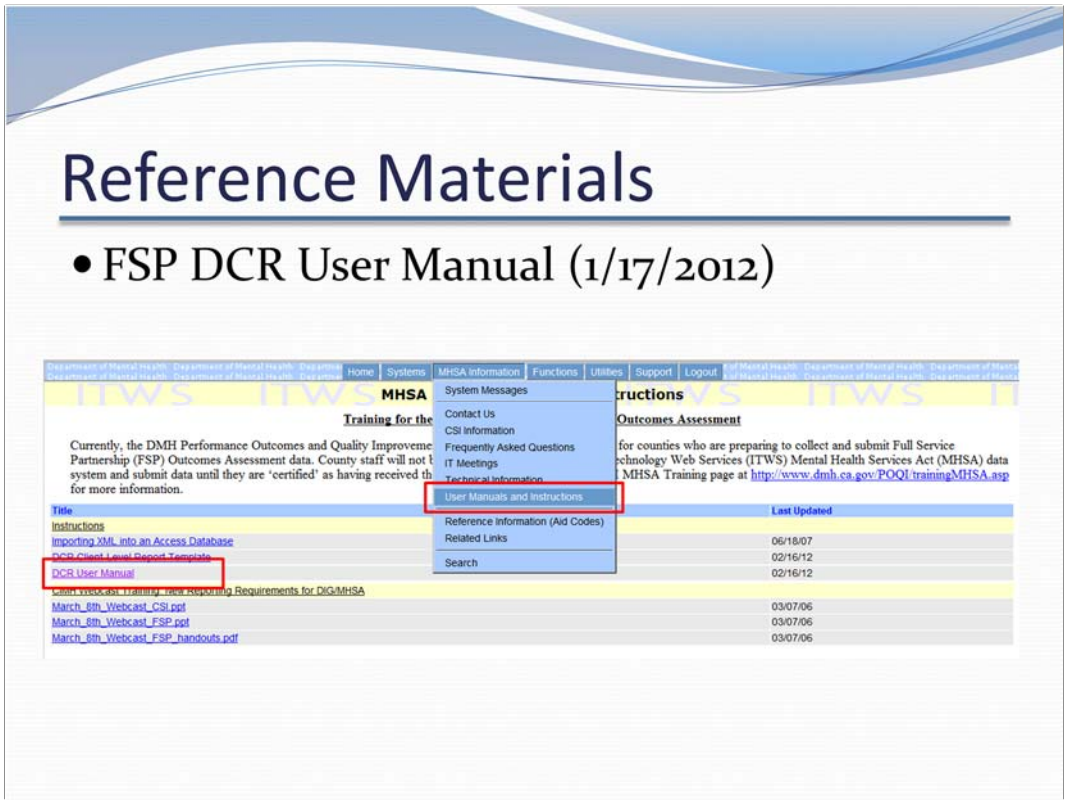
This training was funded by the MHSOAC.



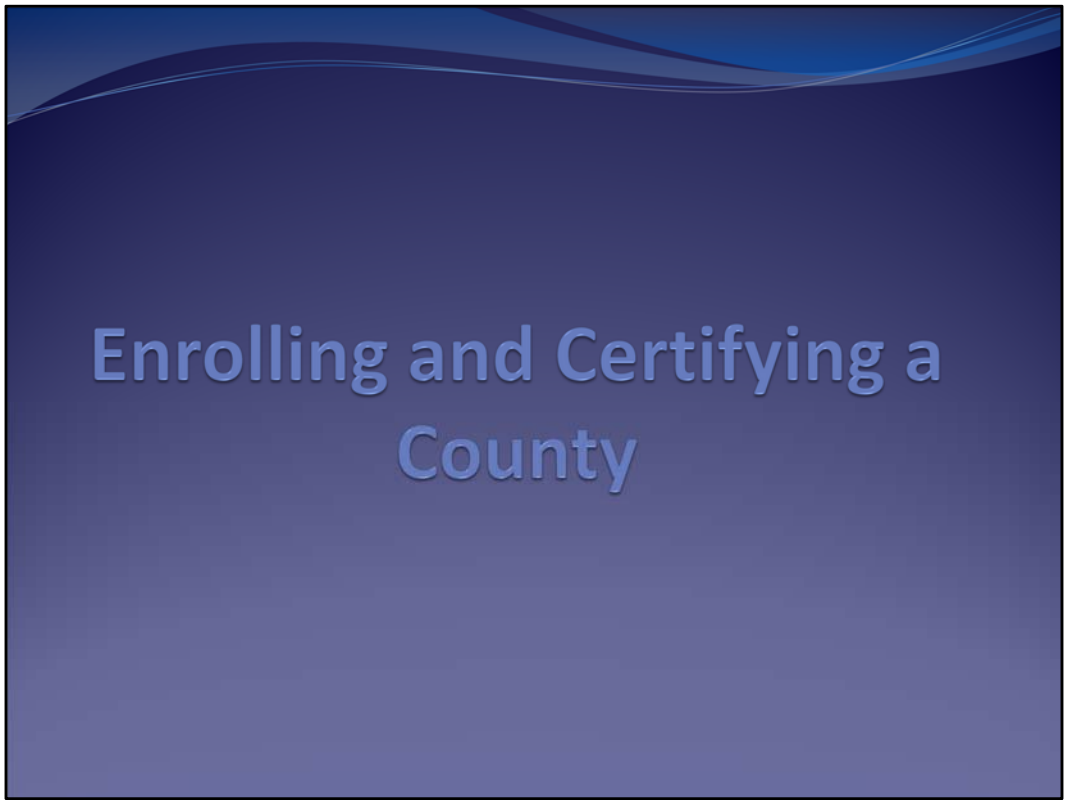
This training covers these three sections of the FSP DCR User Manual (1/17/2012).

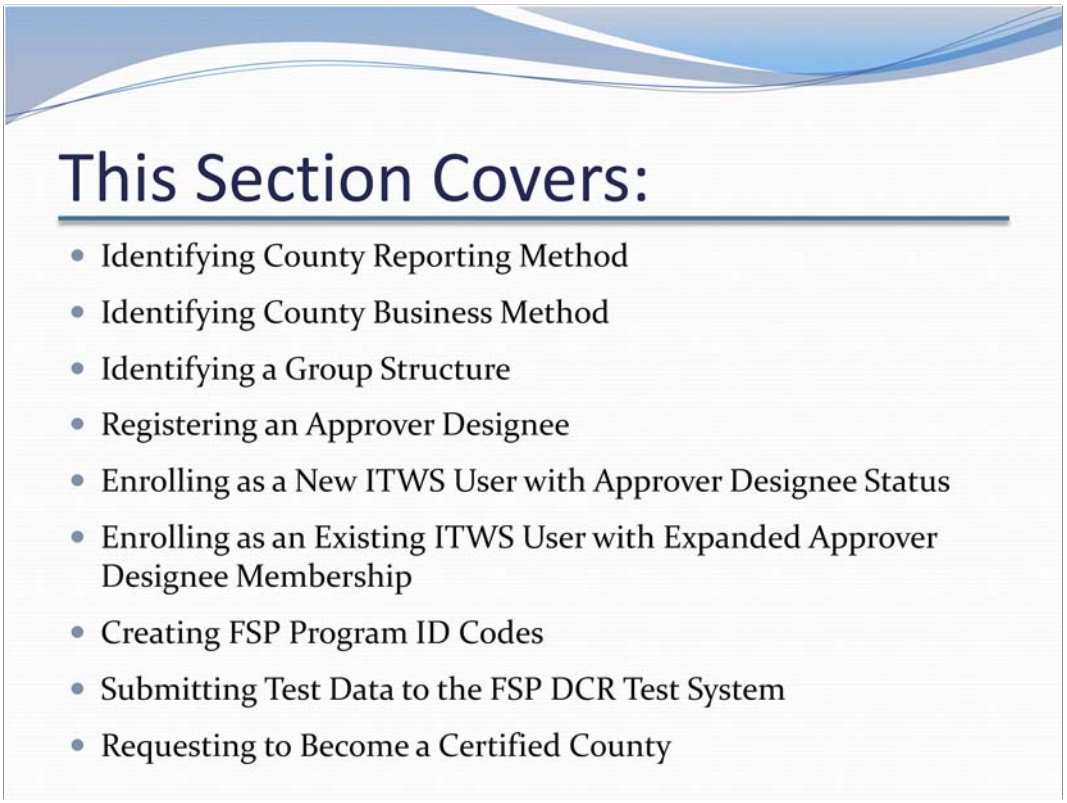


An updated version of the FSP DCR Data Dictionary was completed on 9/15/2011, and it can be accessed on ITWS thorough the **MHSA Information** menu, by selecting the **Technical Information** submenu and then clicking to download the **FSP DCR Data Dictionary.**

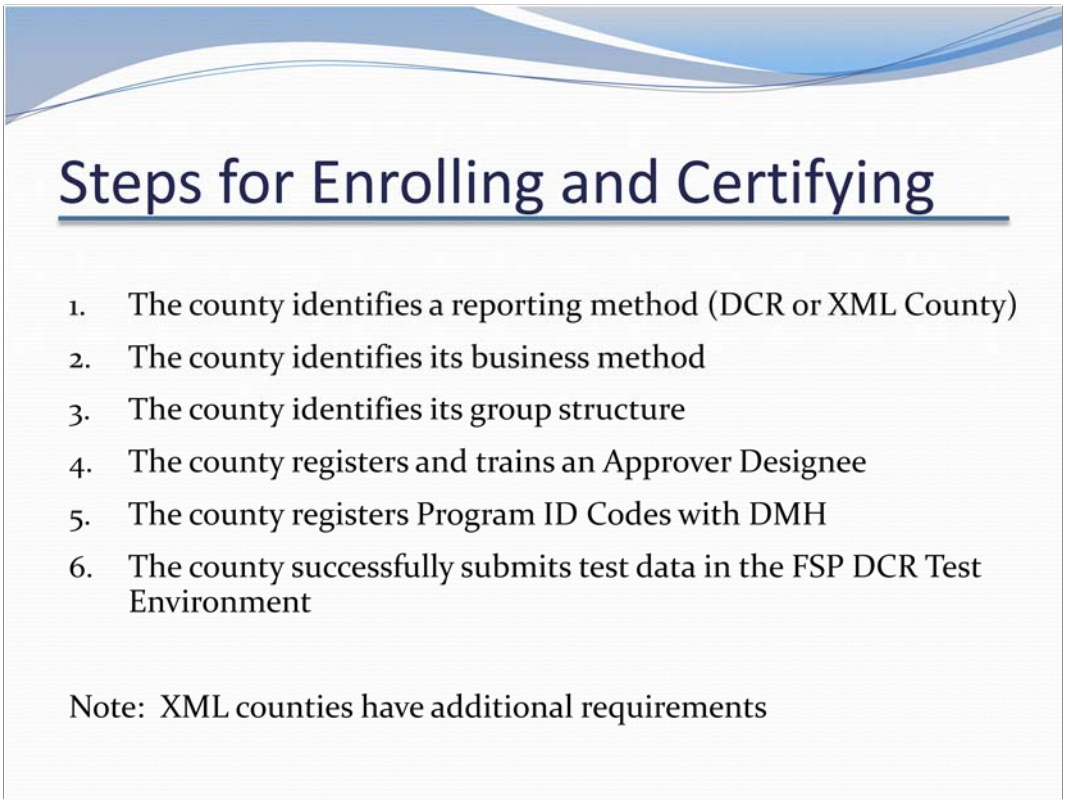


A FSP DCR User Manual was created on 1/17/2012, and it can be accessed on ITWS thorough the **MHSA Information** menu, by selecting the **User Manuals and Instructions** submenu and then clicking to download the **DCR User Manual**.

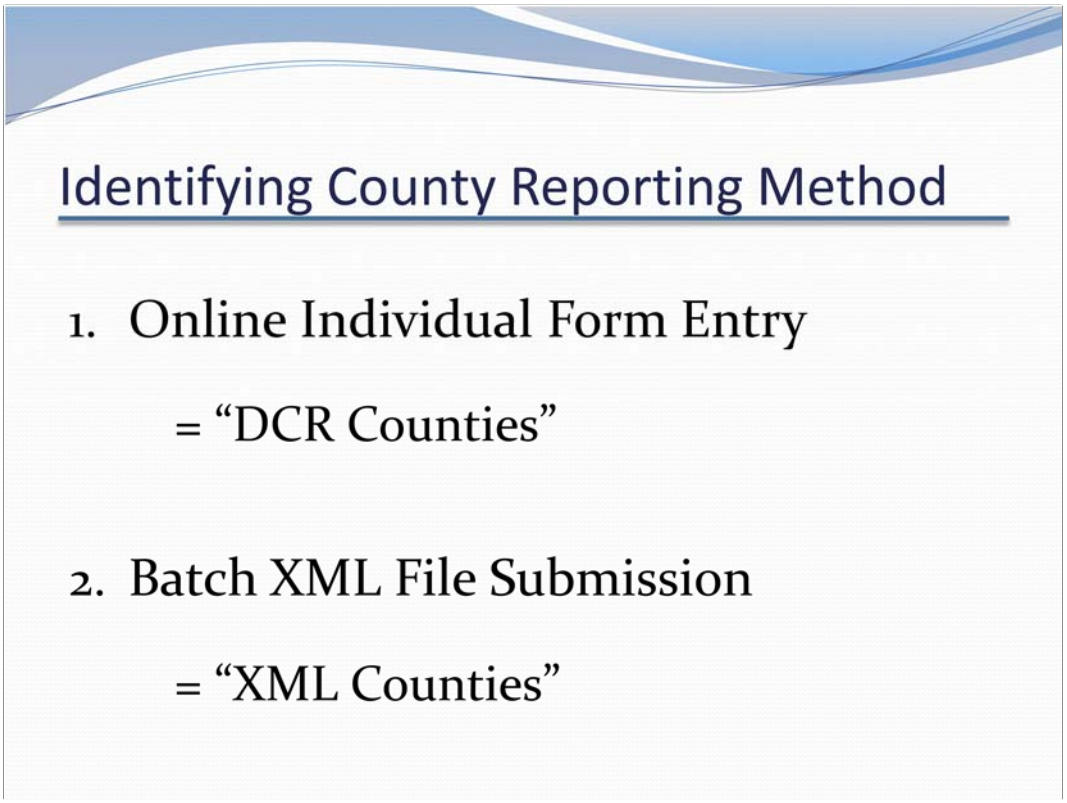

Enrolling and Certifying a County



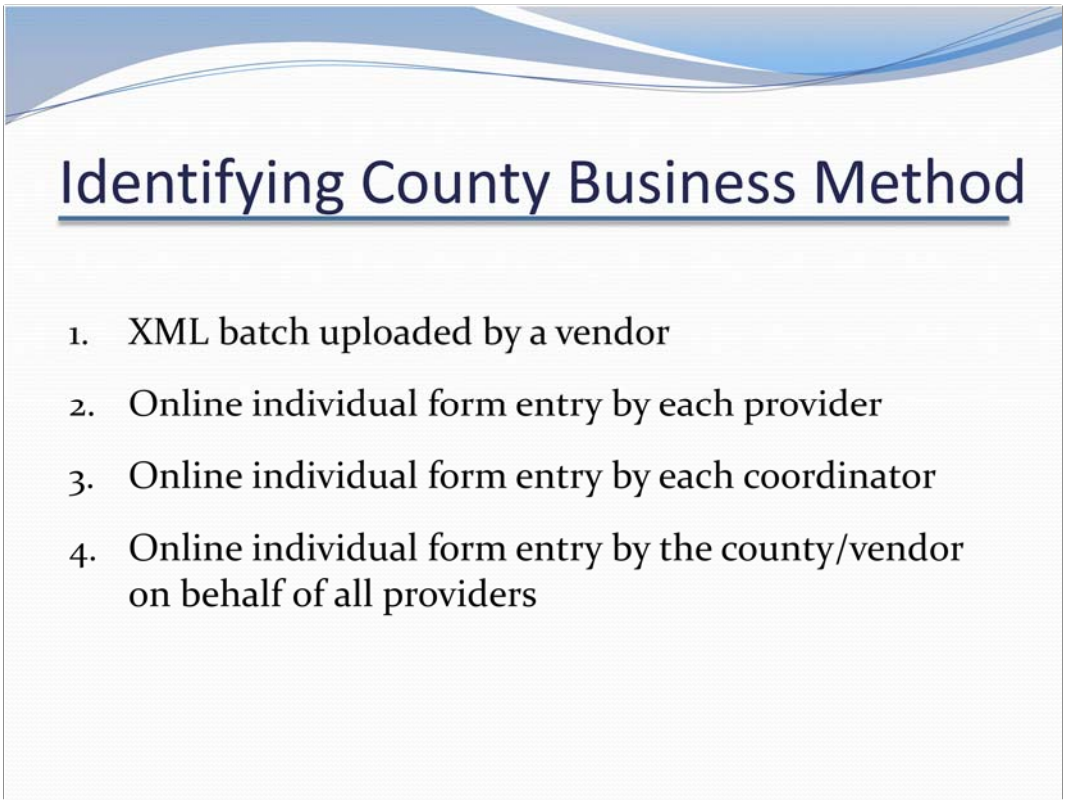
This section covers these activities in the FSP DCR.



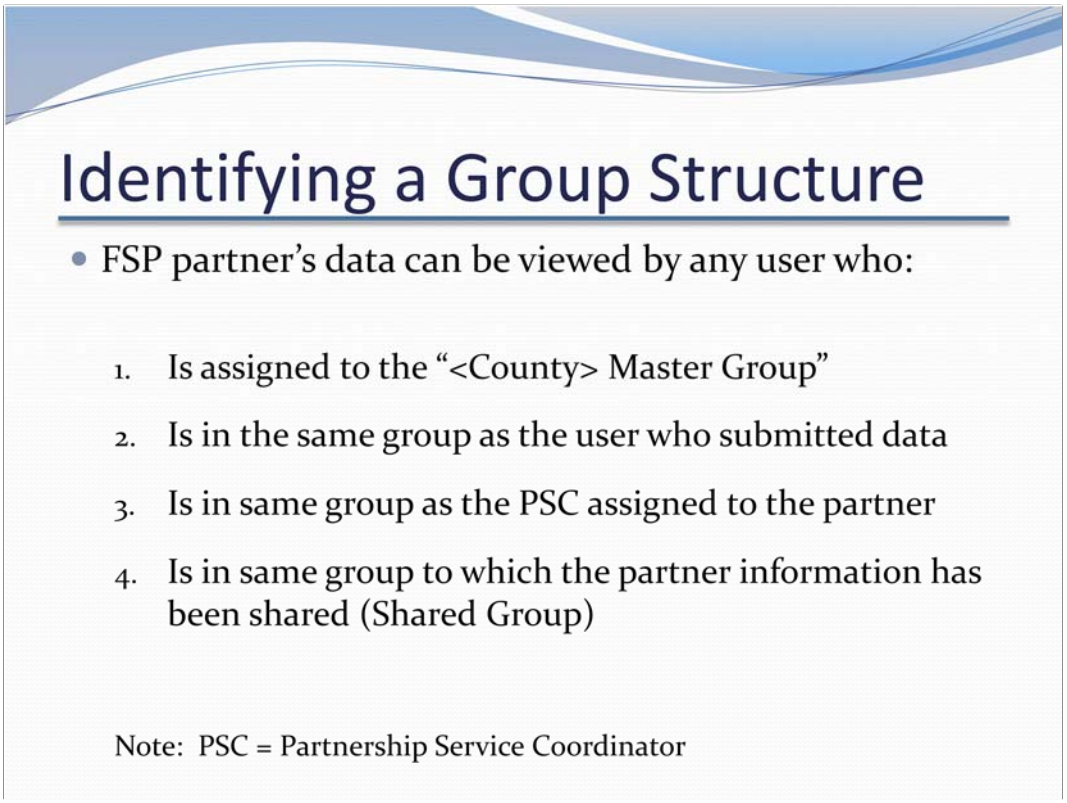
A county must be certified before submitting partner outcome data to the FSP DCR production system. The six steps must be completed for a county to become certified.



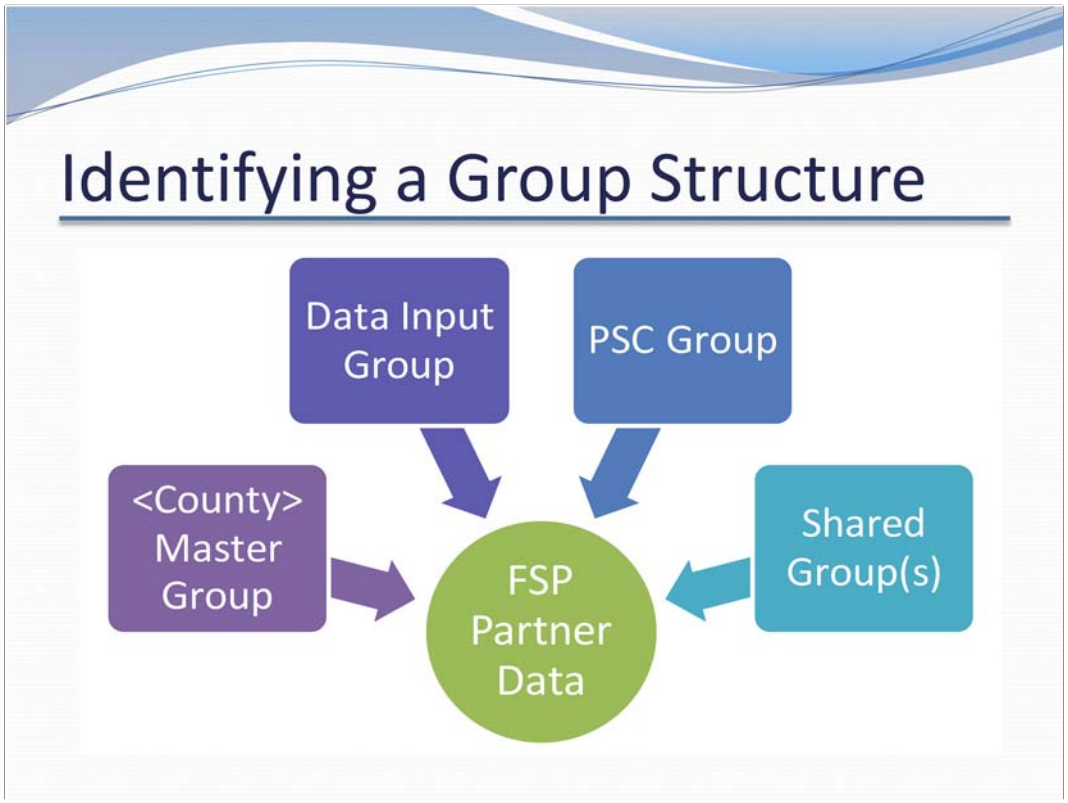
There are two options for reporting data to the FSP DCR. 1) Counties can report individual data directly through forms on the online data system. If counties maintain their own system of FSP data, the counties can choose upload batch data to the FSP DCR via XML files; or 2) Counties must choose one or the other method as a combination of the methods is not supported at this time.



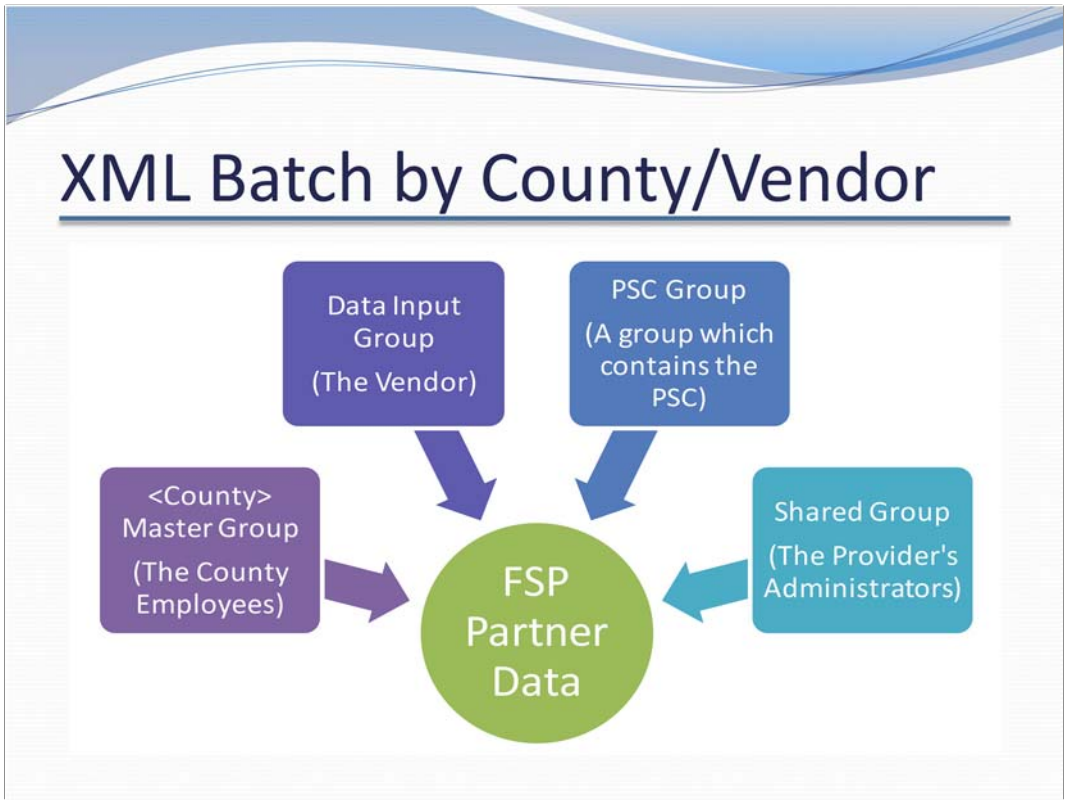
A county will need to set up a structure in the FSP DCR to support the method of data reporting.



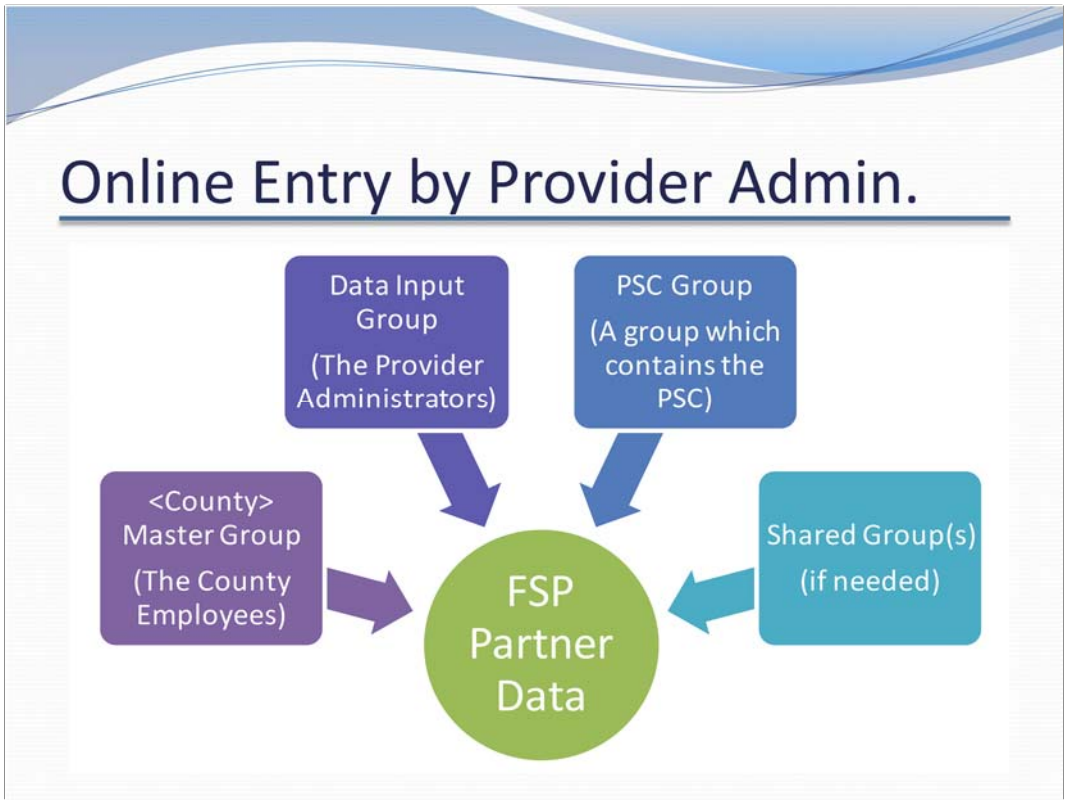
FSP DCR Groups control the ability of users to view or access data for partners in the program. As a default, a "<County> Master Group" exists in the FSP DCR for each county. Any user assigned to the "<County> Master Group" can access, through the FSP DCR, all partners' data for the entire county. An FSP DCR user can be assigned to only one group. However, the FSP partner's data can belong to several groups.



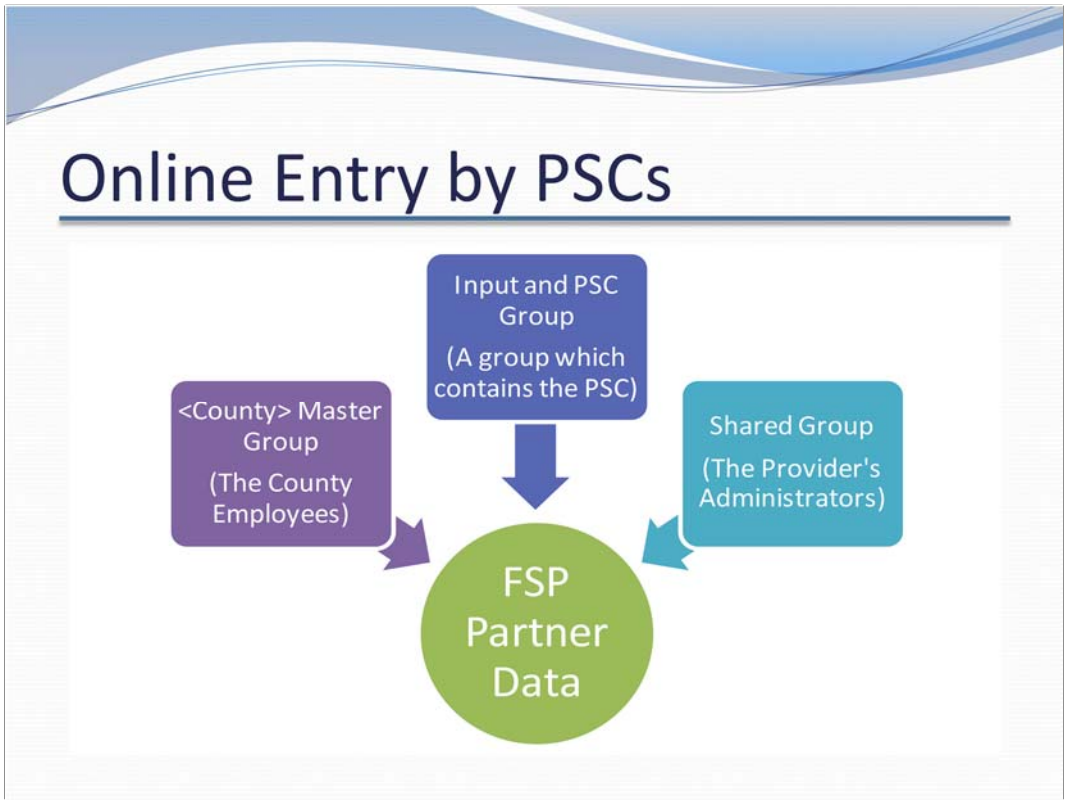
A county's group structure will depend upon both their reporting method and business methods. The group structure provides security in order to limit the number of users who can access a partner's data. The user who enters or uploads the data may not be the same user who accesses and reviews the data. Therefore, a group should be created for each set of users who need to upload the same data, and a group should be created for each set of users who need to access the same data.



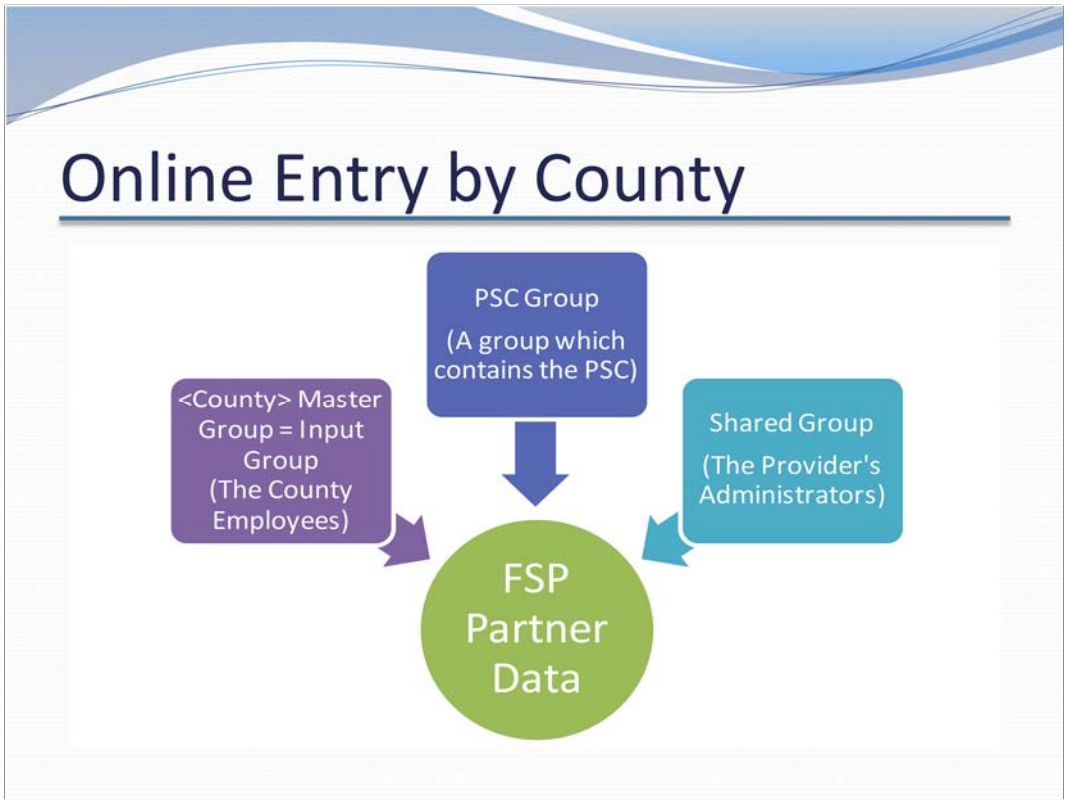
The Diagram depicts the groups who would be able to access a partner's data if a vendor was responsible for inputting the data to the FSP DCR, but a PSC still needed access to the DCR to view the partner's history and notifications. In this business structure, the PSC might be the only member of his/her group. The PSC could then share each partner assigned with the administrators within his/her provider's organization. The shared group would comprise of the provider's administrators. Of course, the approved county employee users would still have access to all of the counties data via the "<County> Master Group".



In this Diagram, the business structure is simplified slightly as each provider inputs the data for its organization. Therefore, the provider acts as the Data Input Group, and shared groups are optional for this structure.



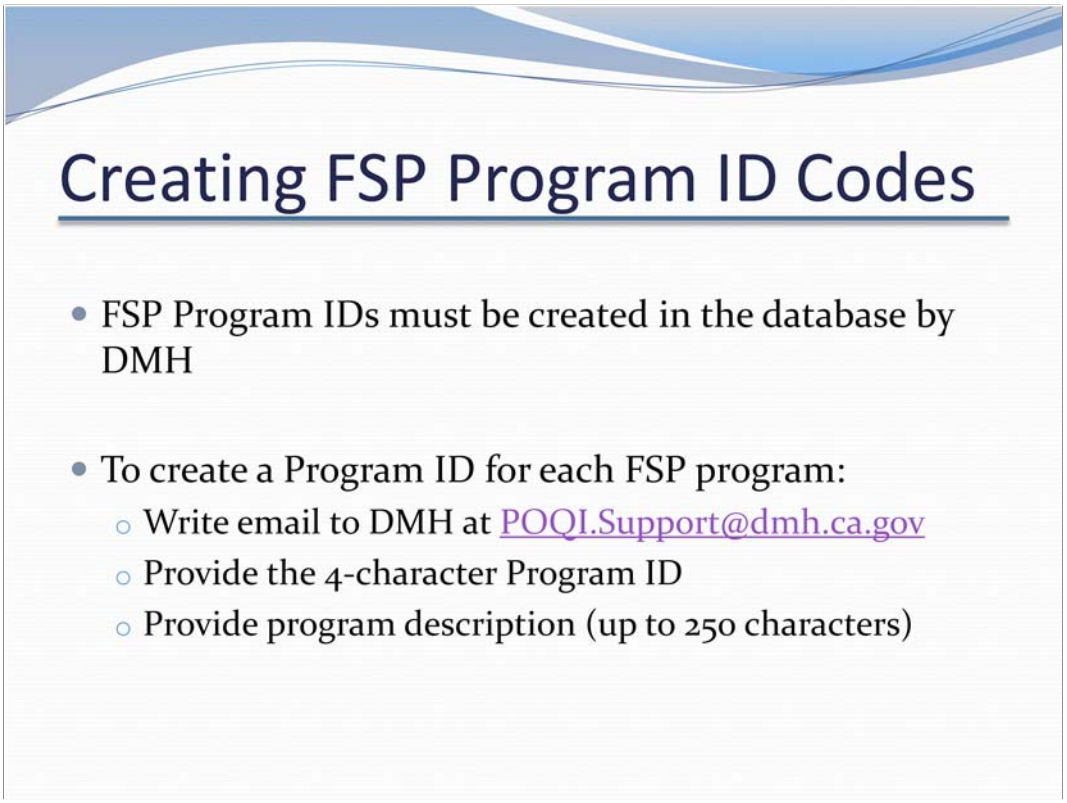
In this Diagram, the business structure is set up such that each PSC enters data for their own FSP partners. Therefore, the Input Group and the PSC Group are the same group. In this case, the PSC could then share each partner assigned with the administrators within his/her provider's organization. The shared group would comprise of the provider's administrators.



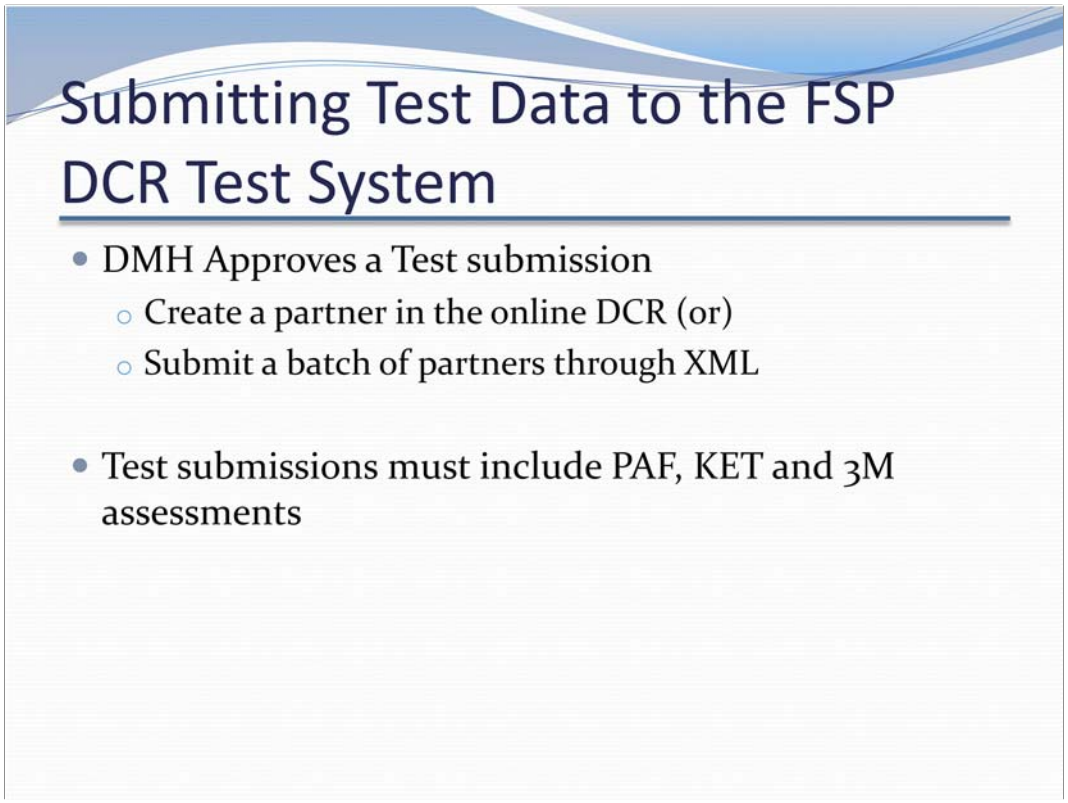
In this Diagram, the business structure is set up such that county employees enter the data for all providers. Therefore, the Input Group and the "<County> Master Group" are the same group. In this case, the PSC could then share each partner assigned with the administrators within his/her provider's organization. The shared group would comprise of the provider's administrators.

A county must register an Approver Designee. An Approver Designee is someone who is designated to authorize individuals (users) from their organization to access ITWS and FSP DCR. The Approver Designee is also responsible for creating groups via the ITWS in order to structure access to the DCR for his/her organization. Separate approvers can be designated for each organization (county, vendor, direct provider, etc.). However, the County Mental Health Director must sign all paperwork approving each Approver Designee.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 4, Section "Registering an Approver Designee", page 42 for step-by-step instructions.



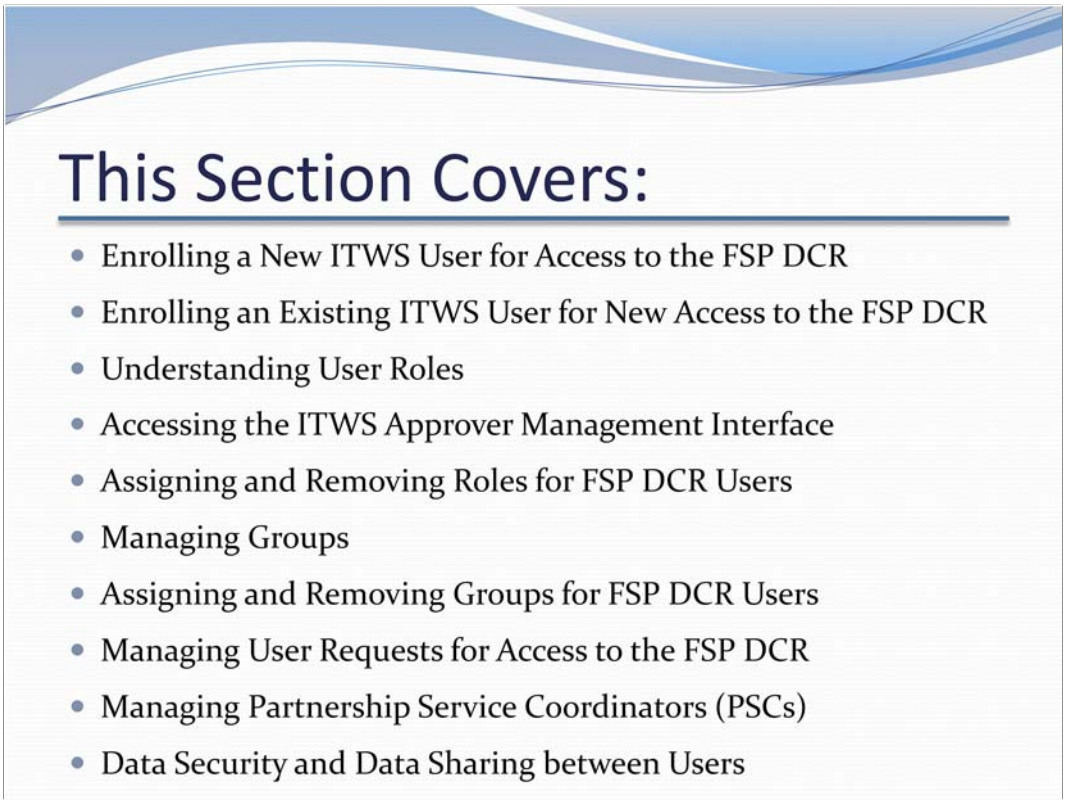
Before a county can begin using the FSP DCR, FSP Program IDs must be created in the database. DMH must create the FSP County Program IDs in the database for each county program. An Approver Designee should contact DMH with all county FSP Program IDs and descriptions.



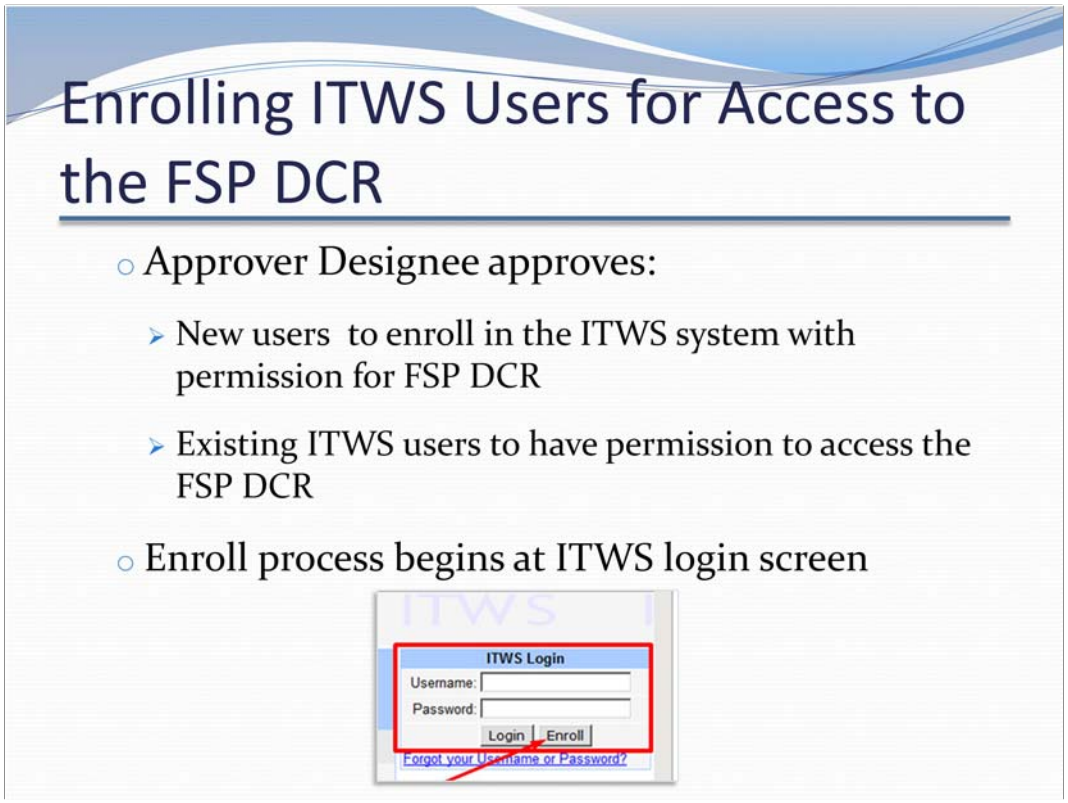
Before a county can become certified, DMH must review and approve a test submission of data to the FSP DCR Test System. Online DCR users should key enter at least one partner. XML batch counties should submit batches of records. The test partner must have PAF, KET and 3M records submitted without error.

Once a county has completed the six steps required to become a certified county, the county should contact DMH to request to be a certified county.
DMH will inform the county when certified, and the county's users can then begin submitting partner outcome data to the FSP DCR.

Managing DCR Users

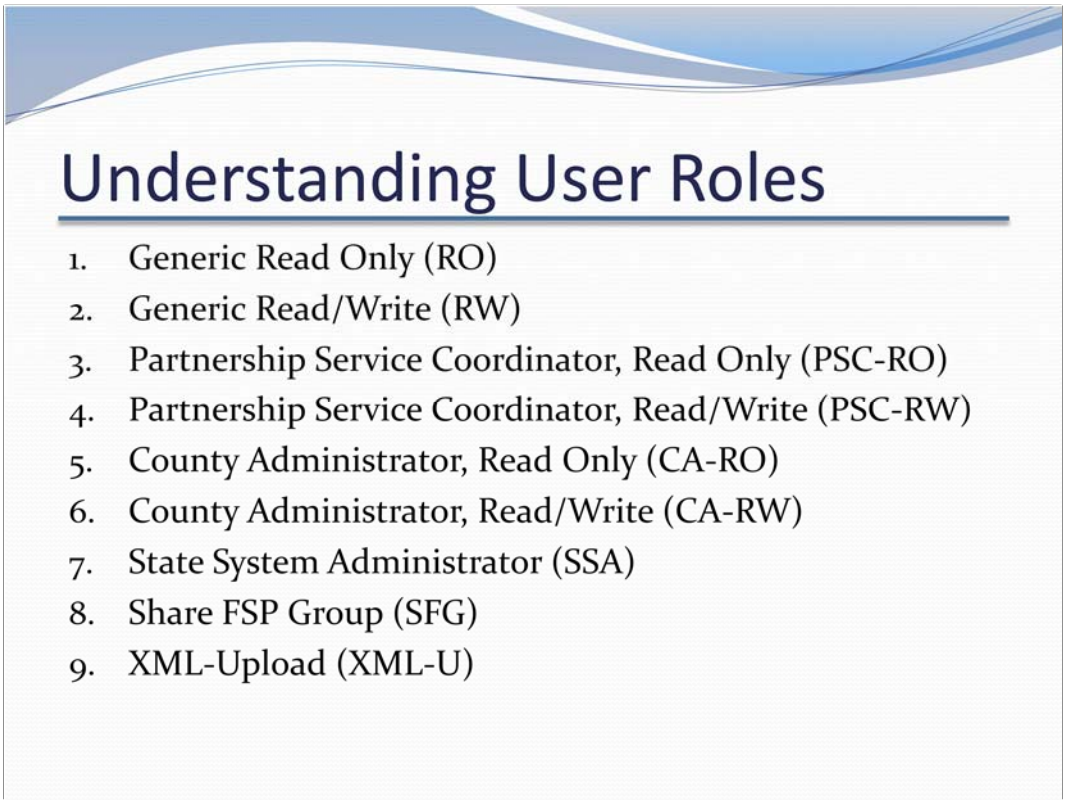


This section covers these activities in the FSP DCR.



Before a new user can access the FSP DCR, the user must be enrolled in the ITWS system with permission to access the FSP DCR. The Approver Designee for each organization is responsible for approving users, assigning users to roles, creating groups and assigning users to groups. New users must be enrolled in the ITWS system with permission to access the FSP DCR. Existing ITWS users must be request for permission to access the FSP DCR.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 4, Section “Enrolling as a New ITWS User with Approver Designee Status”, page 47 for step-by-step instructions.



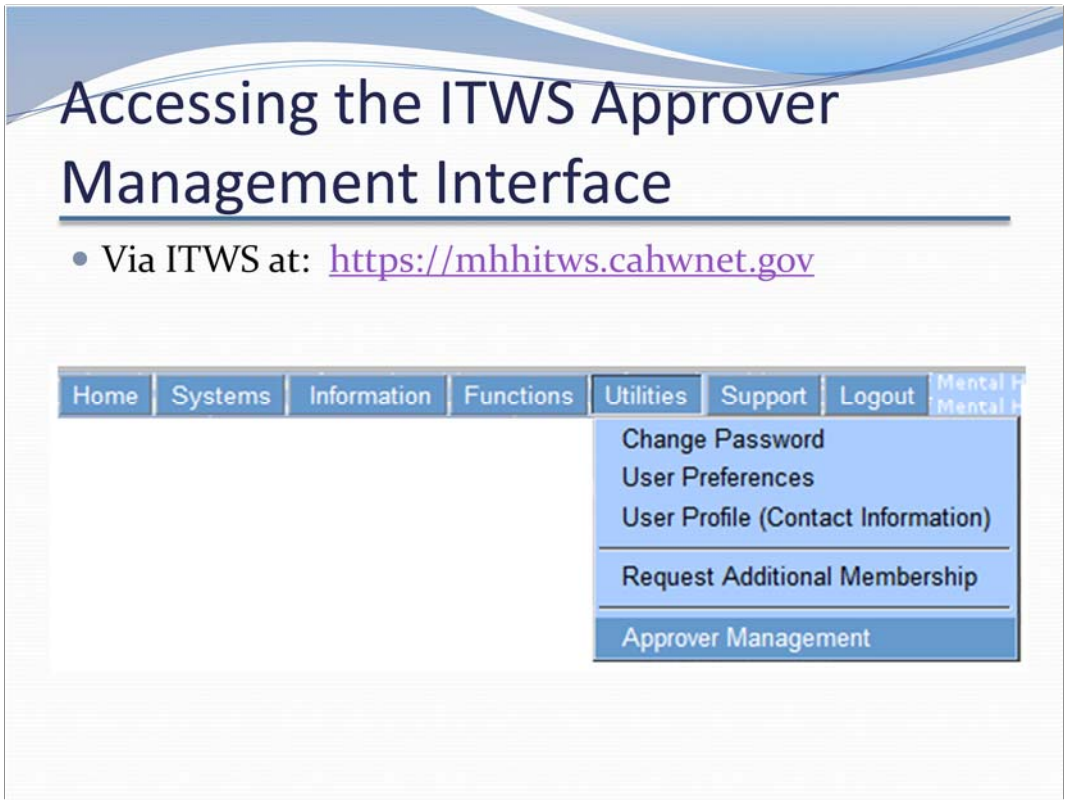
User roles determine the level of access and authority of FSP DCR users. All FSP DCR users must be assigned at least one role but may be assigned multiple roles. A list of available user roles appears in the slide.

Roles and DCR Menus

Menu	Roles								
Submenu	RO	RW	PSC-RO	PSC-RW	CA-RO	CA-RW	SSA	SFG	XML-U
DCR Home									
DCR Home	ro	ro	ro	ro	ro	ro	ro	ro	ro
Partnerships									
Add New Partner	-	rw	-	rw	-	rw	-	-	-
Manage Active Partners	ro	rw	ro	rw	ro	rw	ro	ro	ro
Inactive Partners	ro	rw	ro	rw	ro	rw	ro	ro	ro
Transfers									
Download FSP Data Files	-	-	-	-	-	rw	rw	-	-
Upload FSP XML Files	-	-	-	-	-	-	-	-	rw
Reports									
Assessment Counts	-	-	-	-	-	-	rw	-	-
User Roles By County	-	-	-	-	-	-	rw	-	-
Admin									
HTML Forms	-	-	-	-	-	-	ro	-	-
Forms - Printer Friendly	ro	ro	ro	ro	ro	ro	ro	ro	ro
Virtual PSCs	-	-	-	-	ro	rw	ro	-	-
View/Share FSP Groups	ro	ro	ro	ro	ro	rw	ro	rw	ro
System Messages	-	-	-	-	ro	rw	rw	-	-
Manage Roles	-	-	-	-	-	-	rw	-	-
Add/Edit County Programs	-	-	-	-	-	-	rw	-	-
Help									
DCR User's Manual	ro	ro	ro	ro	ro	ro	ro	ro	ro
Training	ro	ro	ro	ro	ro	ro	ro	ro	ro
Contact Us	ro	ro	ro	ro	ro	ro	ro	ro	ro

This Table details the level of access and authority for each role for each FSP DCR menu or submenu. There are a total of 18 submenus in the FSP DCR application, organized under six main menu sections. Each user role provides access to a different set of FSP DCR menu items. No single user role provides access to all FSP DCR submenus.

A dash (-) symbolizes that a user with only that role cannot see or access the submenu (has no access or authority for the submenu). When a user cannot access or see any submenus for a main menu, then the main menu will also become unavailable to the user. A notation of ‘ro’ (read only) defines that the user can access the information on the webpage but cannot make any changes to the information (has access but no authority to make changes). A notation of ‘rw’ (read/write) defines that a user has the highest level of access and authority and can view the information and make changes. When a user is assigned multiple roles, the user will assume the highest level of access and authority for each submenu that is available to any of the assigned roles.



The Approver Designee approves requests and assigns roles and groups for users through the ITWS Approver Management interface.

Assigning and Removing Roles for FSP DCR Users

- All users must be assigned at least one role
- Users can have multiple roles
- The Approver Designee is responsible for assigning/removing user roles
- PSC Roles:
  - Assigned to all PSCs accessing DCR
  - Cannot be removed from a PSC with assigned partners

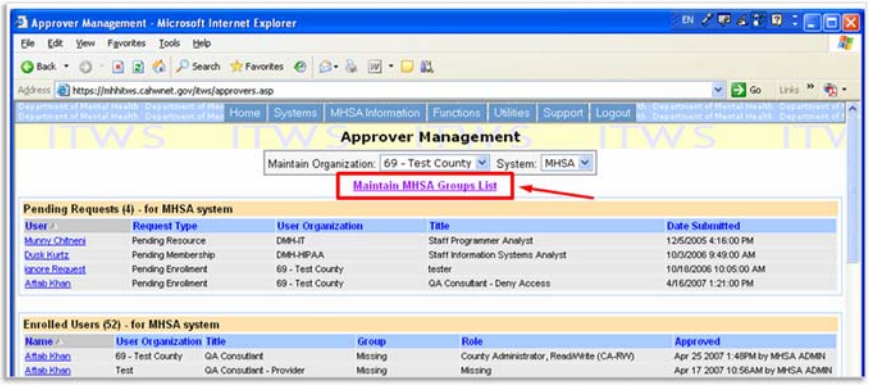
All users must be assigned at least one role before accessing the FSP DCR. A user can be assigned multiple roles to meet county business needs, and the user will assume the highest level of access and authority that is available to any of the assigned roles. The Approver Designee is responsible for assigning user roles, which is done through the ITWS Approver Management interface.

All PSC who have access to the FSP DCR must be assigned one of the Partnership Service Coordinator roles (i.e., PSC-RO or PSC-RW) in addition to any other roles they might require for a county's business needs. Only users with the PSC-RO or the PSC-RW can be assigned to an FSP partner as his/her coordinator. Before removing the PSC role from a user, you must first make sure that any FSP partners assigned to that PSC are reassigned to another PSC by using a KET form.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section "Assigning and Removing Roles for FSP DCR Users", page 59 for step-by-step instructions.

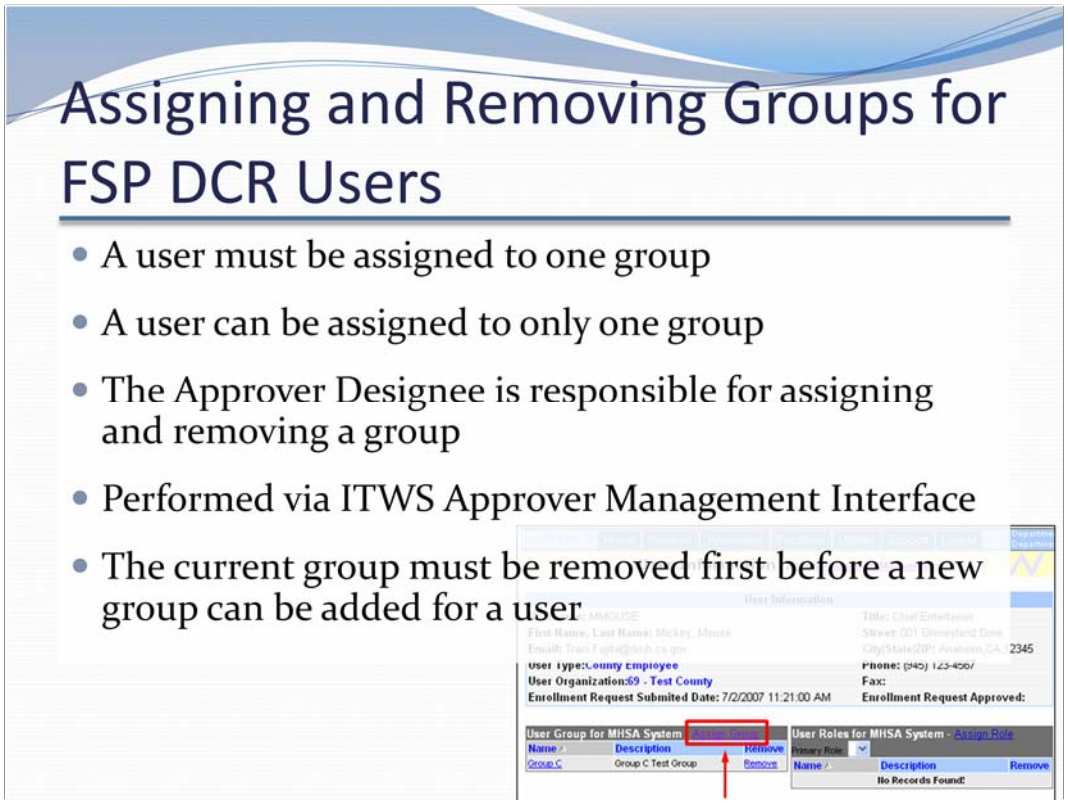
Managing Groups

- The Approver Designee can create and inactivate groups to meet the business needs of the organization
- Via ITWS Approver Management Interface



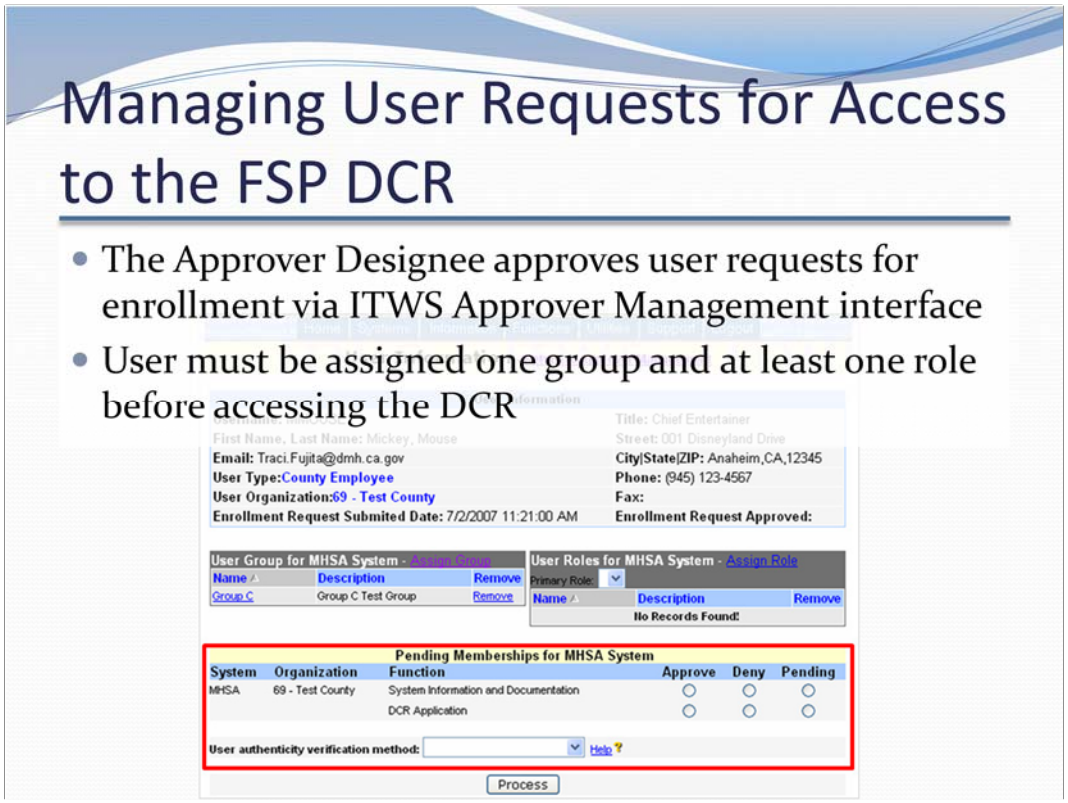
The Approver Designee can create and delete groups to meet the business needs of the organization. As discussed, the group to which the user is assigned determines which FSP partners the user can access.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section “Managing Groups”, page 62 for step-by-step instructions.



All users must be assigned one group before accessing the FSP DCR. A user can be assigned to only one group. The Approver Designee is responsible for assigning a group to each user, which is done through the ITWS Approver Management interface. If the user is already assigned to a group, then the group must be removed first before a new group can be added.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section “Assigning and Removing Groups for FSP DCR Users”, page 65 for step-by-step instructions.

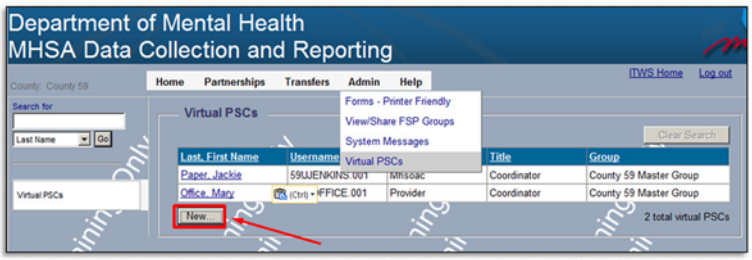


After a user applies for access to the FSP DCR as a new or existing ITWS user, the Approver Designee must approve the access through the ITWS Approver Management interface. The Approver Designee must assign the new user to a group and give the user at least one role.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section “Managing User Requests for Access to the FSP DCR”, page 68 for step-by-step instructions.

Managing Partnership Service Coordinators (PSCs)

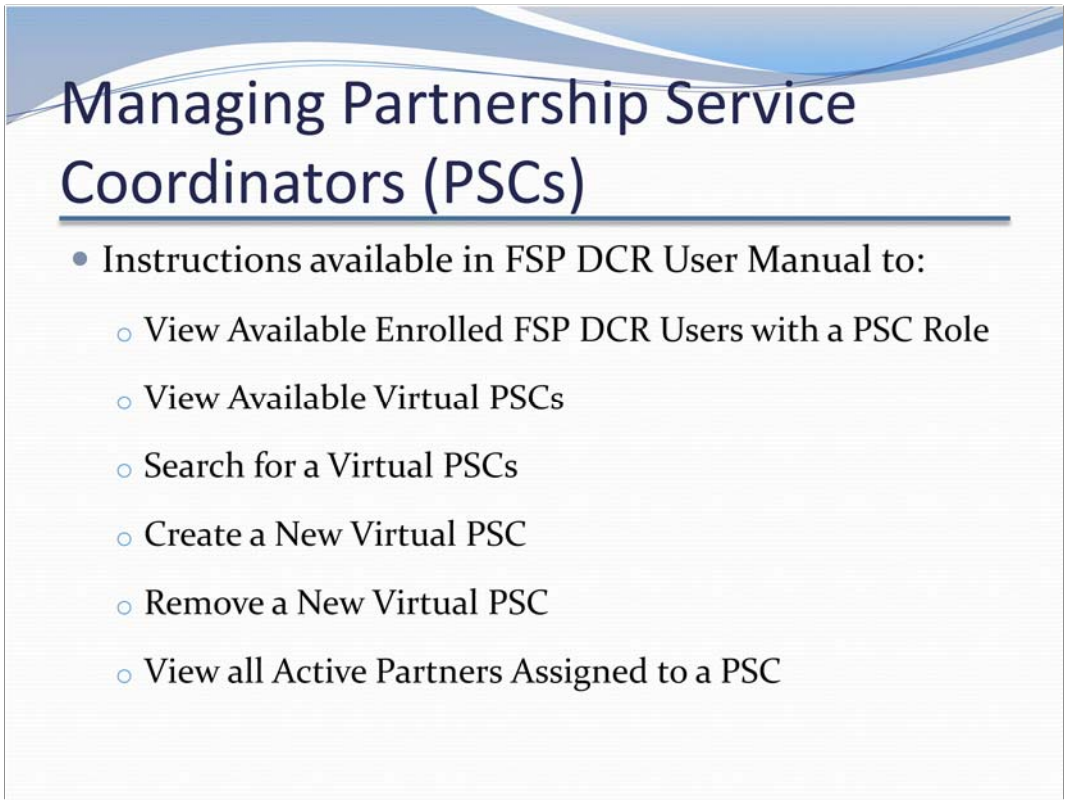
- Every partner must be assigned to a PSC
- Two options for creating PSCs in the FSP DCR:
  1. Assign a PSC-RW or PSC-RO role to an enrolled FSP DCR user (via ITWS Approver Management Interface)
  2. Create a virtual PSC in the FSP DCR (via DCR Admin Menu)



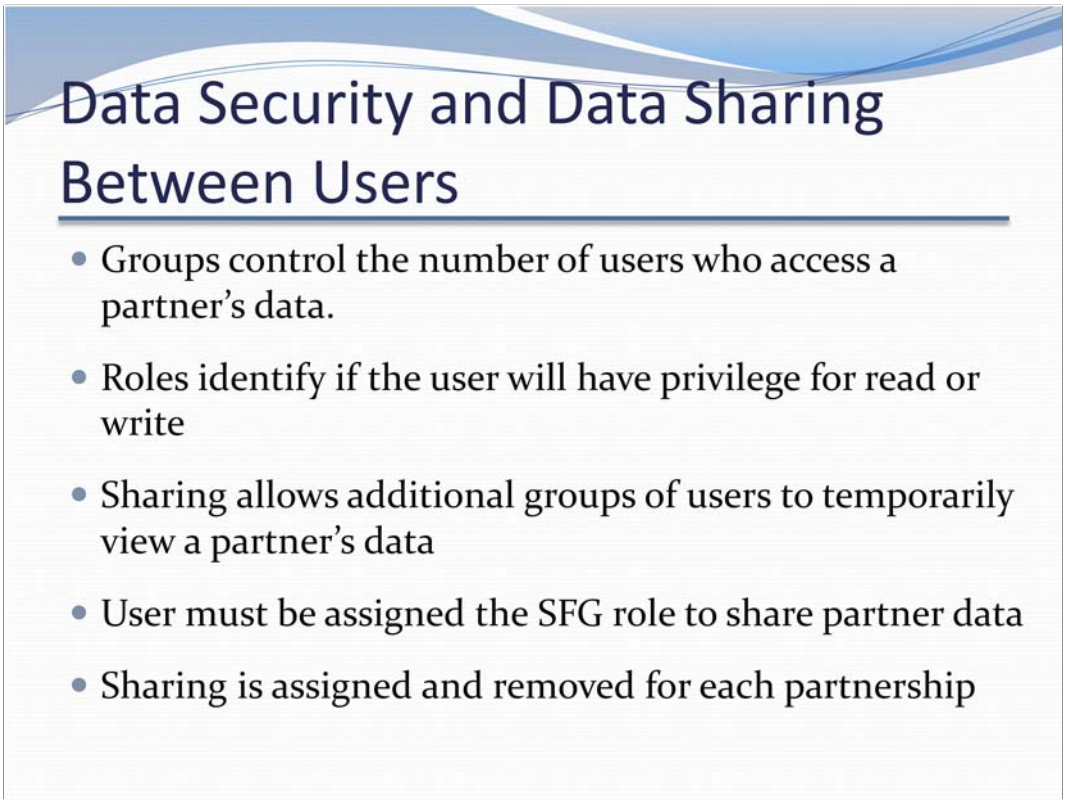
Every partner in the FSP DCR must be assigned to a PSC, and a partnership cannot be established without identifying an associated PSC's Coordinator ID. There are two options for creating PSCs in the FSP DCR. A PSC can be created by assigning a PSC-RW or PSC-RO role to an enrolled FSP DCR user; or a virtual PSC can be created in the FSP DCR.

If the PSC will need to access, view, enter or update information in the FSP DCR application, then the PSC should be enrolled as a FSP DCR user. A virtual PSC can be created for PSCs who do not need to access the FSP DCR application for any of their business needs.

When a partnership is established via a PAF on the FSP DCR online application, only virtual PSCs and enrolled FSP DCR users with a PSC-RO or PSC-RW role will be available in the drop-down box of coordinators to which the new partner can be assigned.



Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section "Managing Partnership Service Coordinators (PSCs)", page 70 for step-by-step instructions.



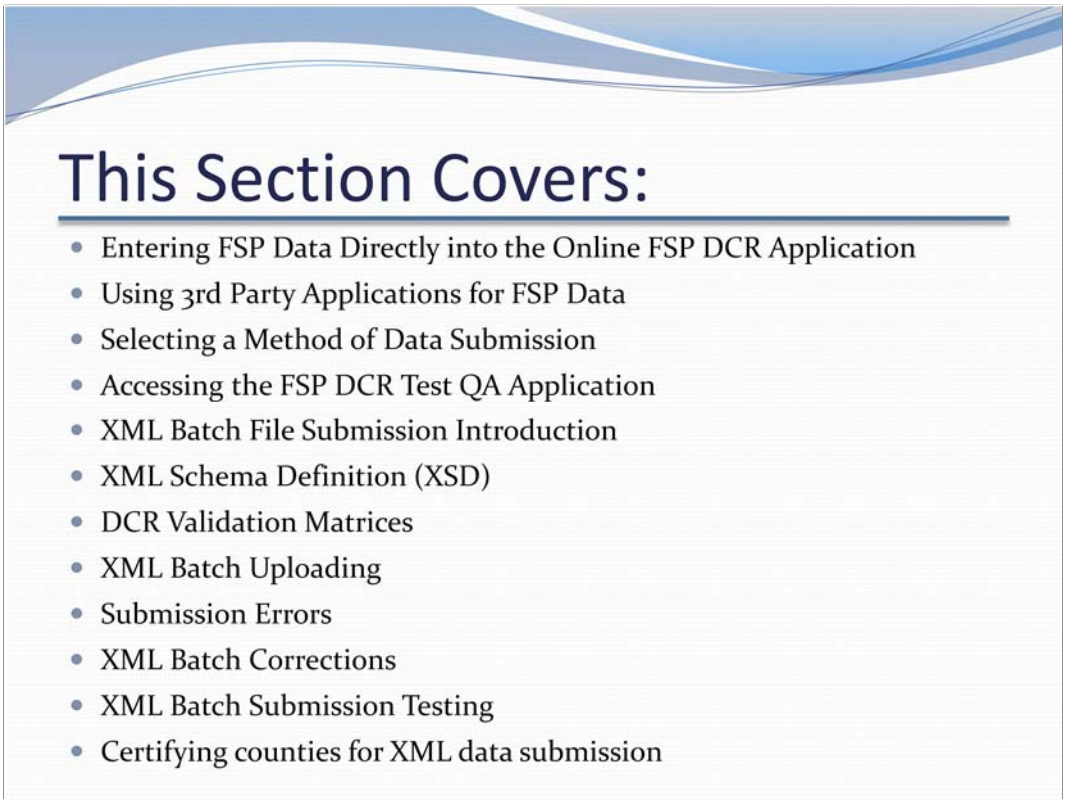
The FSP DCR is equipped with several features to secure partner information. As discussed, user groups control the number of users who can access a partner's data. When a user has access to a partner's data, user roles identify if the user will have the ability to only view (read only) or change (write) the partner's data. Carefully planning and utilizing the combination of user groups and user roles will provide the best security of the partner's information such that the fewest number of users will have the ability to access or change the partner's data.

When only a few number of users can access a partner's data, it may be necessary to temporarily "share" the access to the partner's information in the event that the FSP DCR user who normally manages the partner's data will be unavailable (e.g., on leave, vacation or another assignment, etc.). In order for a FSP DCR user to have the ability to share a partner's data with another group of FSP DCR users, the user must be assigned the SFG role. (Refer to list of possible FSP roles on previous slide.)

When a user has been assigned the SFG role, the user can share a partner's information with another group of FSP DCR users. Sharing is performed on an individual partner basis, and the action of sharing must be repeated for all partners who will need to be shared.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 5, Section "Data Security and Data Sharing Between Users", page 76 for step-by-step instructions.

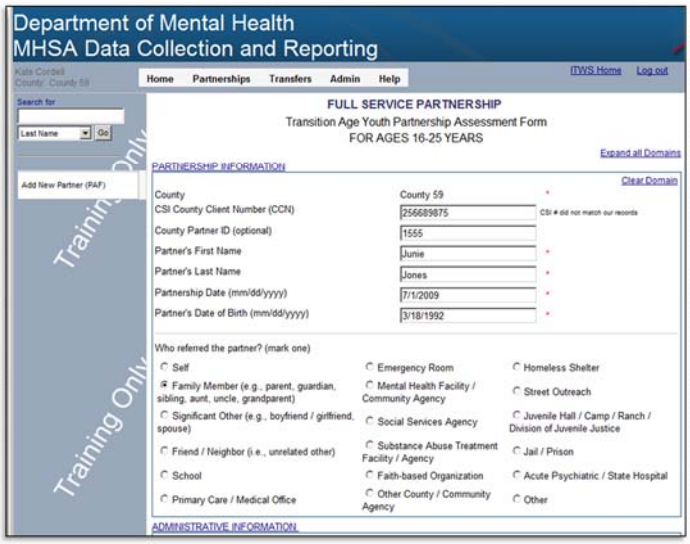
Data Reporting Options



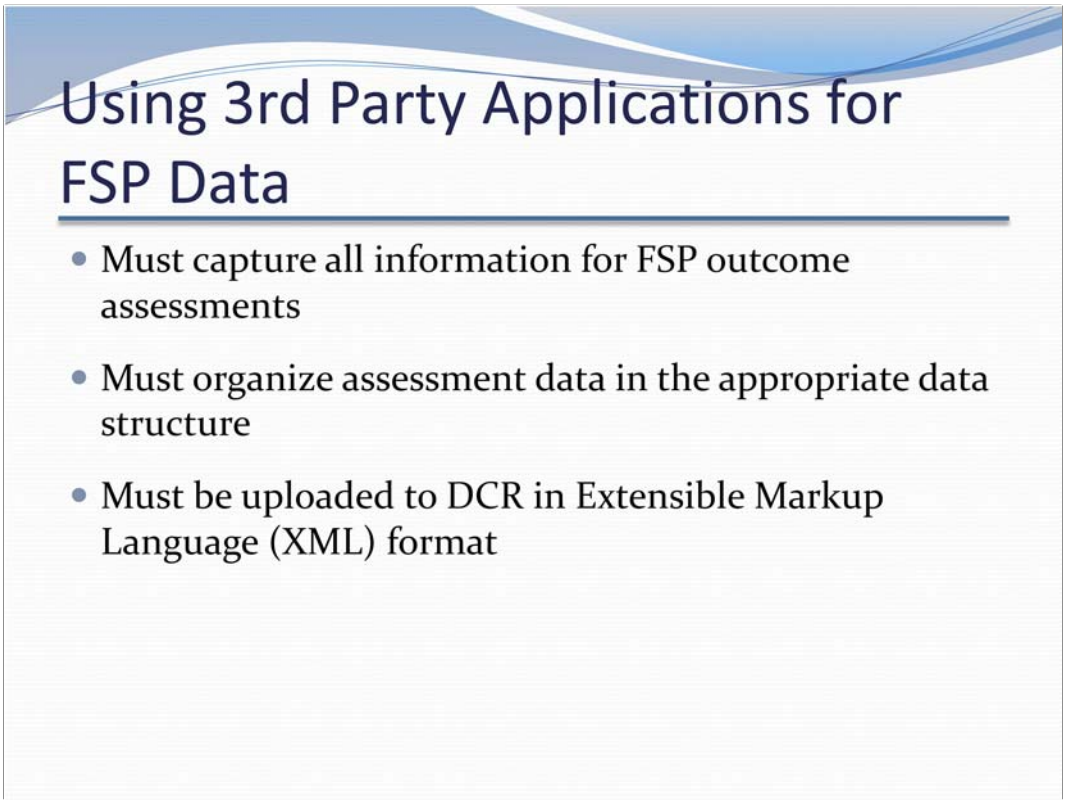
This section covers these activities in the FSP DCR.

Entering FSP Data Directly into the Online FSP DCR Application

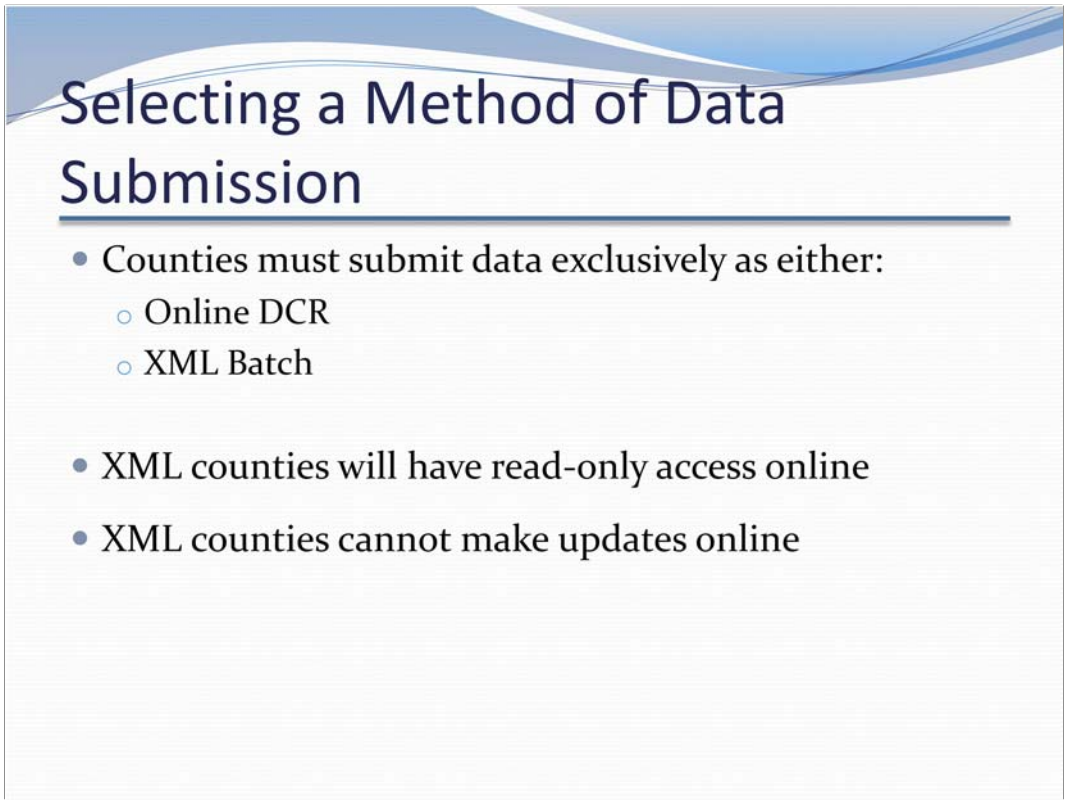
- The Web-based system allows users to perform data entry



DMH provides the FSP DCR system to counties, which allows for users to log into the web-based system over the Internet and document the results of partner assessments directly into the FSP DCR system. Once documented, no additional steps must be taken in order to submit the required outcomes assessments to DMH.

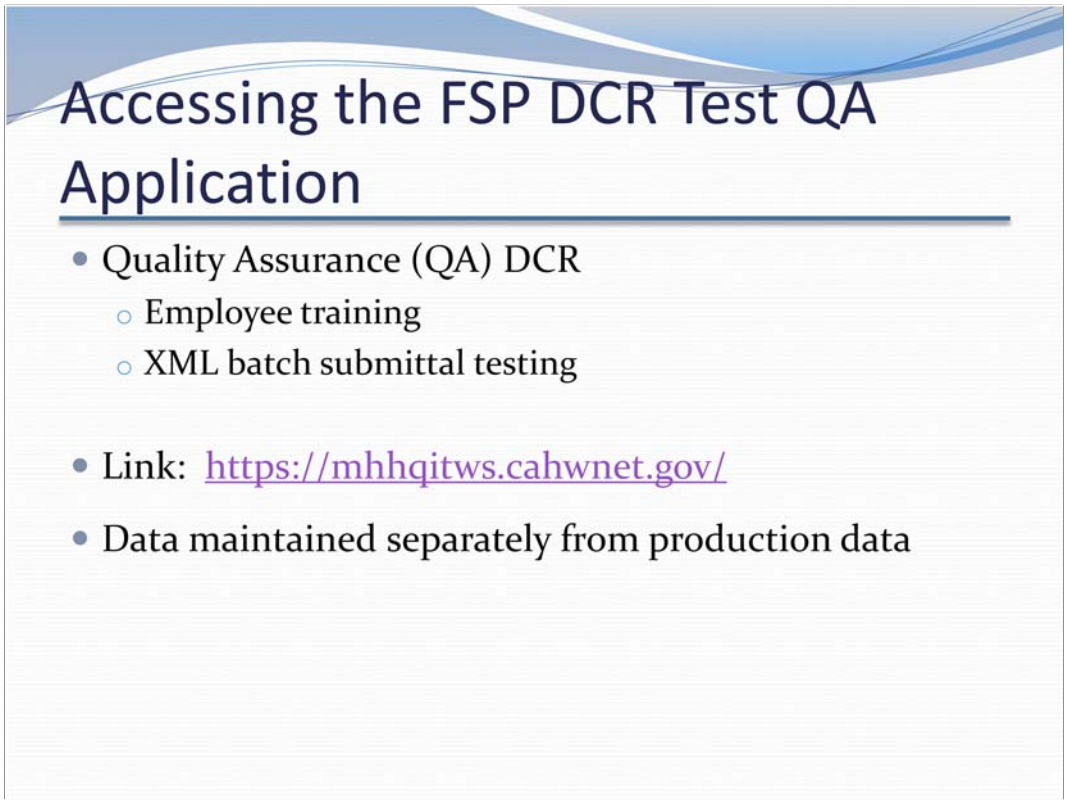


DMH allows counties to use approved 3rd party applications to document partner assessments. These applications must capture all required information for FSP outcome assessments and be able to export assessments in the standard reporting format to DMH. For counties utilizing a 3rd party application, the required data must be exported in a specific format. This format is an Extensible Markup Language (XML). These assessment data must then be uploaded via XML batching into the FSP DCR system.



Each county must determine their method of submitting FSP outcomes assessment data to DMH. In general, counties that use the DCR Application must use this method exclusively and are not able to XML batch upload data from a 3rd party system. Counties that use 3rd party applications to export and upload FSP data must use this method exclusively.

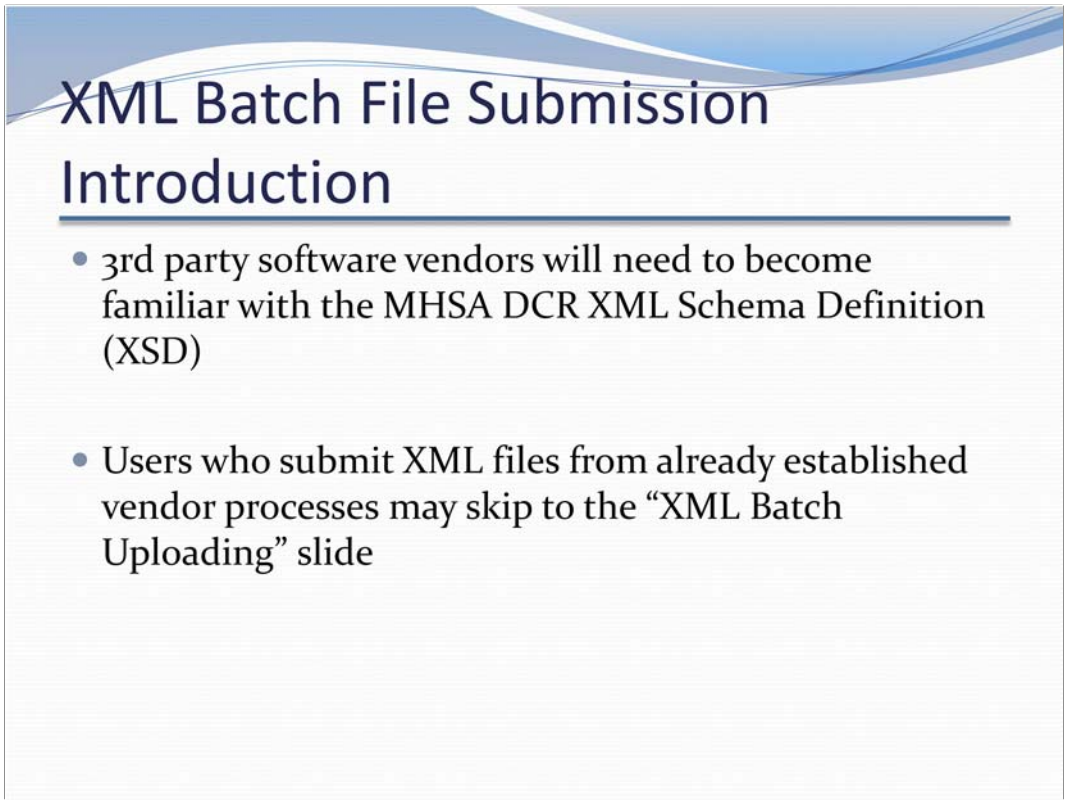
Additionally, FSP data that is XML batch uploaded to the FSP DCR cannot be updated online. For counties who XML batch upload data, FSP DCR users must be assigned Read Only roles in order to view data that has been submitted.



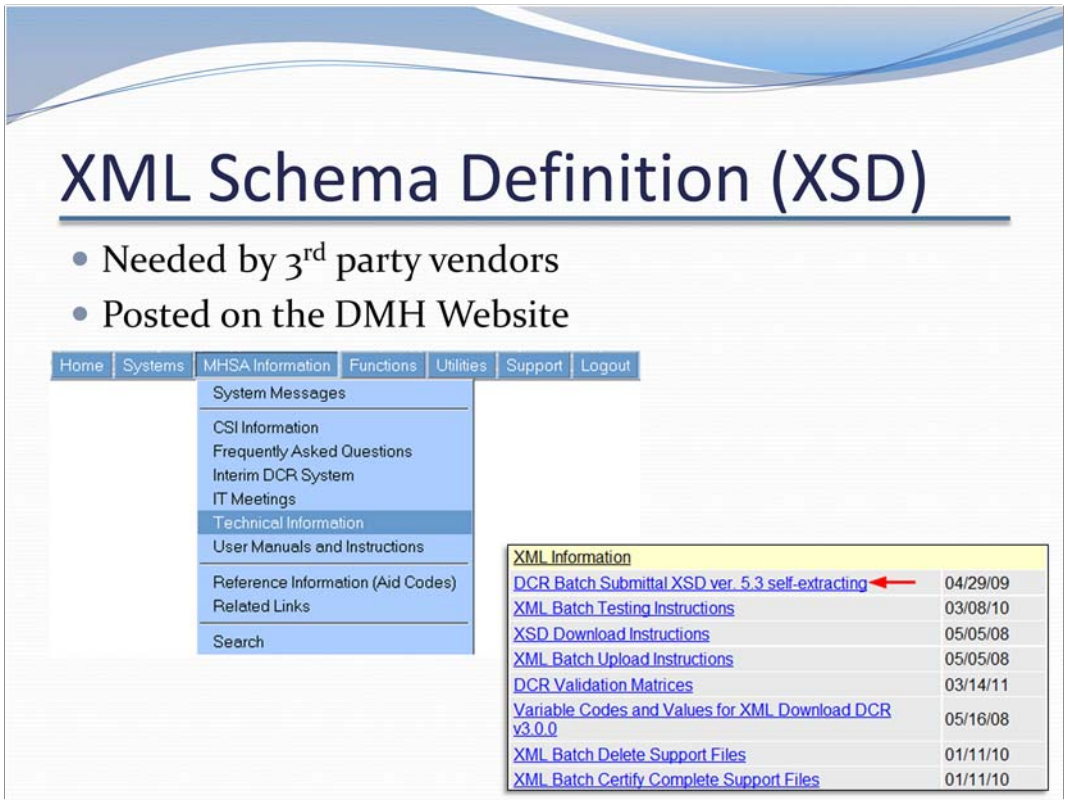
DMH provides a test Quality Assurance (QA) system to facilitate employee training and XML batch submittal testing. This system can be accessed at https://mhhqitws.cahwnet.gov/.

All data entered into the test QA environment will be maintained separately from data entered into the standard FSP DCR (also called the production FSP DCR). The test QA FSP DCR application can be used for testing XML batch uploads or for training new FSP DCR users on how to enter data directly into the FSP DCR.

It is recommended that each user test data entry and upload via the test QA FSP DCR application before attempting to submit any data to the production FSP DCR application.

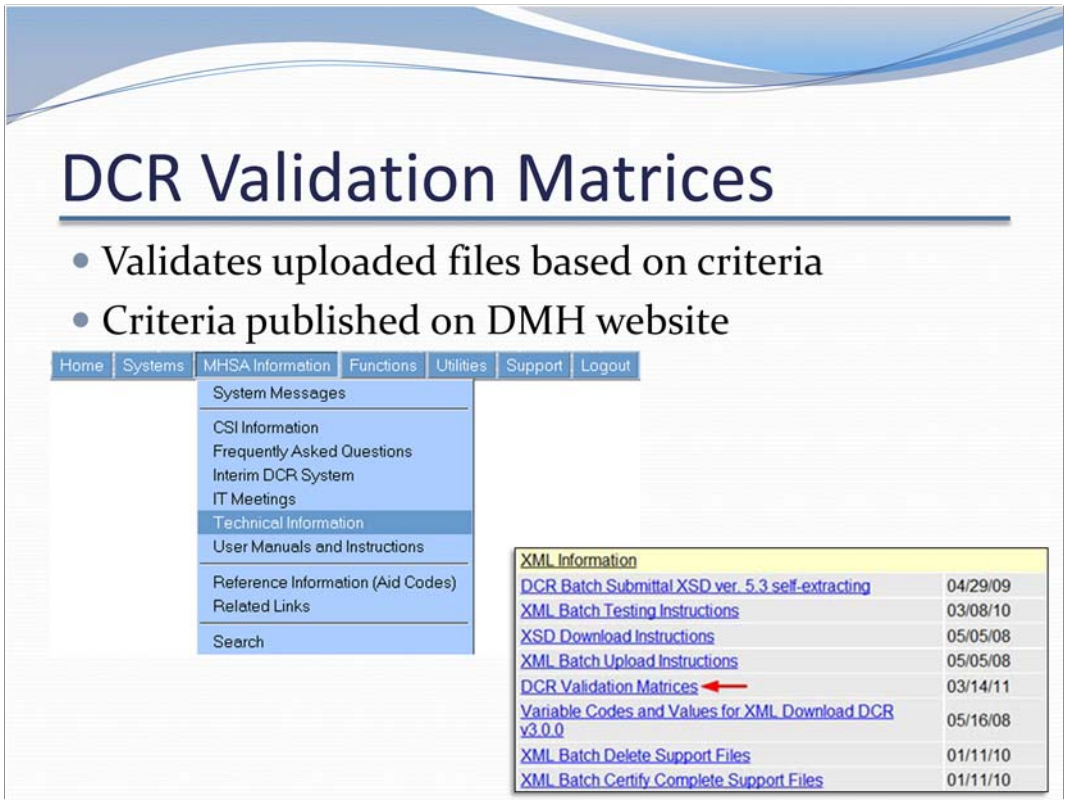


The 3rd party software vendors will need to become familiar with the MHSA DCR XML Schema Definition (XSD) described in the next section. However, users who submit XML files from already established vendor processes may skip the "XML Batch Uploading" slide.

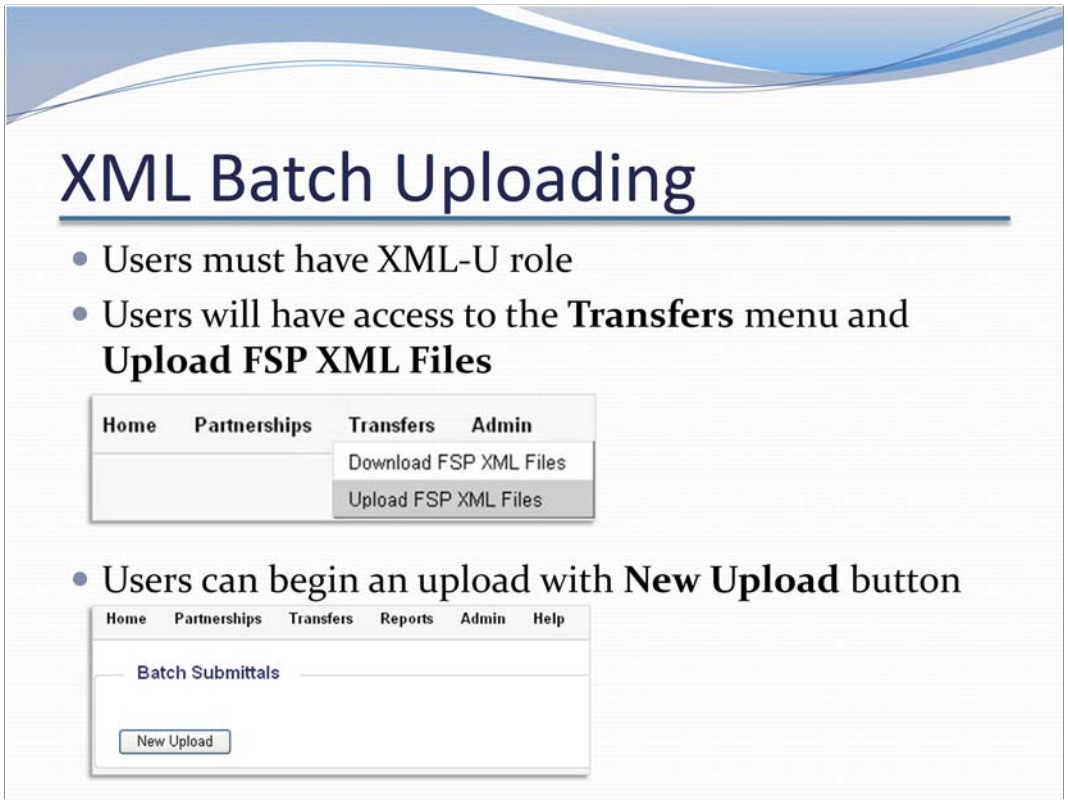


In order to share information via XML, there must be a mutually defined XSD. This function is normally performed by a third party software vendor. The XML definition required by the FSP DCR system is referred to as the MHSA DCR XSD. This definition specifies the exact format of the FSP XML Files.

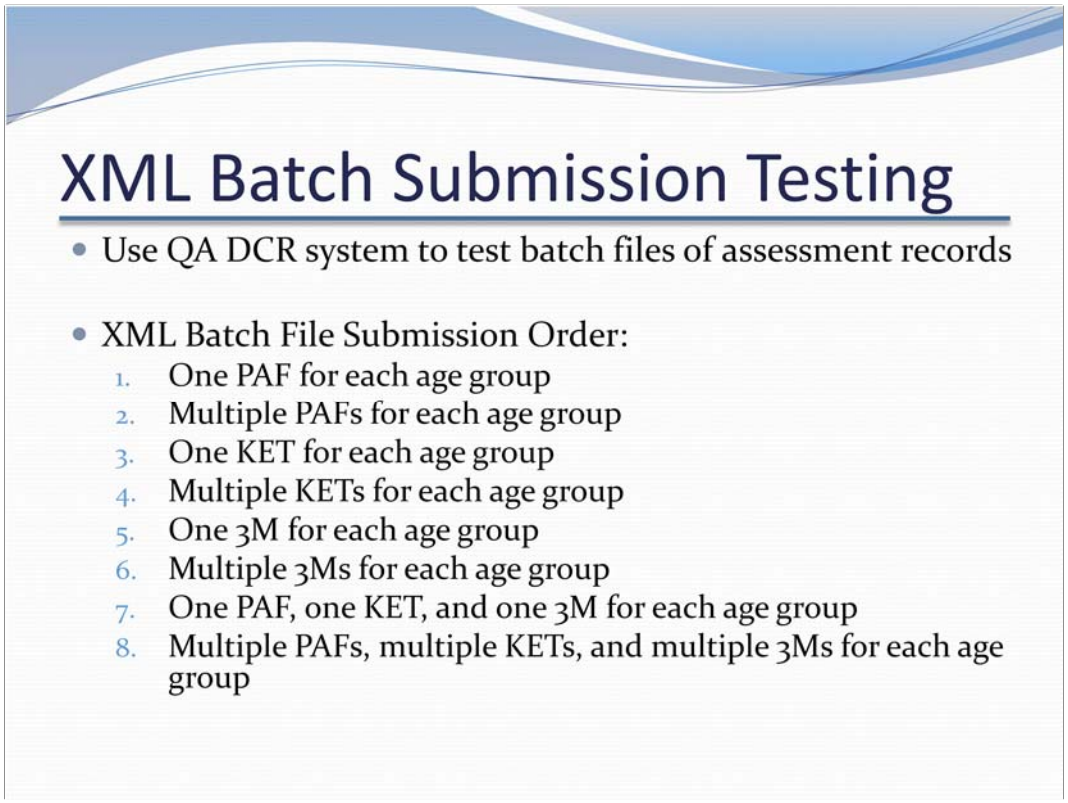
The FSP XSD Files are posted on the ITWS website and should be provided to the 3rd party software vendor. This will allow the 3rd party software vendor to develop their XML export functionality to allow files to be uploaded to the FSP DCR system. To access these files, log into the ITWS system and access the MHSA system.



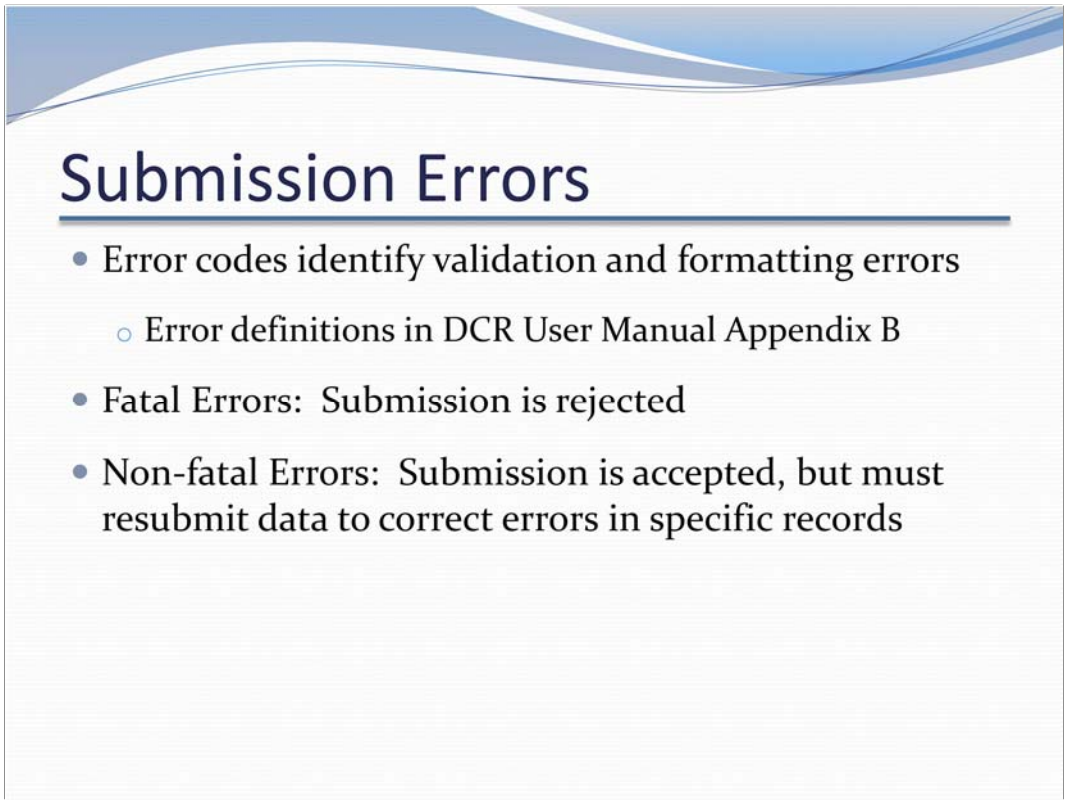
The FSP DCR system validates uploaded XML files based on a wide variety of criteria. These criteria are published as the **DCR Validation Matrices** on the **Technical Information** under **MHSA Information** menu.



The user who will be uploading these XML files into the FSP DCR system must be assigned the role of XML Upload (XML-U.) Users with this role will have an option under the **Transfers** menu in the FSP DCR system to **Upload FSP XML Files**, which can be used for XML batch uploading. For step-by-step instructions, refer to the FSP DCR User Manual (1/17/2012) at Chapter 6, Section “XML Batch Uploading”, page 86.



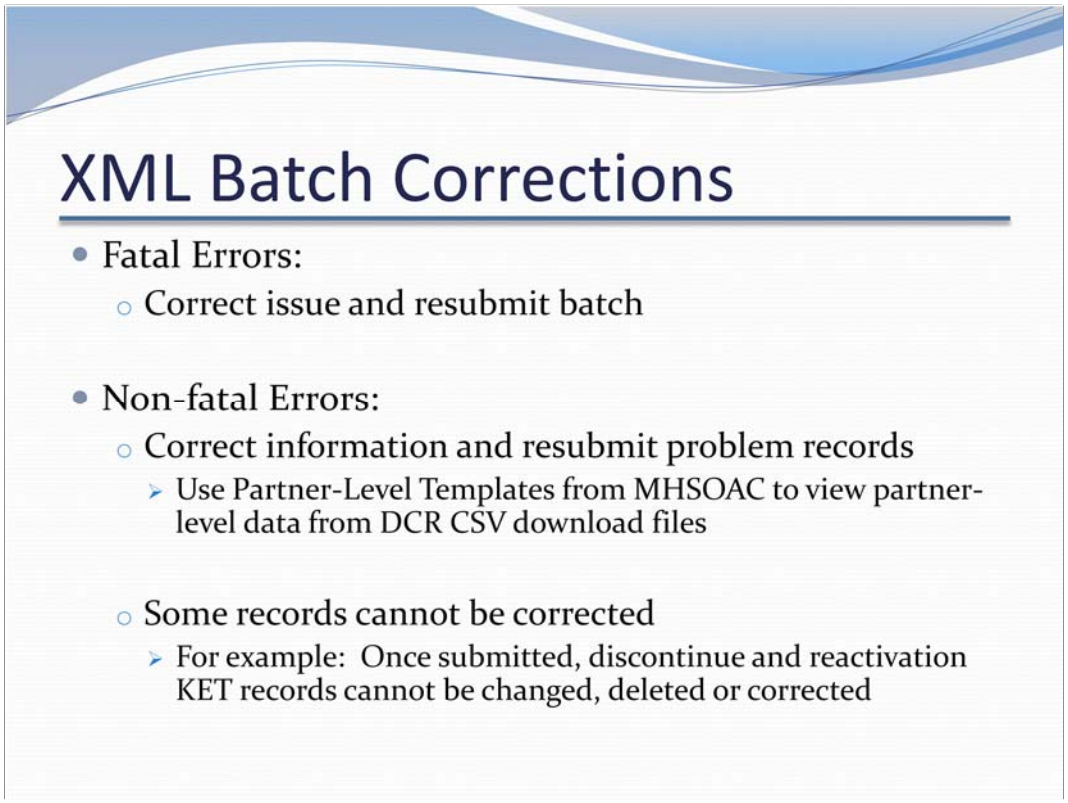
DMH provides a test QA system to providers to facilitate training of employees and XML Batch Submittal testing. It is suggested that the county submit test XML Batch files in the order listed.



If the submission files do not meet the validation criteria and contain formatting or data related errors, an error code will be displayed to the user after the batch submittal has been processed. The error codes will contain specific information about what error was encountered which helps the user to determine what must be done to resolve the error.

Errors can be either fatal or non-fatal. Fatal errors will result in the submittal being rejected; these submissions must be corrected and resubmitted before they will be accepted by the FSP DCR system. For non-fatal errors, the FSP DCR system will accept the submission but the user should follow up on the error message and resubmit the batch if necessary. Refer to Appendix B of the FSP DCR User Manual (1/17/2012) for Error Code Definition List.

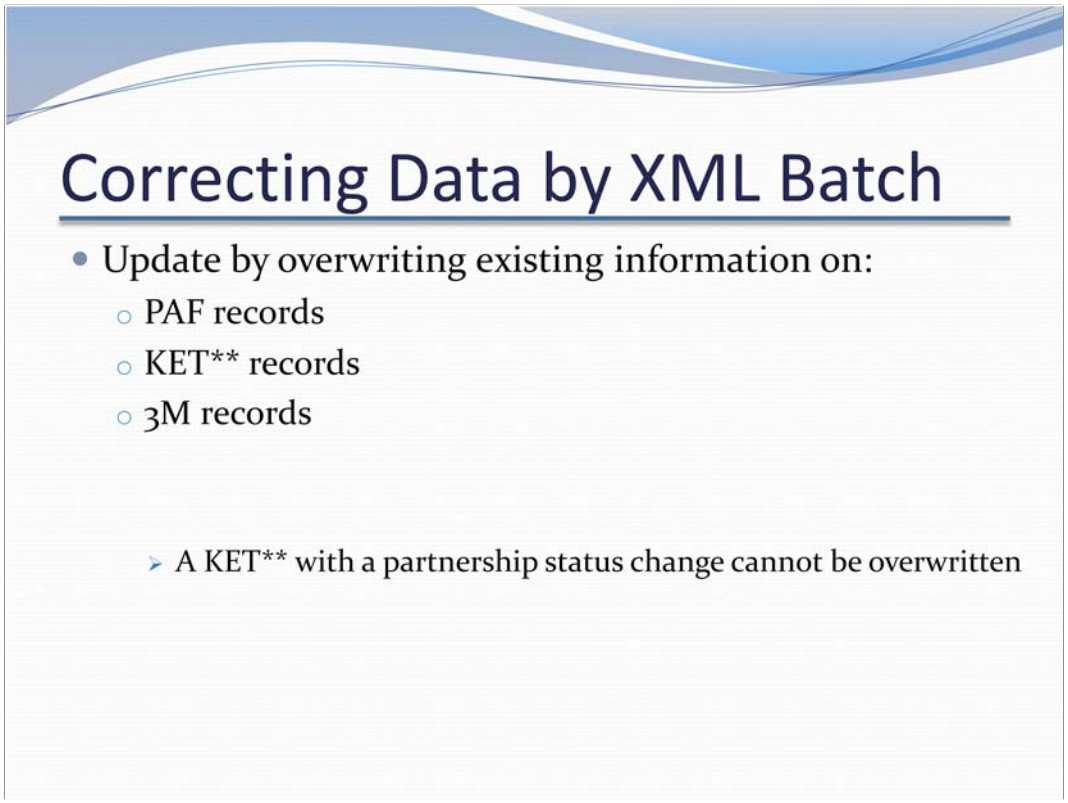
Data related errors can often be corrected by modifying data referenced in the submission error within the 3rd party system and resubmitting the batch with the corrected data. For issues related to XML formatting or XSD version, it may be necessary to work directly with the 3rd party software vendor to correct the export format from their system; this may require software changes by the 3rd party vendor.



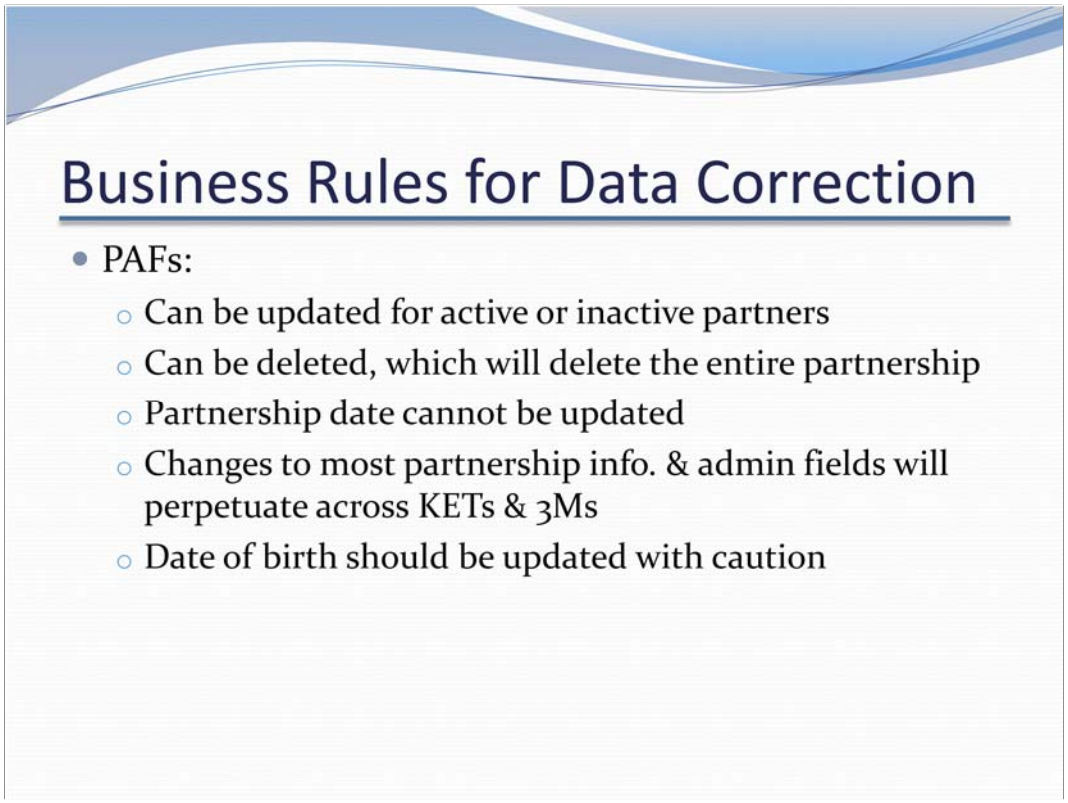
Data can be resubmitted to the FSP DCR system in the event of data submission errors or to correct data for an assessment submitted in a prior batch. If fatal errors are encountered, users should correct the information based on the error message and resubmit with valid data.

If non-fatal errors are encountered, the data will be accepted by the FSP DCR system. When applicable, users should correct the information based on the error messages and resubmit. Users can correct information within an assessment and resubmit if necessary.

Not all assessments can be corrected by simply resubmitting data. Based on business rules, the system may not allow some assessments to be resubmitted. For example, once submitted, KET records which contain a partner discontinuation or reactivation cannot be changed or corrected. In these circumstances, users must delete the partner and resubmit all assessments in order to correct the data.

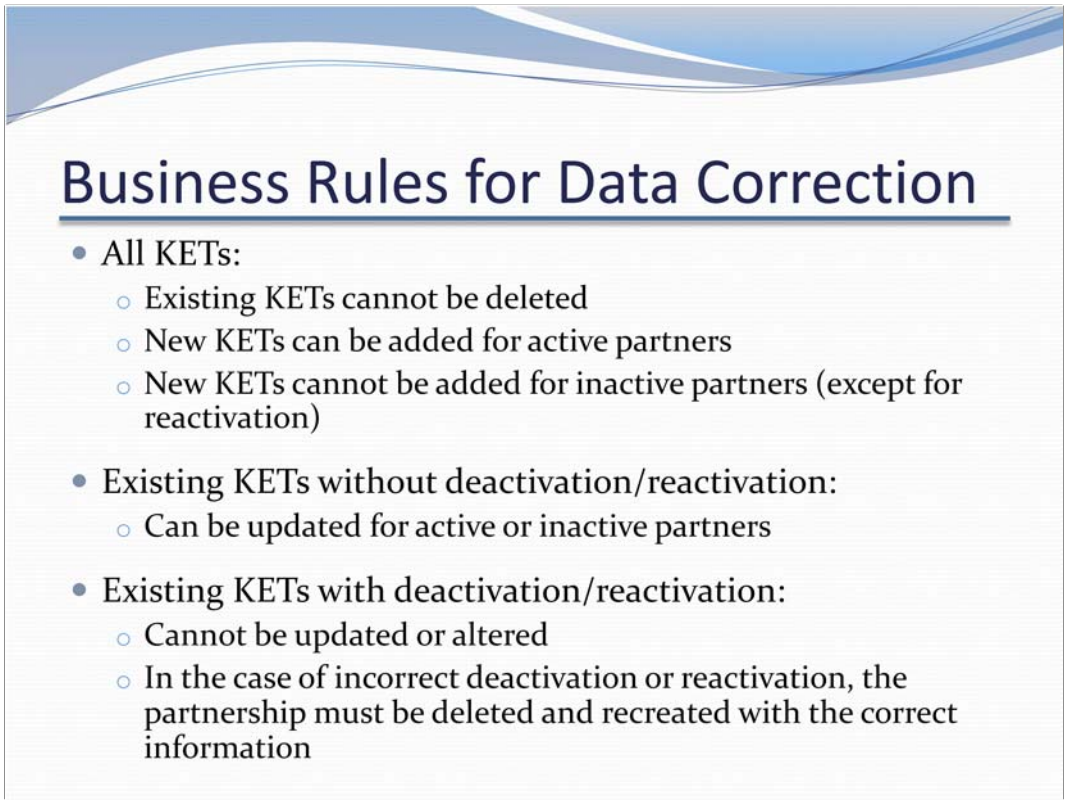


Data can be corrected and updated through XML batch updates. Updated PAF, KET and 3M records can overwrite existing information in the FSP DCR with similar constraints as apply for the online FSP DCR.

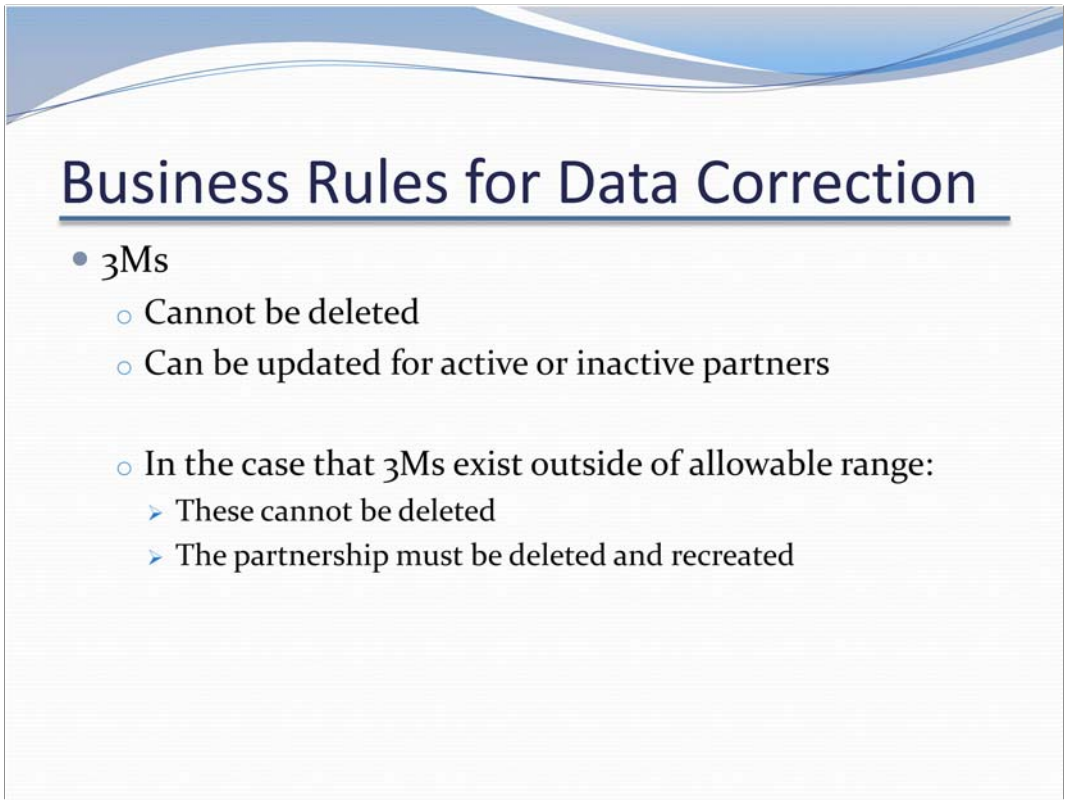


An overview of the business rules for data correction relating to the PAFs is listed on this slide.

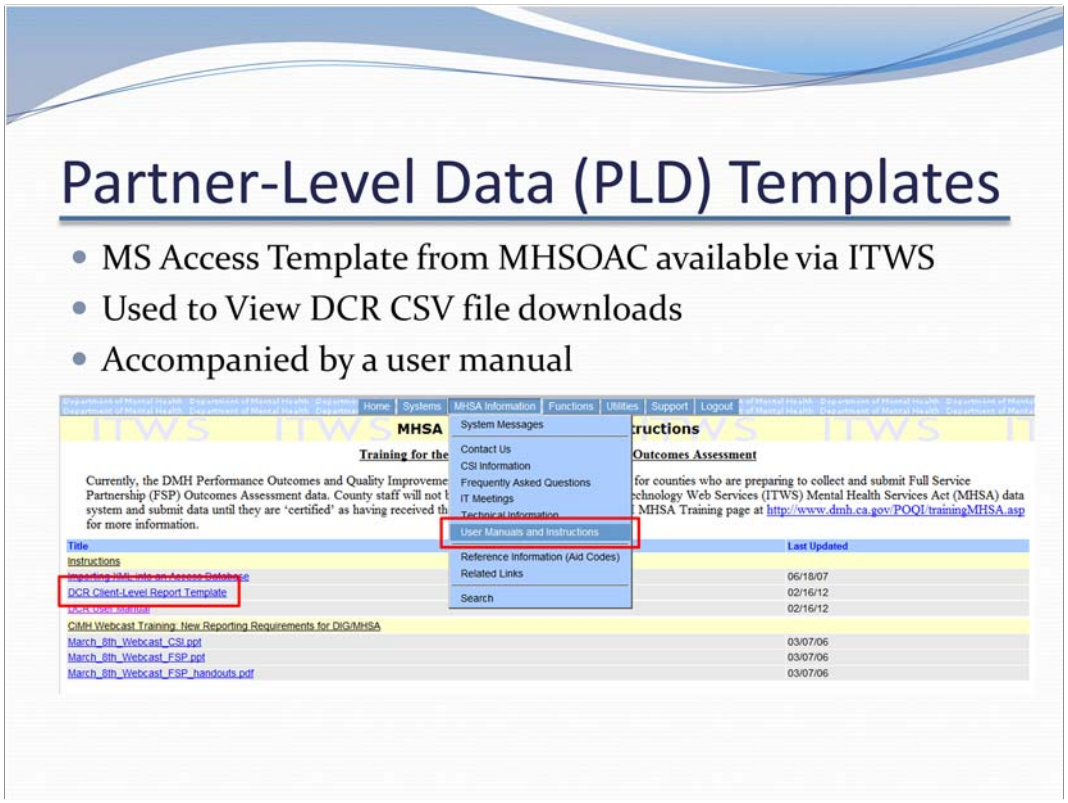
When correcting a partner's birth date on the PAF, the age group for the partner at the time the partnership was established could change. If a correction to the birth date results in a change of age group at the time of the partnership, the PAF form will <u>not update</u> to the appropriate PAF type to accommodate the change. Therefore, in this case, the partnership should be deleted and recreated in the FSP DCR. The birth date should only be changed if the change to the birth date does not change the age group for the partner for any assessments already entered into the FSP DCR.



An overview of the business rules for data correction relating to the KETs is listed on this slide. There are some cases in which data cannot be corrected on a KET, and the partnership must be deleted and recreated in the DCR so that only the correct partnership information is stored in the DCR.



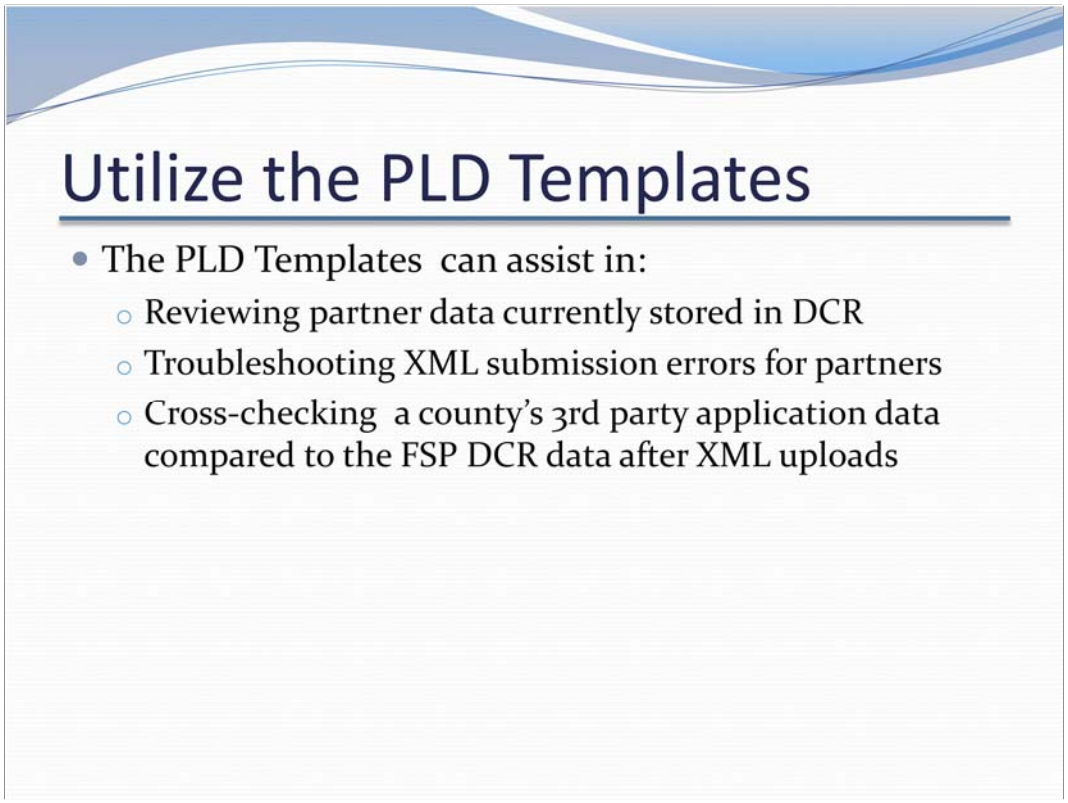
An overview of the business rules for data correction relating to the 3Ms is listed on this slide. There are some cases in which 3M outside the allowable range cannot be deleted, and the partnership must be deleted and recreated in the DCR so that only the correct partnership information is stored in the DCR. Additional data reporting and validation rules can be found in the FSP DCR User Manual (1/17/2012) at Appendix A on page 157.



The MHSOAC worked with California State University, Sacramento (CSUS) University Enterprises, Inc. (UEI) to develop a Partner-Level Data Templates tool built in Microsoft Access which will allow counties to view a summary of individual partner-level data utilizing the Full Service Partnership (FSP) Data Collection and Reporting System (DCR) exported comma-separated value (CSV) data files. After importing the DCR CSV files, the Partner-Level Data Templates will allow a county to browse or search for each FSP partner's history and outcome data. The tool also provides a summary report for a partner's data for export and printing.

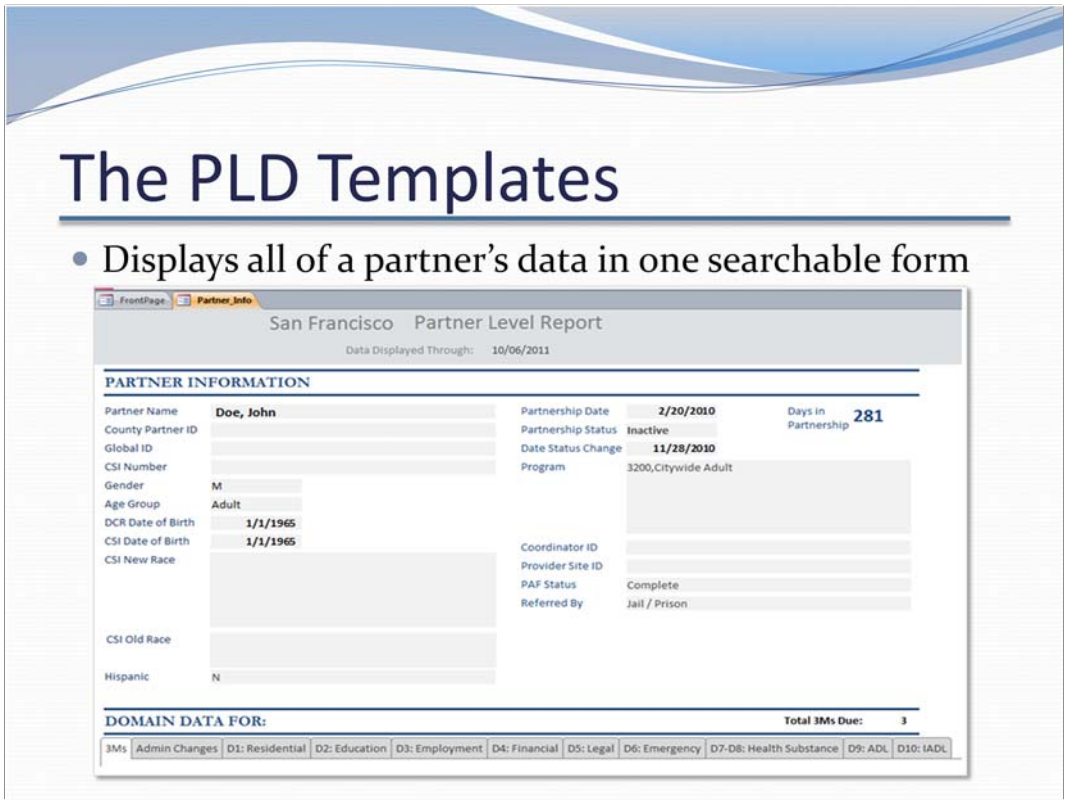
The PLD Templates can be downloaded from ITWS by accessing the **MHSA Information** menu and the **User Manual and Instructions** submenu and clicking to download the **DCR Client-Level Report Template**.

The PLD Templates are accompanied by a user manual, and the FSP Data Analysis Training provides further instruction on utilizing the Partner-Level Templates.



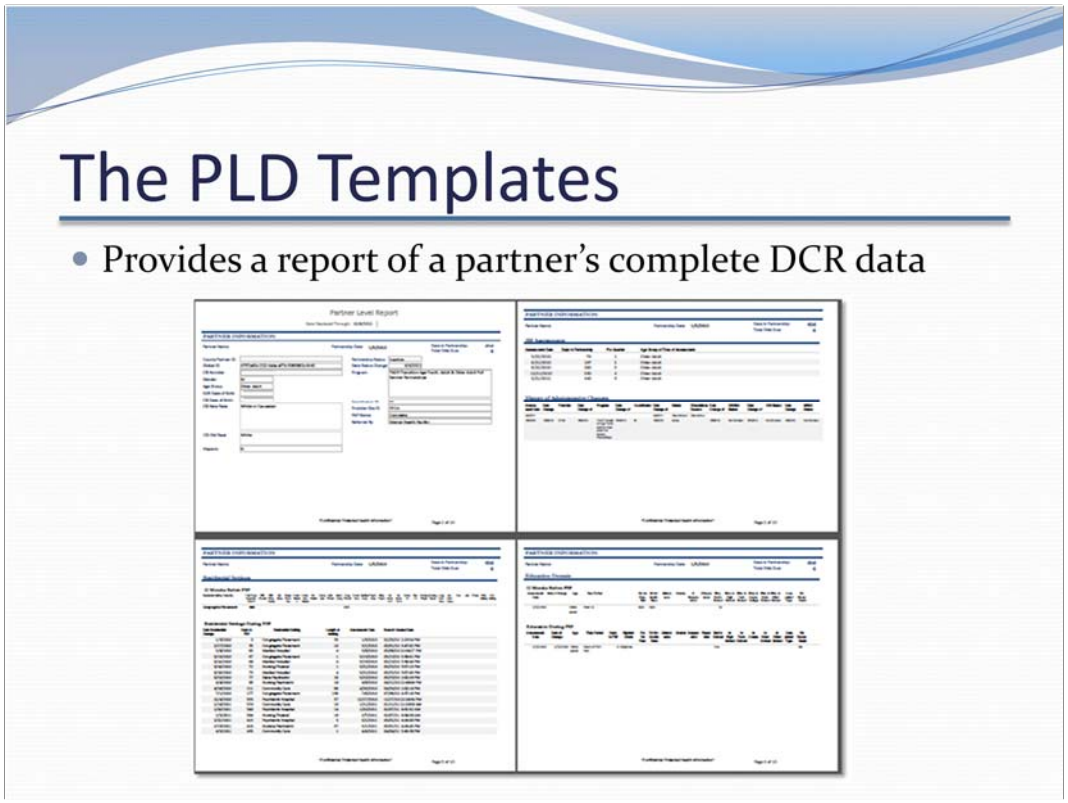
The PLD Templates can assist in:

- Reviewing partner data currently stored in DCR
- Troubleshooting XML submission errors for partners
- Cross-checking a county's 3rd party application data compared to the FSP DCR data after XML uploads

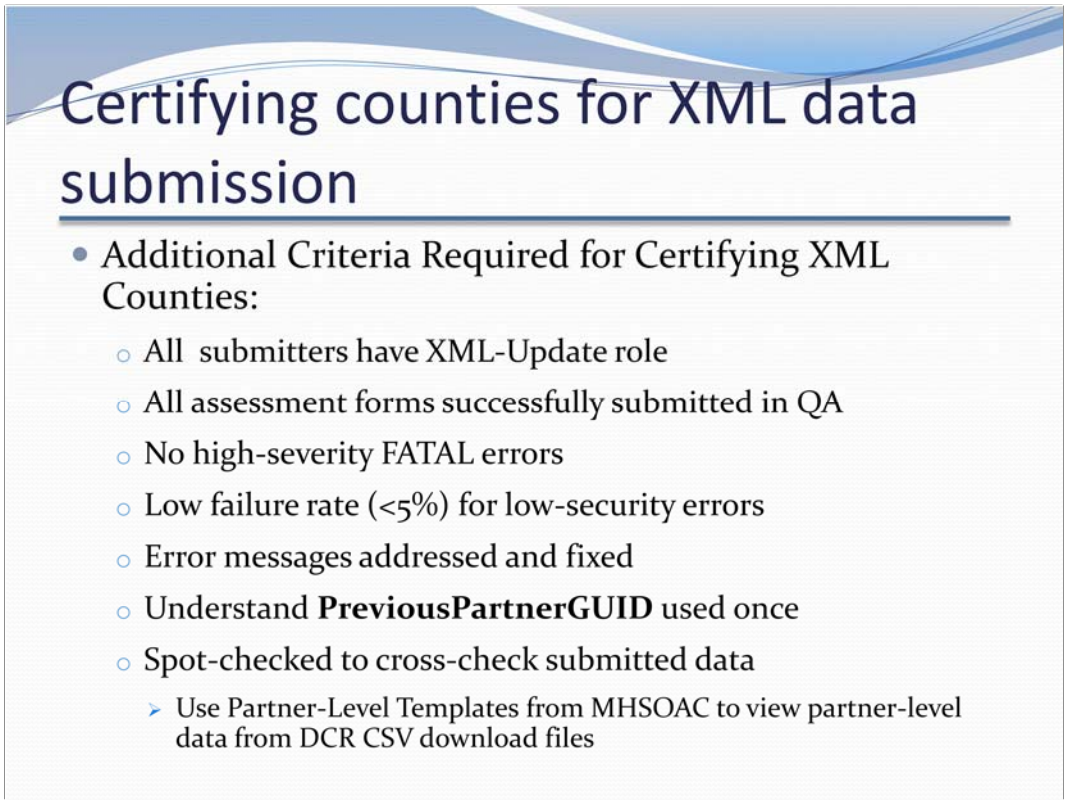


The PLD Templates allows users to browse through the data of all of the partnerships. As seen this slide, a form in the PLD Templates displays an overview of the partnership information, administrative changes during the partnership and a tab for each domain.

By selecting each tab, users can review all of the FSP data reported for a partnership. Alternatively, users can select one tab of domain information, such as the **D5: Legal** domain for example, and then scroll through each partnership to browse just the data reported for that domain (e.g., legal) for each partnership.

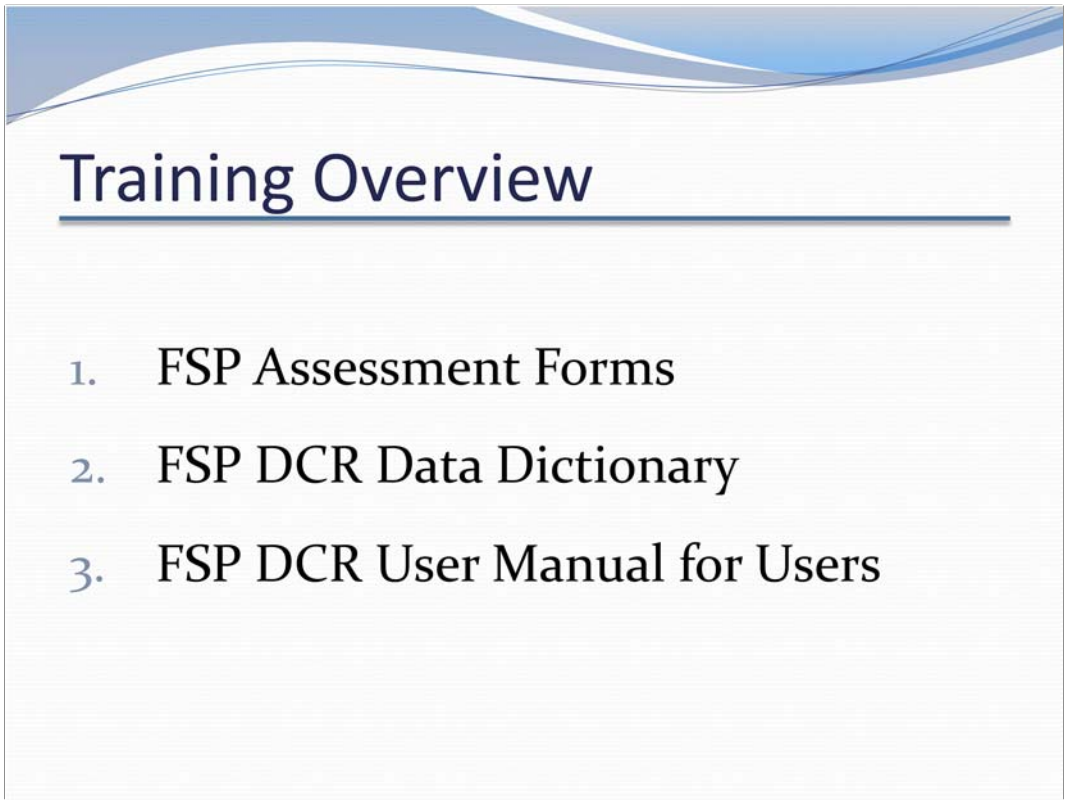


The PLD Templates also produces a print preview of a report of one partnership's data. As seen in this slide, the report displays an overview of the partnership information in a multi-page report which is separated into sections by domain.

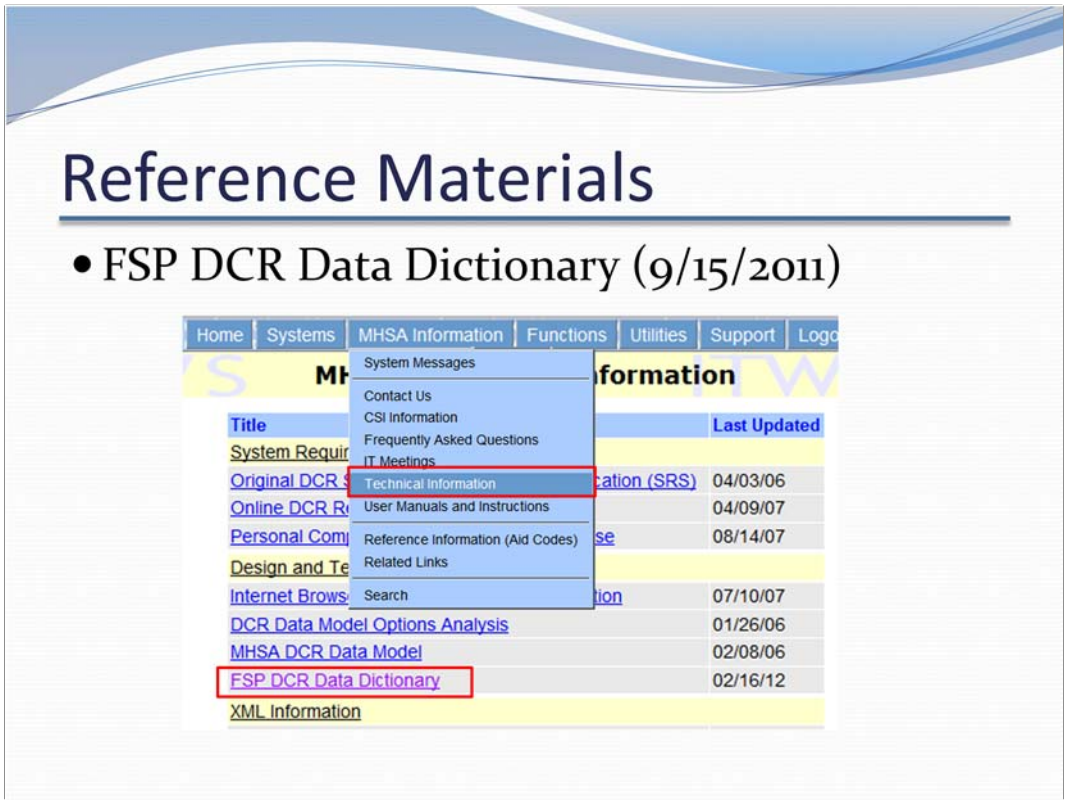


XML counties must meet these requirements in addition to the criteria listed on the previous slide titled “Steps for Enrolling and Certifying”.

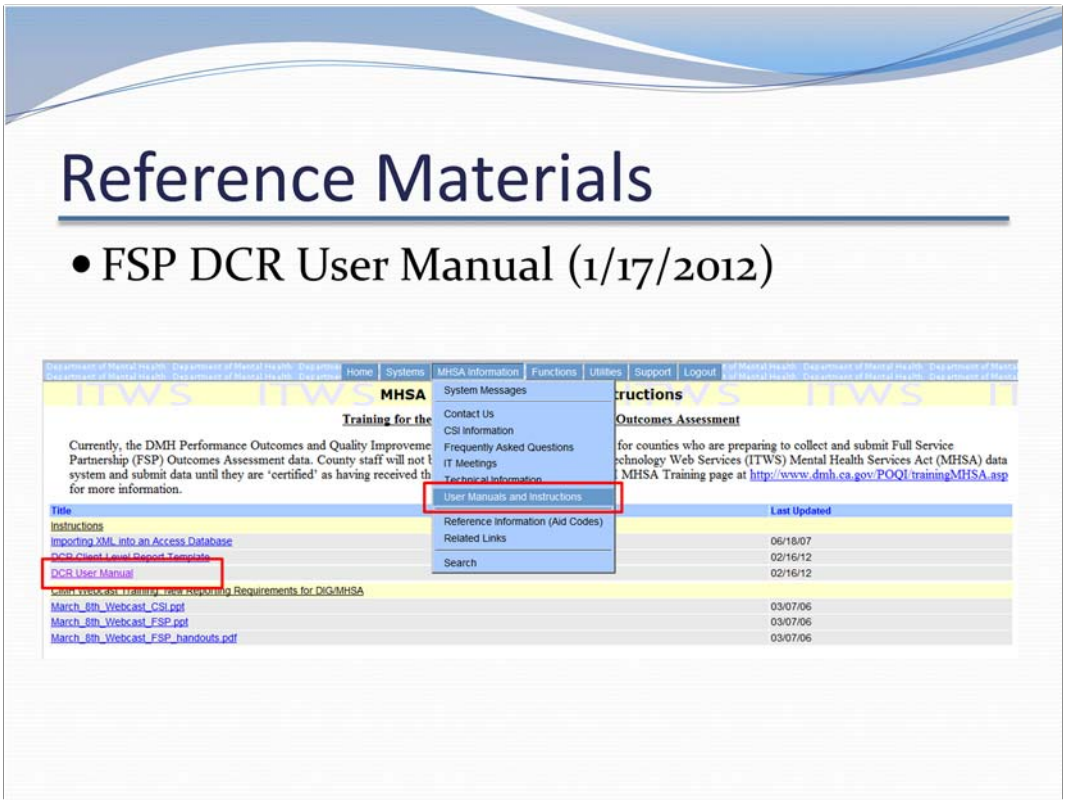
FSP DCR Training for Users
This training was funded by the MHSOAC.



This training covers these main areas of the FSP DCR Data Dictionary (9/15/2011) and the FSP DCR User Manual (1/17/2012).

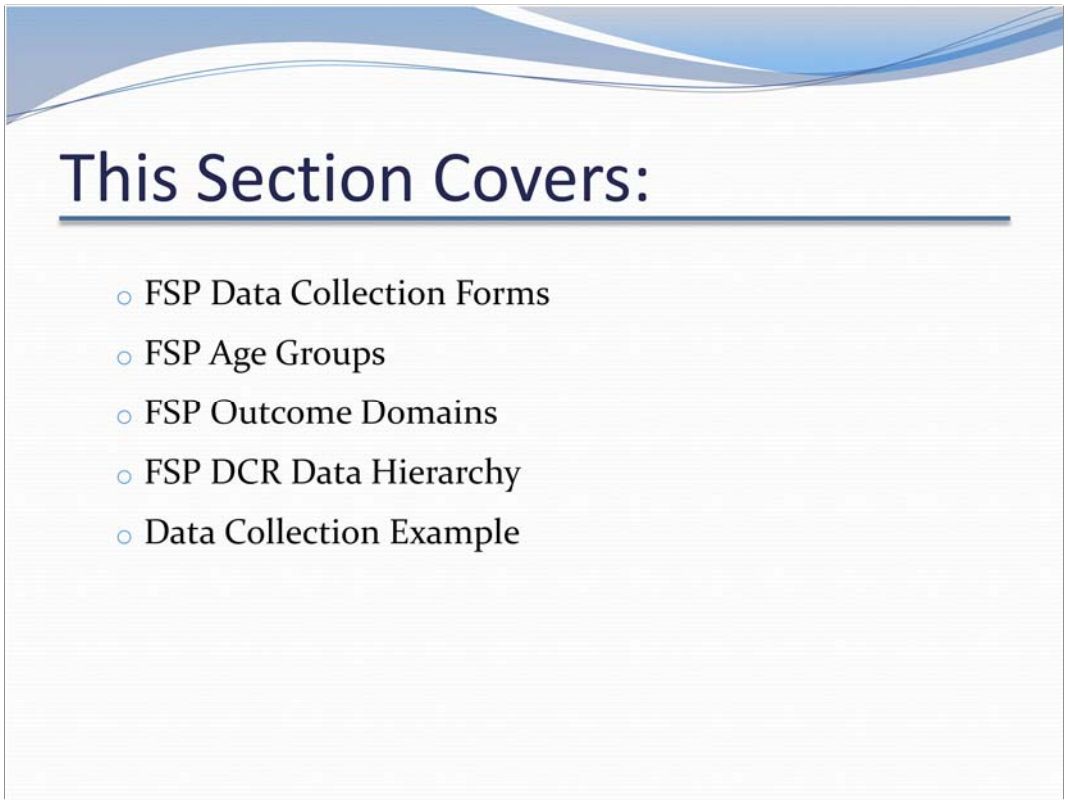


An updated version of the FSP DCR Data Dictionary was completed on 9/15/2011, and it can be accessed on ITWS thorough the **MHSA Information** menu, by selecting the **Technical Information** submenu and then clicking to download the **FSP DCR Data Dictionary.**

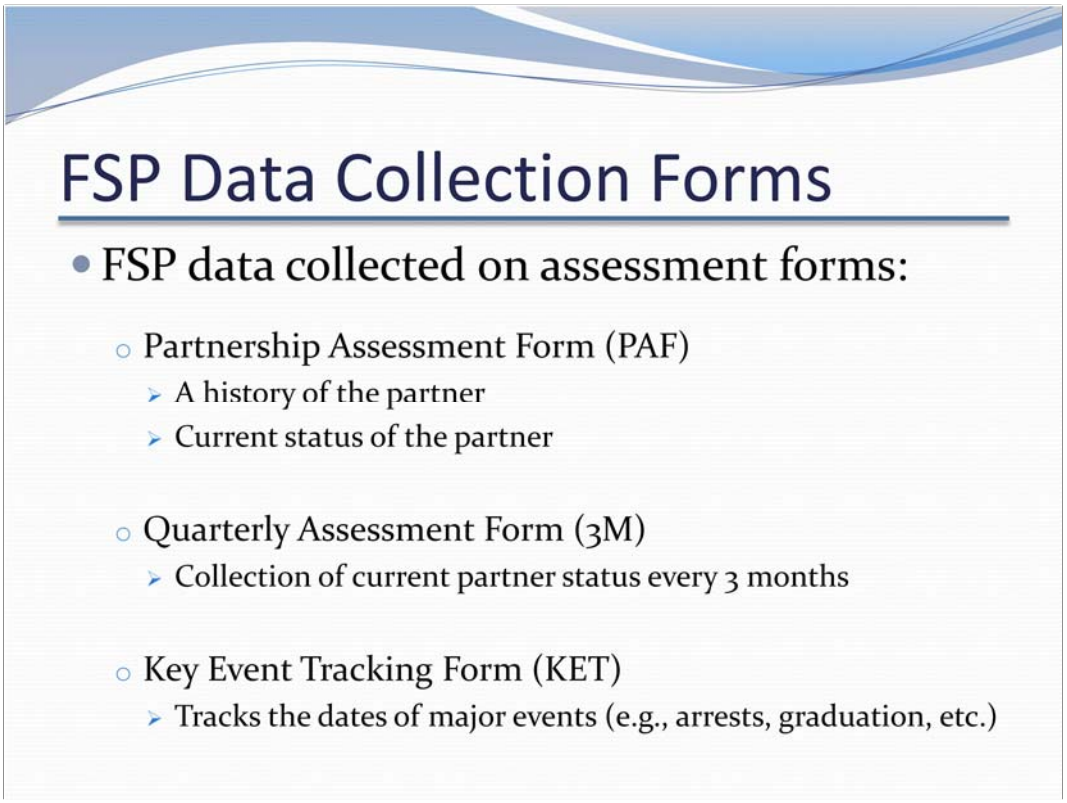


A FSP DCR User Manual was created on 1/17/2012, and it can be accessed on ITWS thorough the **MHSA Information** menu, by selecting the **User Manuals and Instructions** submenu and then clicking to download the **DCR User Manual**.

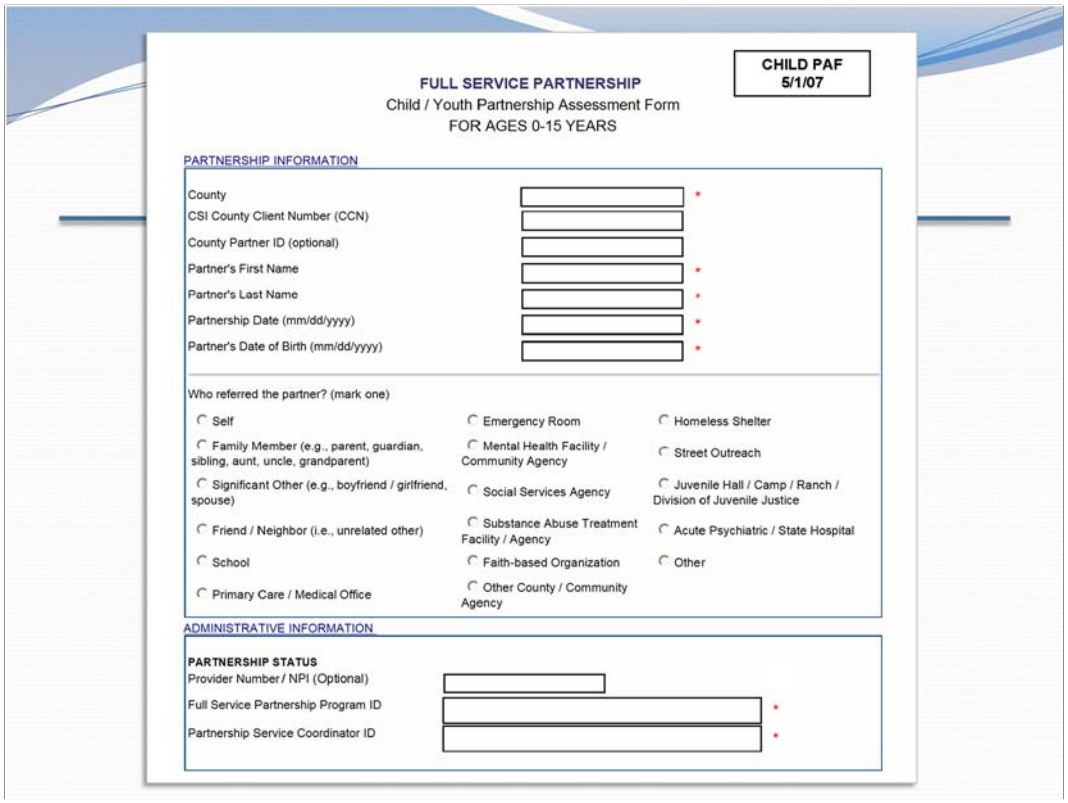
FSP Assessment Forms



This section covers these elements of the FSP DCR forms.



The FSP DCR collects information about a partner at intake through a PAF, which includes information about the partner's current status, the status in the 12 months before enrollment, and the status prior to the last 12 months. Then some information is updated only quarterly via the 3M form, while other changes in status are collected on an ongoing basis via the KET form as certain key events occur.



CHILD PAF
5/1/07

FULL SERVICE PARTNERSHIP
Child / Youth Partnership Assessment Form
FOR AGES 0-15 YEARS

PARTNERSHIP INFORMATION

County *
CSI County Client Number (CCN)
County Partner ID (optional)
Partner's First Name *
Partner's Last Name *
Partnership Date (mm/dd/yyyy) *
Partner's Date of Birth (mm/dd/yyyy) *

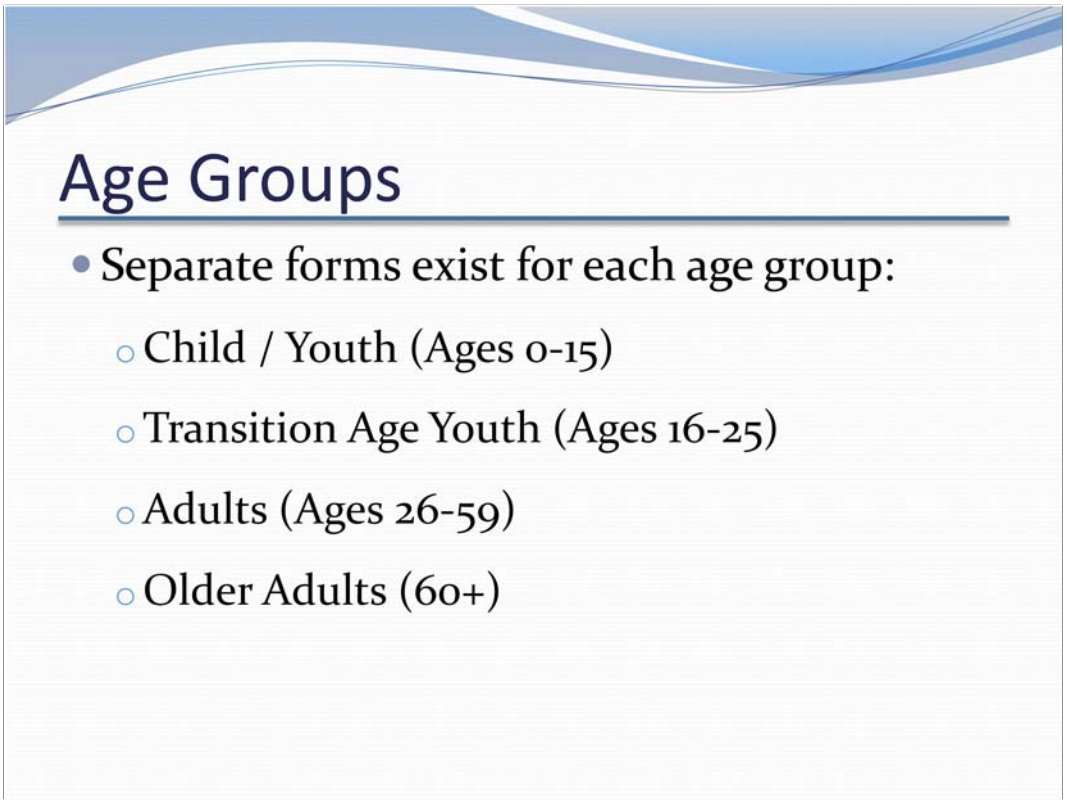
Who referred the partner? (mark one)

- Self
- Family Member (e.g., parent, guardian, sibling, aunt, uncle, grandparent)
- Significant Other (e.g., boyfriend / girlfriend, spouse)
- Friend / Neighbor (i.e., unrelated other)
- School
- Primary Care / Medical Office
- Emergency Room
- Mental Health Facility / Community Agency
- Social Services Agency
- Substance Abuse Treatment Facility / Agency
- Faith-based Organization
- Other County / Community Agency
- Homeless Shelter
- Street Outreach
- Juvenile Hall / Camp / Ranch / Division of Juvenile Justice
- Acute Psychiatric / State Hospital
- Other

ADMINISTRATIVE INFORMATION

PARTNERSHIP STATUS
Provider Number / NPI (Optional)
Full Service Partnership Program ID *
Partnership Service Coordinator ID *

The assessment forms can be printed to facilitate data collection during appointments. Data entry through the DCR displays the same layout and organization of fields in the forms, which aids the transfer of data to the electronic FSP DCR system via data entry. An example of a partial assessment form appears in this slide.



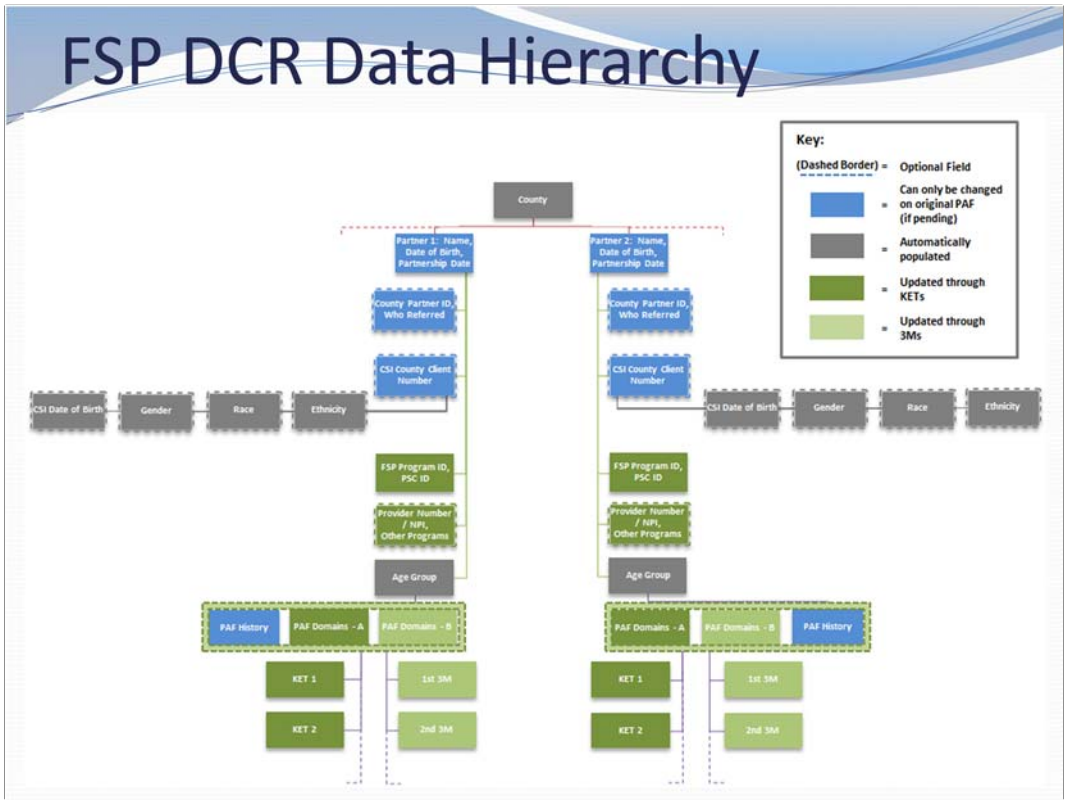
When a partner is first registered in the FSP DCR system, the partner is automatically assigned to one of the four age groupings specified in the MHSA Three-Year Program and Expenditure Plan Requirements document. Information is collected on the partner through FSP DCR forms specific to each age group. If a partner "ages up" from one age group to another (e.g., has a birthday and turns from 15 to 16, aging out of Child / Youth group to the TAY group), then all KETs and 3Ms collected after the partner ages up will reflect the new age group for the partner.

Outcome Domains

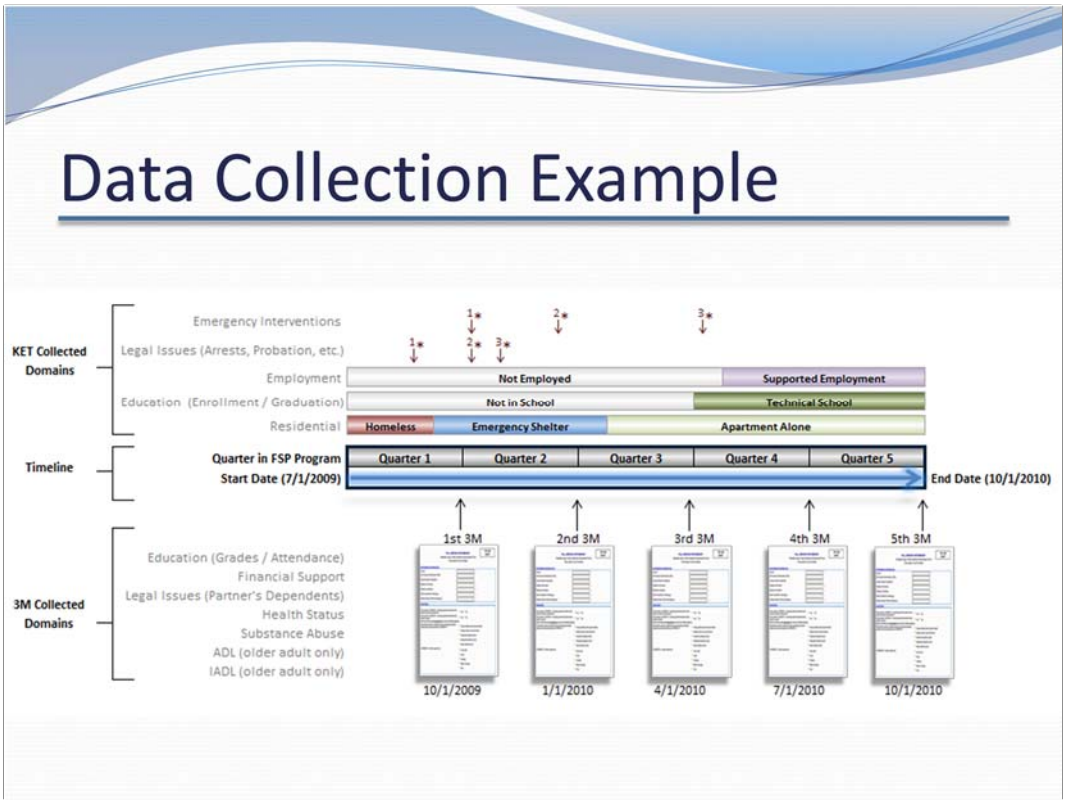
Domain	Type	Is Past History Collected on PAF?	Collected On
Residential	A	Yes	PAF & KET
Education			
○ School Enrollment and Graduation/Completion Dates	A	Yes	PAF & KET
○ Grades, Attendance and Special Education Assistance	B	Yes	PAF & 3M
Employment	A	Yes	PAF & KET
Financial Support	B	Yes	PAF & 3M
Legal Issues / Designations			
○ Partner's Legal Issues	A	Yes	PAF & KET
○ Legal Designation of Partner's Dependents	B	No	PAF & 3M
Emergency Interventions	A	Yes	PAF & KET
Health Status	B	Yes	PAF & 3M
Substance Abuse	B	Yes	PAF & 3M
ADL-older adult only	B	No	PAF & 3M
IADL-older adult only	B	No	PAF & 3M

- Type A – Collected on PAF & KET
- Type B – Collected on PAF and 3M

The FSP DCR is designed to collect information on the partner's history, the current status and the status during the FSP program. The information collected is broken into ten outcome domains: Residential Housing, Employment, Education, Financial Support, Health Status, Emergency Intervention, Substance Abuse, Legal Issues, and for older adults only, Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL). Domain Type A are collected on the PAF and KET. Domain Type B are collected on the PAF and 3M. The partner's historical information for a domain is collected only on the PAF.



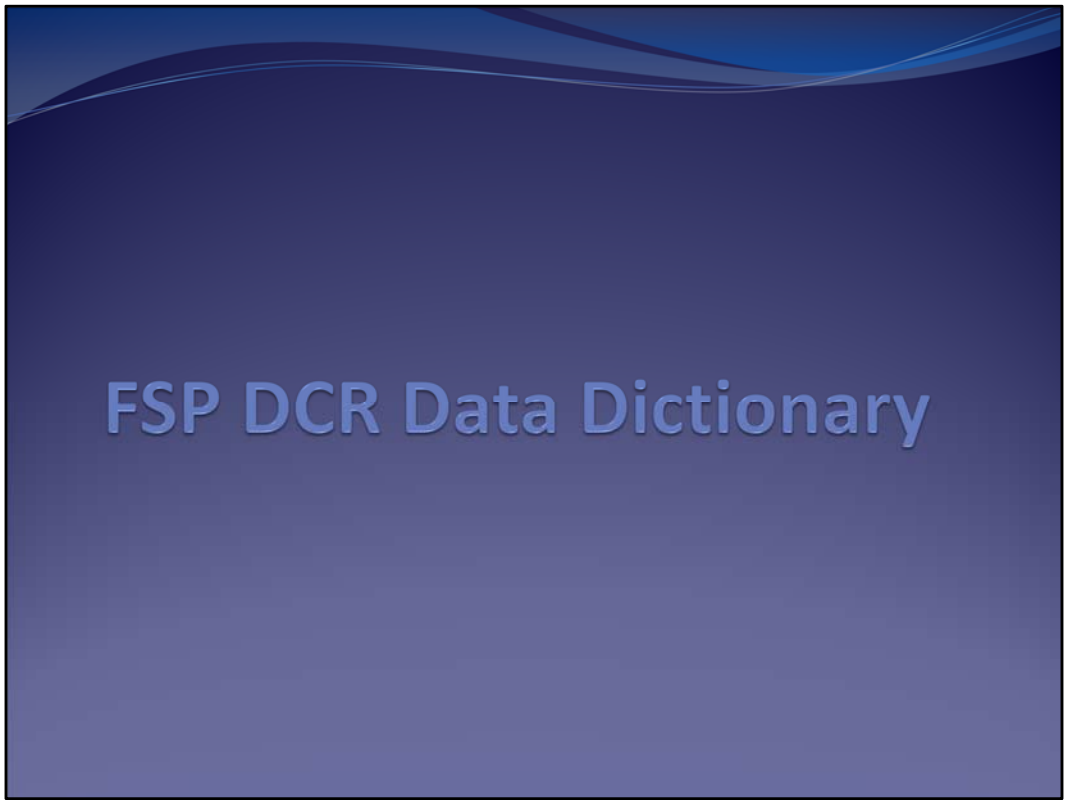
When a partnership is initiated in the FSP DCR, information is required on a PAF specific to the partner's age group. The Partner's FSP Program ID and PSC ID fields are populated from a drop-down list of values, and the values for these fields must be created in the database before the partnership can be established in the database. There are a total of six fields which are required to start a partnership in the database, and all other fields are optional and can be added to or updated on the PAF after the partnership is established. Changes to the all other information about the current status of the partner are then tracked through the KET or 3M forms.

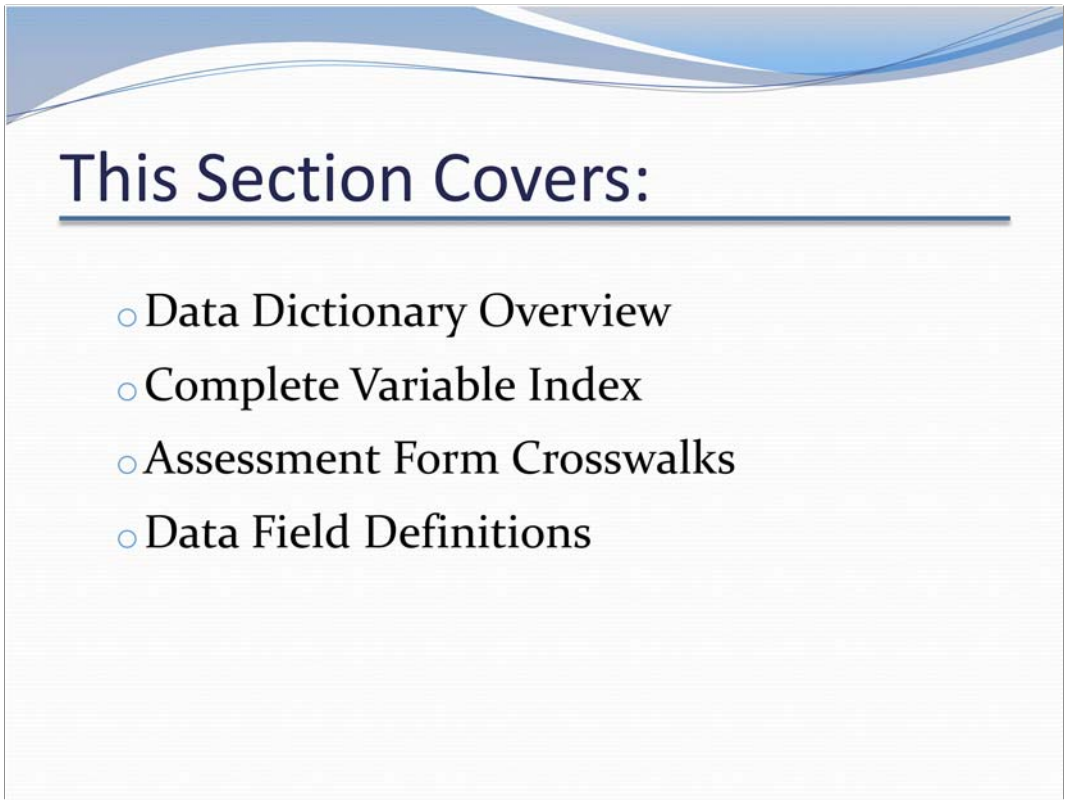


A partnership is established on 7/1/2009 with a TAY. The baseline information for the partner indicates that the partner is homeless, not in school and not employed. The partner currently has a co-occurring substance abuse problem for which he is not receiving treatment services, and the partner is currently receiving no financial support. On 8/25/2009, the partner has his first arrest during the program, and the arrest date is recorded in the FSP DCR via a KET. On 9/5/2009, the partner moves into an emergency shelter and the residential change and date are recorded in the FSP DCR via a KET.

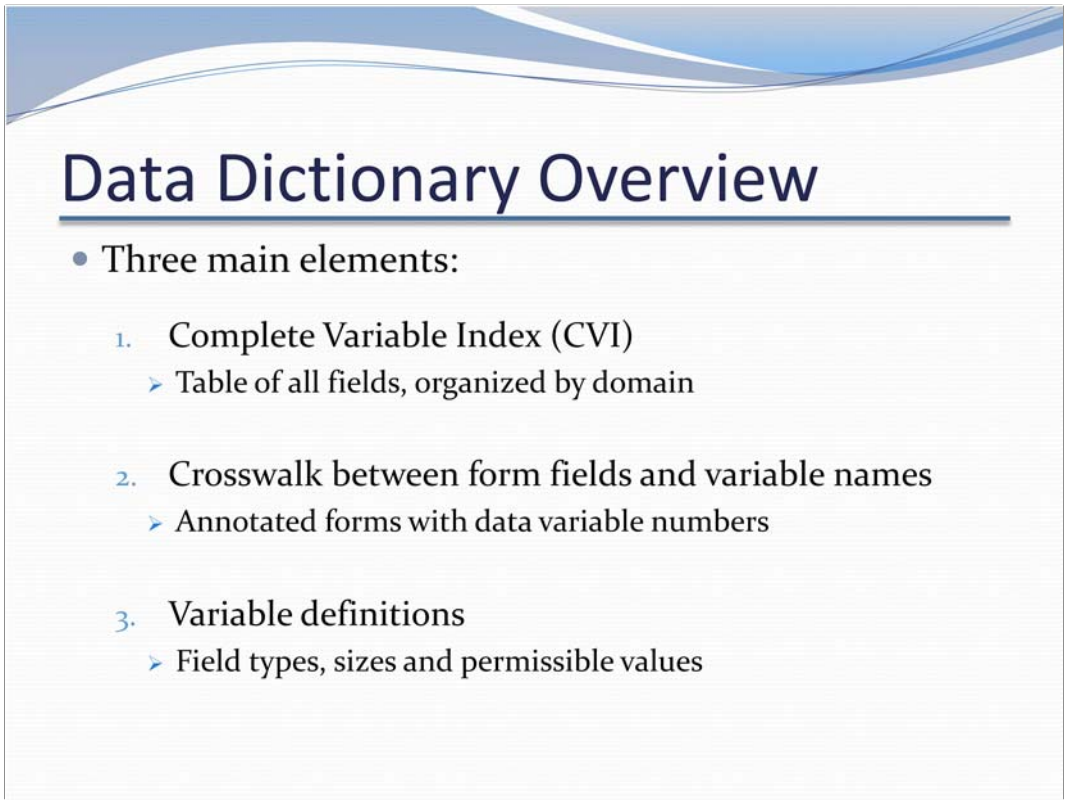
Outcome data is collected on 3Ms and KETs throughout the partnership as FSP services are rendered as illustrated.

Then on 10/1/2010, the end of the partner's fifth quarter in the FSP program, the partner receives his fifth 3M assessment. The partner's current status indicates that he no longer has a co-occurring substance abuse problem, and he is no longer receiving treatment services. The partner is still receiving food stamp and housing support. The partner has met all of his goals, and is discontinued from the FSP Program via a KET with a discontinuation reason and date.


FSP DCR Data Dictionary



This section covers these elements of the FSP DCR Data Dictionary (9/15/2011).

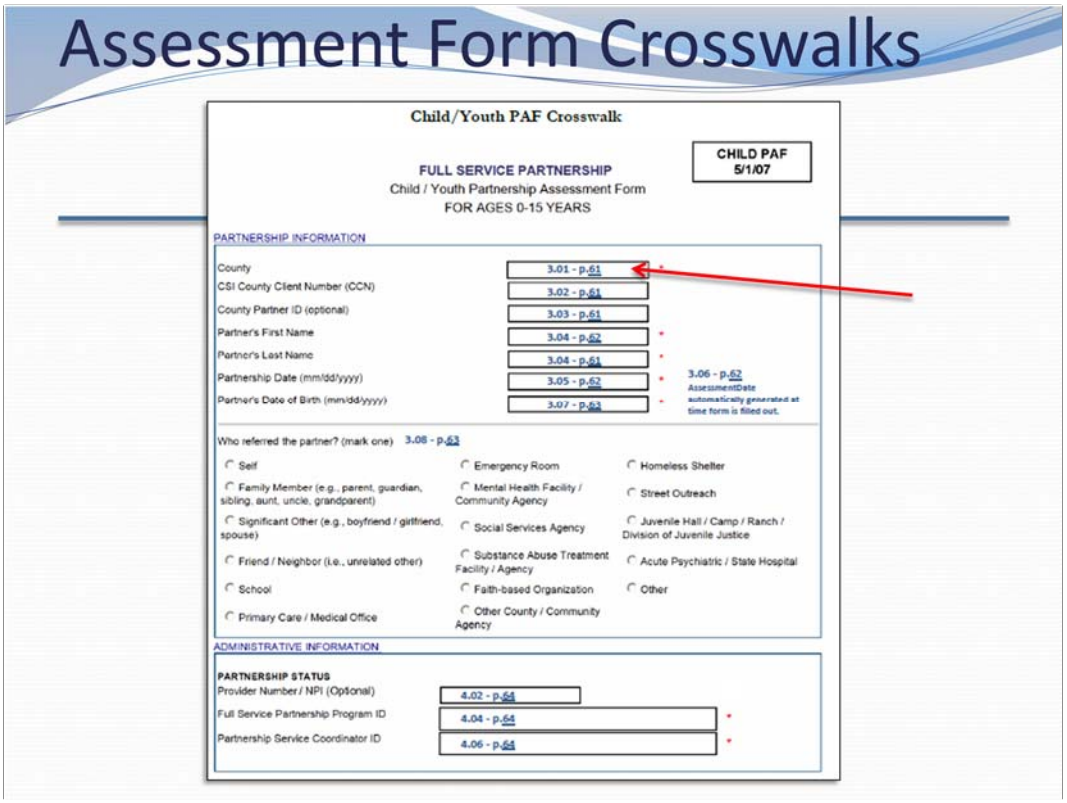


The FSP DCR Data Dictionary (9/15/2011) provides three helpful elements. In order to assist in identifying which variables are associated with which questions on a form, the variables have been given an identifying number in the document. Each domain is given its own set of identifying numbers. For example, there are 87 Residential variables identified as 5.01 – 5.87. The CVI provides a complete overview of all of the variables and their numbers. The variables are then cross-walked between form and variable name using the identifying number. The variable definitions provide information on the questions from the forms and the possible values which can be stored in the variable.

Complete Variable Index (CVI)

VARIABLES		Used for:			On form for:			
No.	Variable Name	PAF	KET	3M	CHILD	TAY	ADULT	OLDER ADULT
		Click to hyperlink to page with variable definition			Click to hyperlink to place on forms where variable first appears			
HEALTH STATUS VARIABLES								
11.01	PhysicianCurr	127		228	23	33	41	49
11.02	PhysicianPast12	127			23	33	41	49
SUBSTANCE ABUSE VARIABLES								
12.01	MentalIllness	128			23	33	41	49
12.02	ActiveProblem	128		229	23	33	41	49
12.03	AbuseServices	128		229	23	33	41	49
ADL VARIABLES								
13.01	Bathing	129		230				50
13.02	Dressing	129		230				50
13.03	Toileting	129		230				50
13.04	Transfer	130		231				50
13.05	Continence	130		231				50
13.06	Feeding	130		231				50
13.07	Walking	130		231				50
13.08	HouseConfinement	131		232				51
IADL VARIABLES								
14.01	Telephone	132		233				51
14.02	WalkingDistance	132		233				51
14.03	Groceries	132		233				51
14.04	Meals	132		233				51
14.05	Housework	133		234				51
14.06	Handyman	133		234				51
14.07	Laundry	133		234				51
14.08	Medication	134		235				51
14.09	Money	134		235				51

The CVI provides a quick overview of all of the variables, their identifying numbers, the forms on which they are collected, the age groups for which they are collected, the pages where they are defined, and the number of variables by domain. Clicking on any of the variable page numbers in the CVI will jump to the cross-referenced page in the document for that variable.



A section of the forms for each age group annotated with variable identifying number serves as a crosswalk before each main form type section of the document. For example, before the section of definitions of variables collected on the PAF, there is a section which cross walks the Child/Youth PAF, the TAY PAF, the Adult PAF, and the Older Adult PAF form questions to variable identifying numbers. Clicking on any of the form field identifying numbers will jump to the cross-reference of that variable definition in the PAF variable definitions section.

Data Field/Variable Definitions

- Provides definition of variable name, form question, and permissible values
- Example:

EMPLOYMENT VARIABLES

7.07 Past12_Transitional

EMPLOYMENT: Transitional Employment / Enclave: Paid jobs in the community that are 1) open only to individuals with the disability AND 2) are either time-limited for the purpose of moving to a more permanent job OR are part of a group of disabled individuals who are working as a team in the midst of teams of non-disabled individuals who are performing the same work;

On Form	Age Group	Data Type	Format	Length
PAF	Child, TAY, Adult, Older Adult	Number	XX	2

Comments

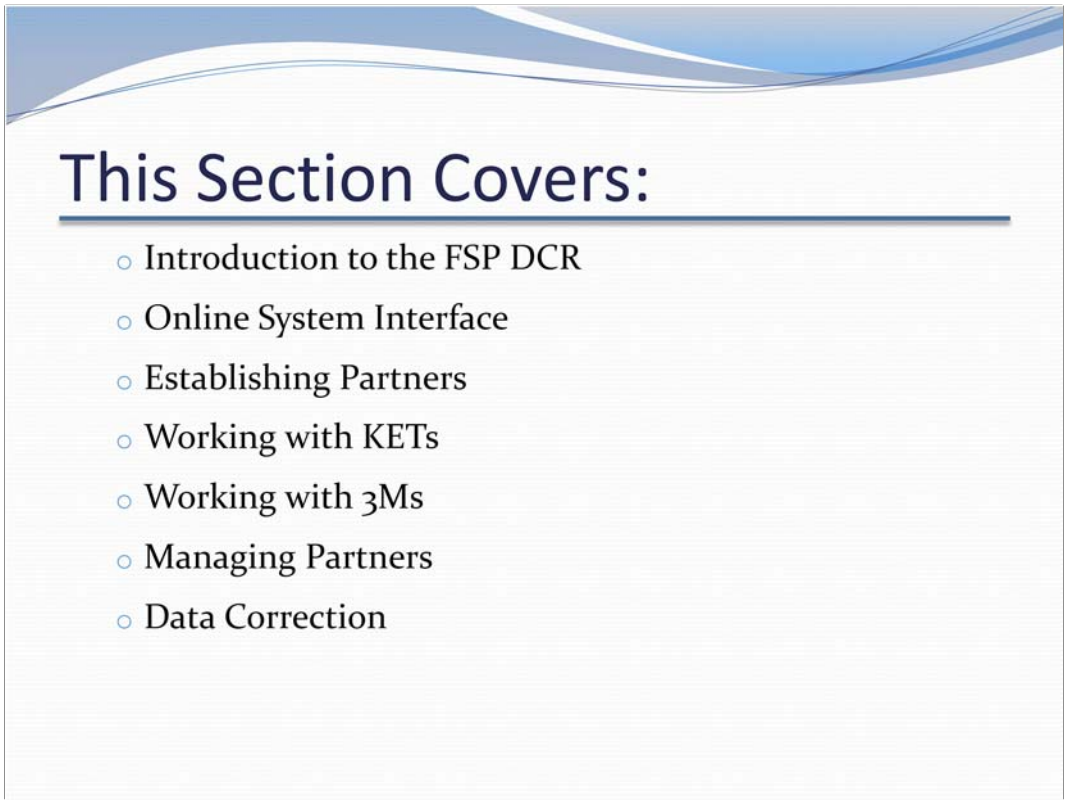
Number of weeks the partner was in this employment setting DURING THE PAST 12 MONTHS;

Valid Codes

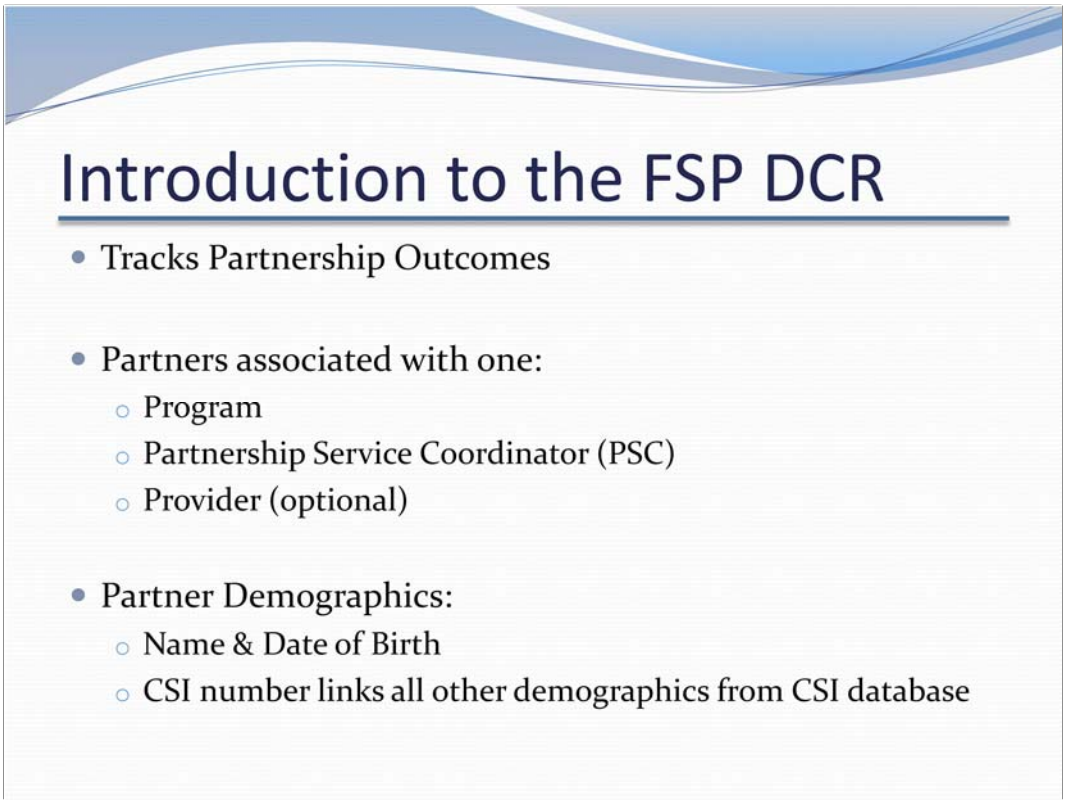
0-52

When a MHP retrieves data that is stored in the system, there are three main files based on the three main form types: PAF, KET and 3M data files. Each of these files contains variables which map back to the questions on the three form types. The field/variable definitions in the Data Dictionary (9/15/2011) assist the use of the DCR data extraction files.

FSP DCR User Manual
for Users

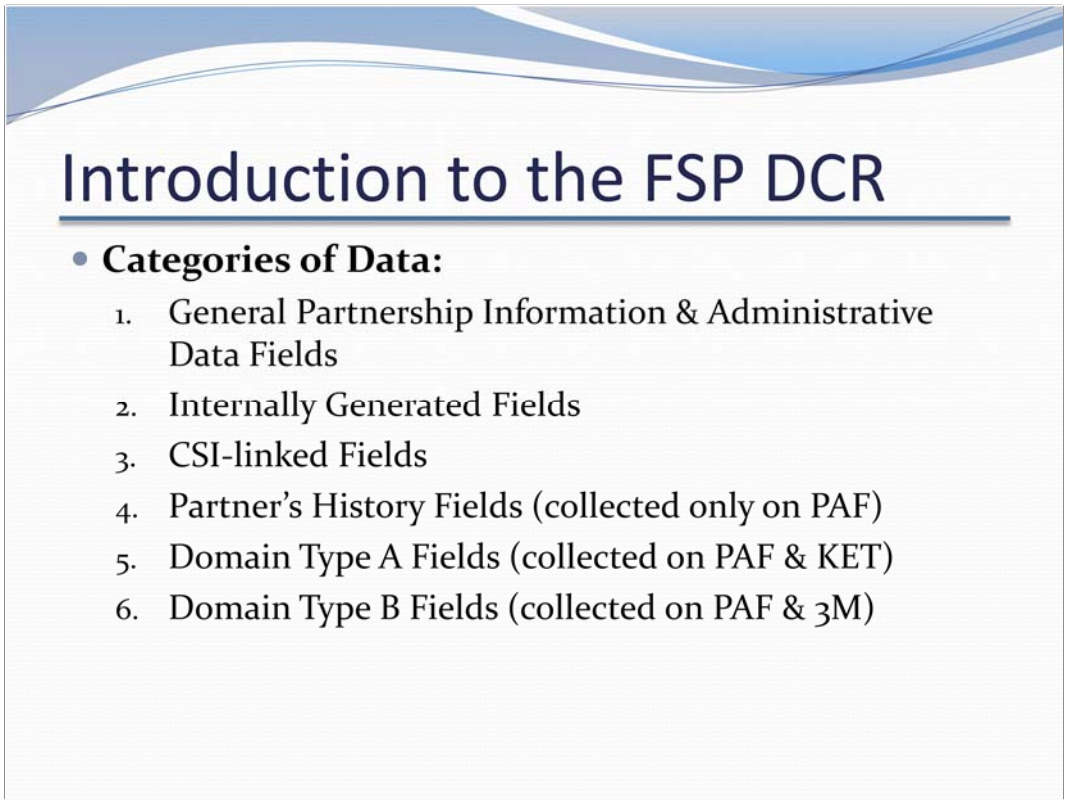


This section covers these activities in the FSP DCR.

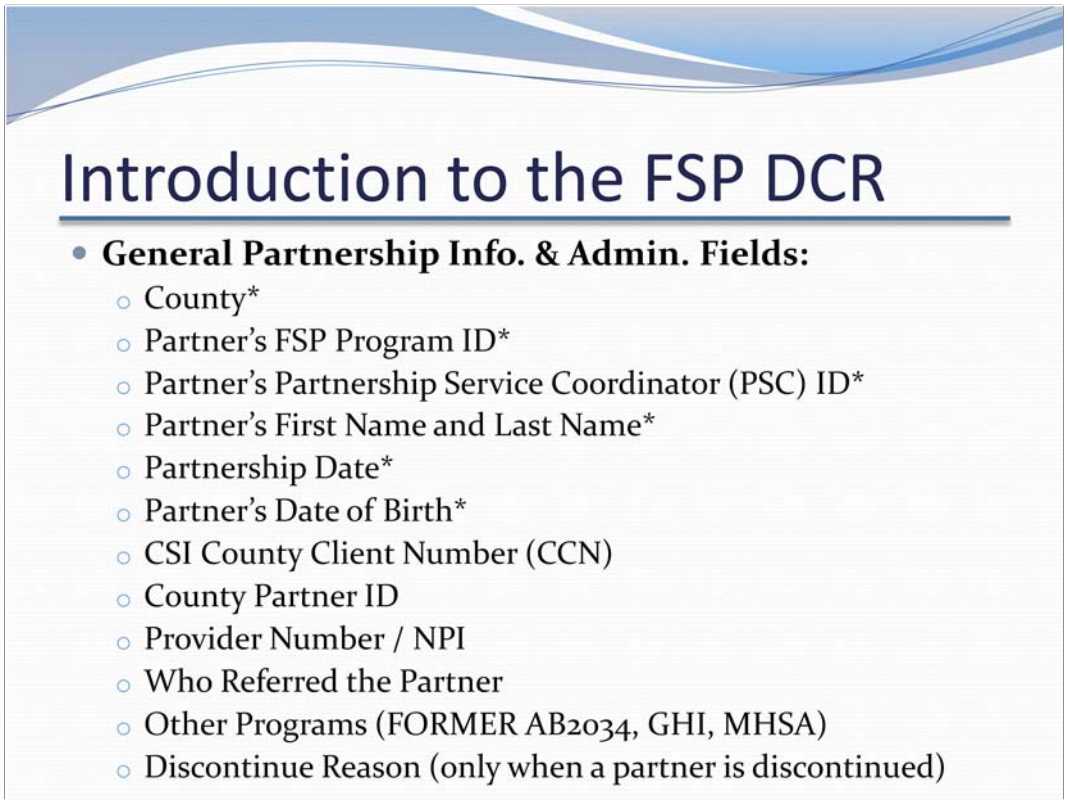


The FSP DCR is designed so that FSP partners can be added, tracked and updated in the FSP DCR system. The FSP DCR system associates each partner with one of the county's FSP programs. Partners are assigned to one partnership service coordinator (PSC). The FSP DCR also provides the option of associating a partner with one provider. At any time, a partner can be switched between county programs, providers and PSCs or discontinued or reestablished.

The FSP DCR collects information about the partner's name, and it requires a date of birth to calculate the age group of the partner. The age group of the partner helps the FSP DCR to identify the correct form fields which vary by age groups. However, minimal other demographic information about the partner is reported to the FSP DCR directly, and when a Client Services Information (CSI) number is provided in the FSP DCR, an automated link to the DMH CSI database populates the gender, race, ethnicity and CSI date of birth fields of the FSP DCR.

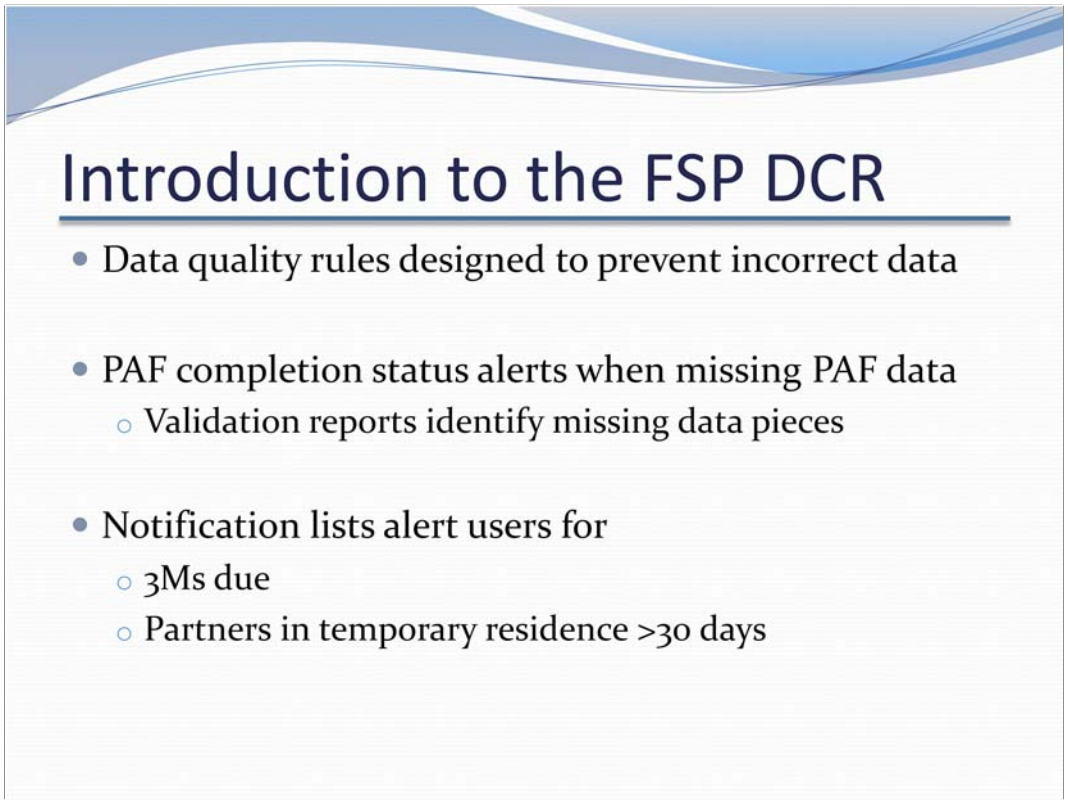


Data stored by the FSP DCR can be categorized into six categories.

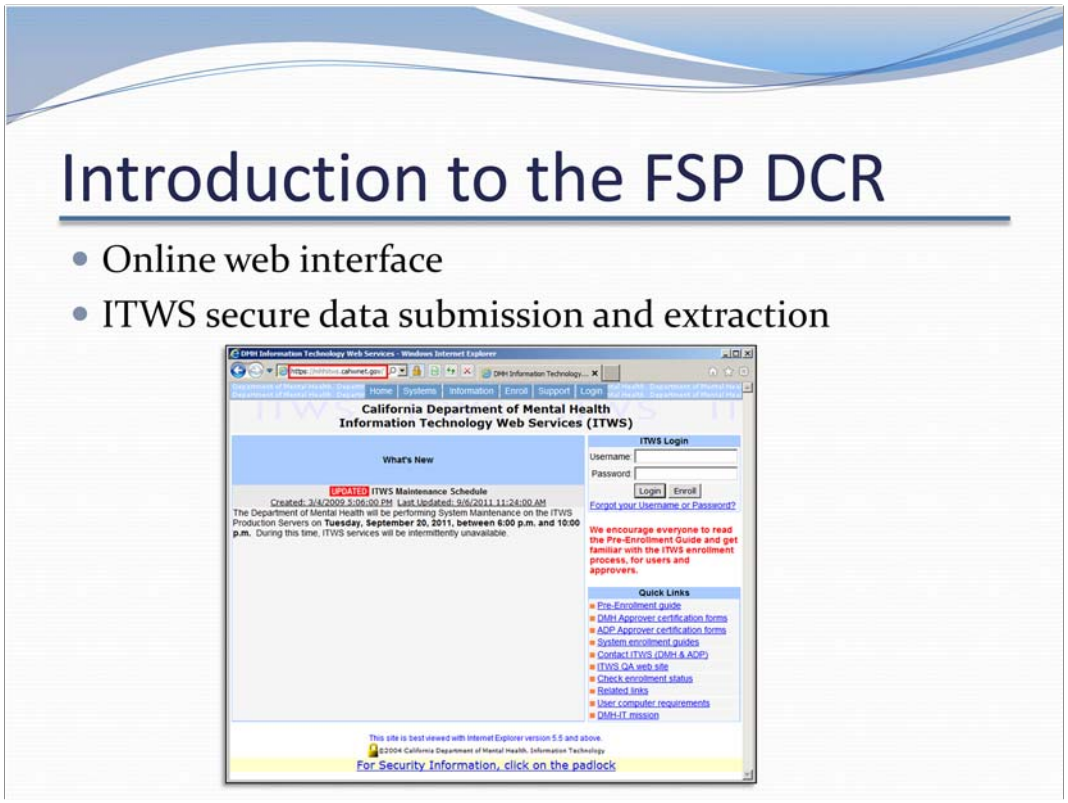


When a partnership is initiated in the FSP DCR, information is required on a PAF specific to the partner's age group. The Partner's FSP Program ID and PSC ID fields are populated from a drop-down list of values, and the values for these fields must be created in the database before the partnership can be established in the database. There are a total of six fields which are required to start a partnership in the database (noted by asterisk), and all other fields are optional and can be added to or updated on the PAF after the partnership is established.

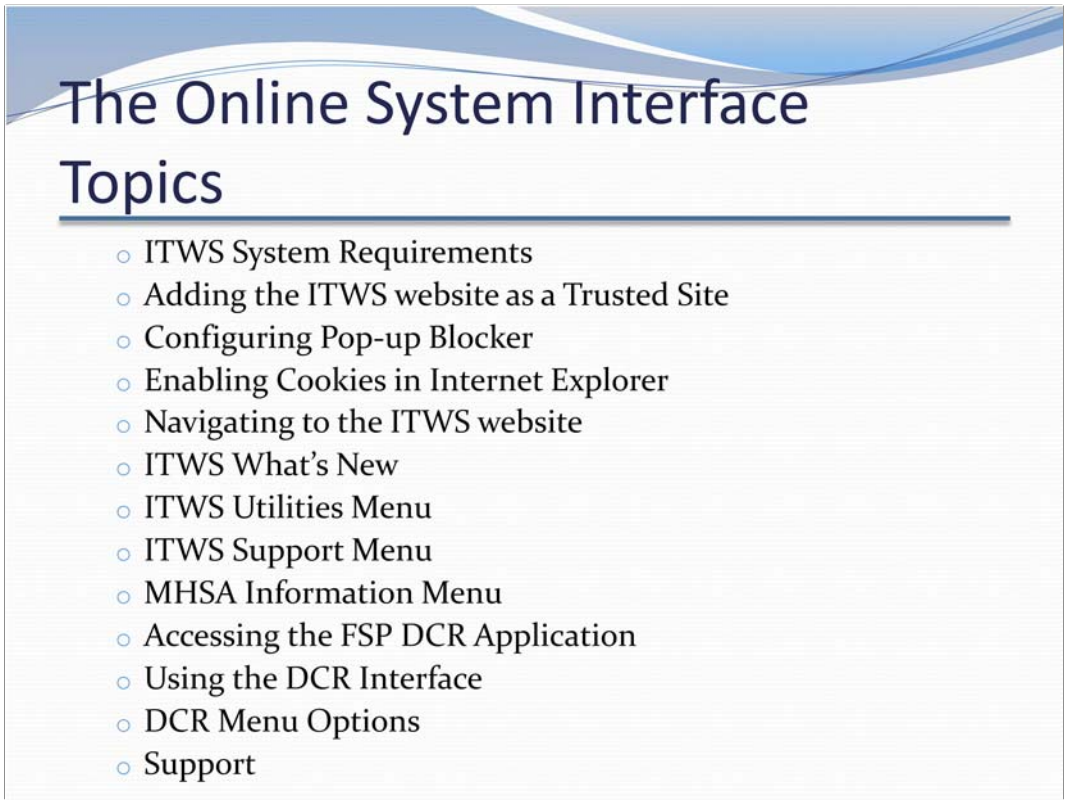
* = Required field



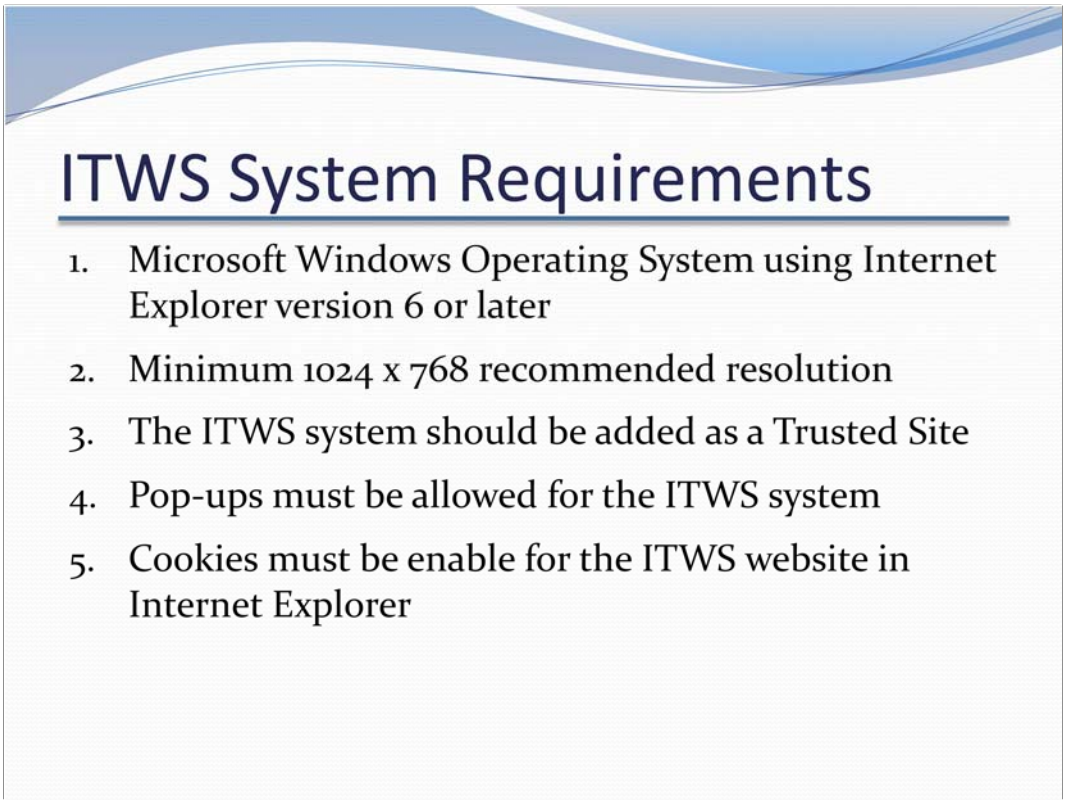
The FSP DCR has many data validation rules which are designed to ensure only correct data is stored in the database. Error messages are generated and data is rejected when a user tries to enter invalid information. The FSP DCR identifies when there is missing data on the PAF through the PAF status notification. The FSP DCR also provides a notification list when there are missing quarterly assessments. In addition, the FSP DCR online interface provides a notification list when the data indicates that a partner is at a temporary residence for more than 30 days, suggesting that this data should be validated.



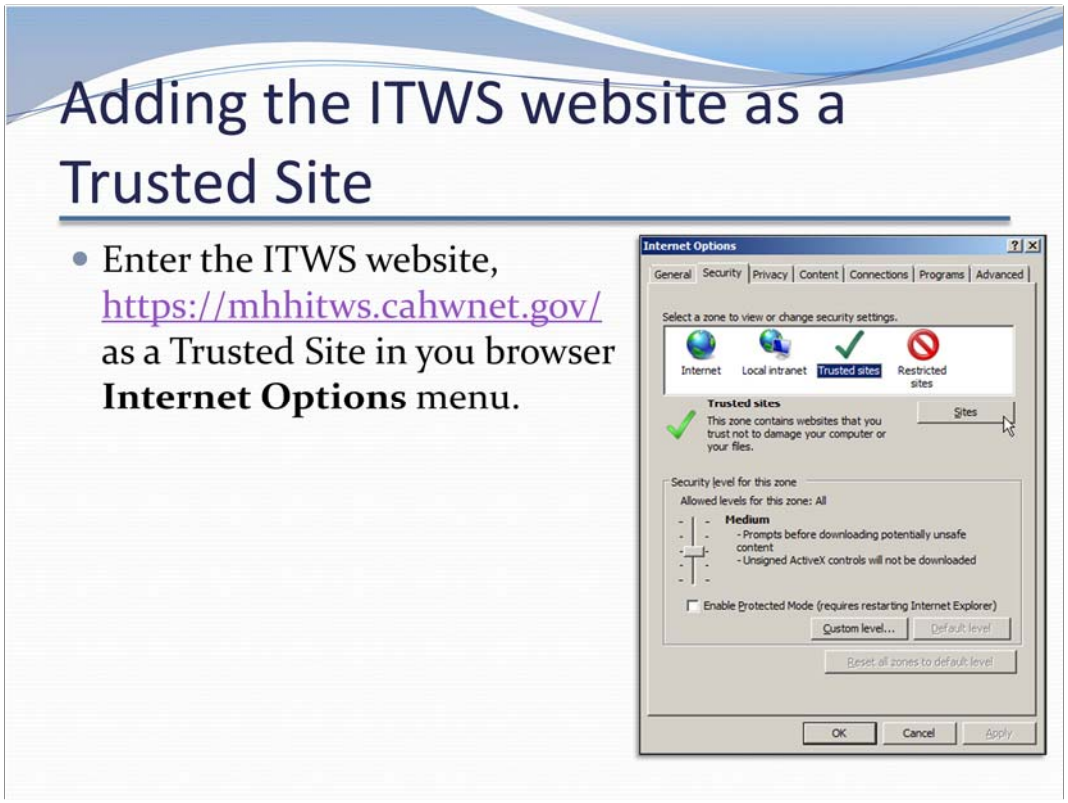
Data is reported to the FSP DCR through the ITWS website. The ITWS website allows Department of Mental Health (DMH) and business partners (counties, vendors, state departments, etc.) to securely report and access various DMH systems over the Internet.



The online system interface section will cover these topics.

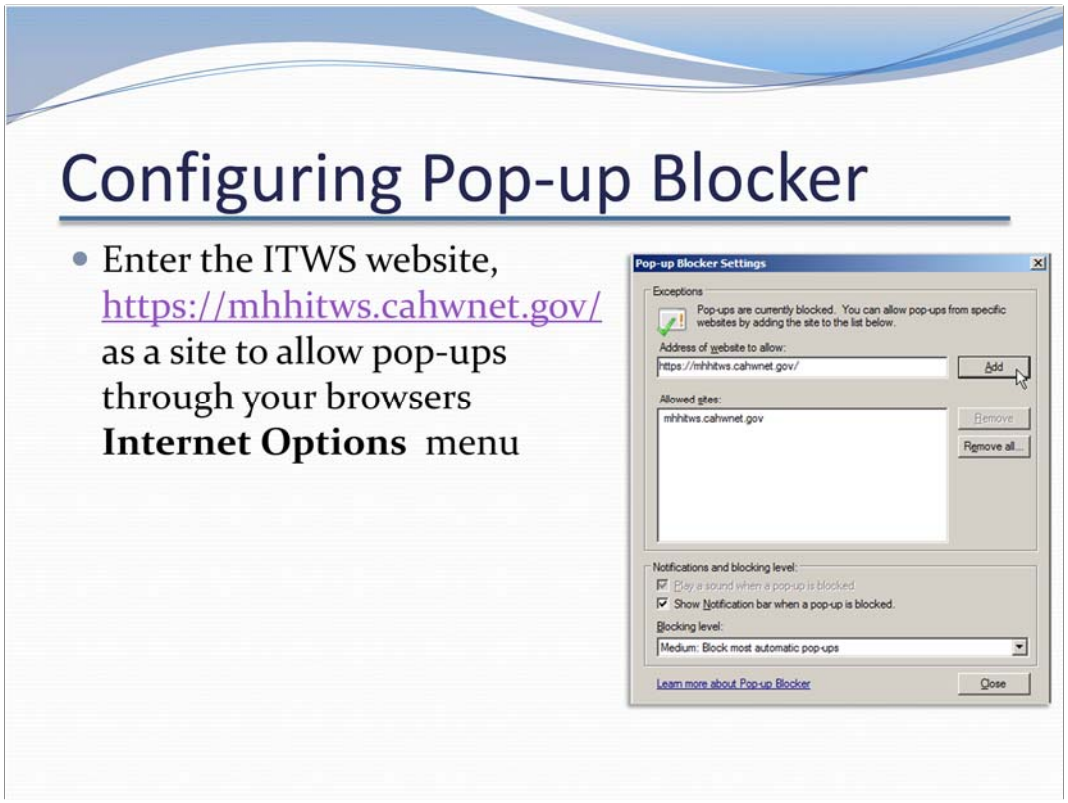


In order to access the Information Technology Web Services (ITWS) website, your computer must meet or exceed these requirements.



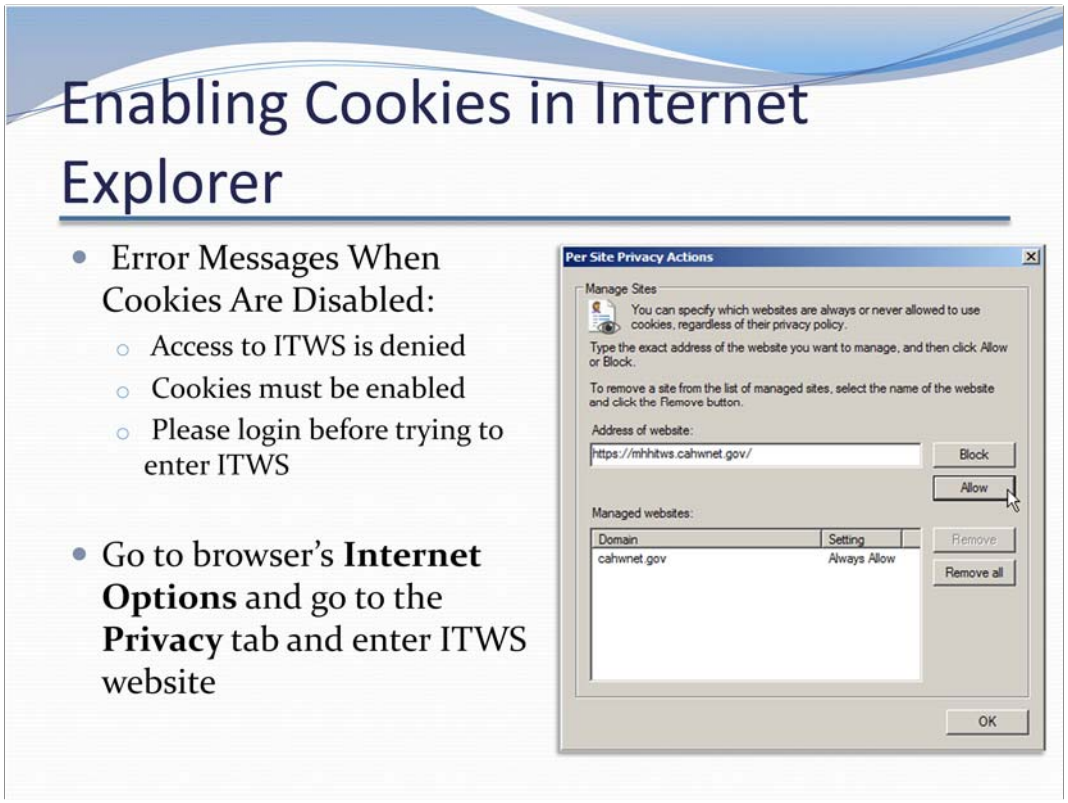
You can add the ITWS site as a trusted site though your browsers **Internet Options** menu.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section “Adding the ITWS Website as a Trusted Site”, page 22 for step-by-step instructions.



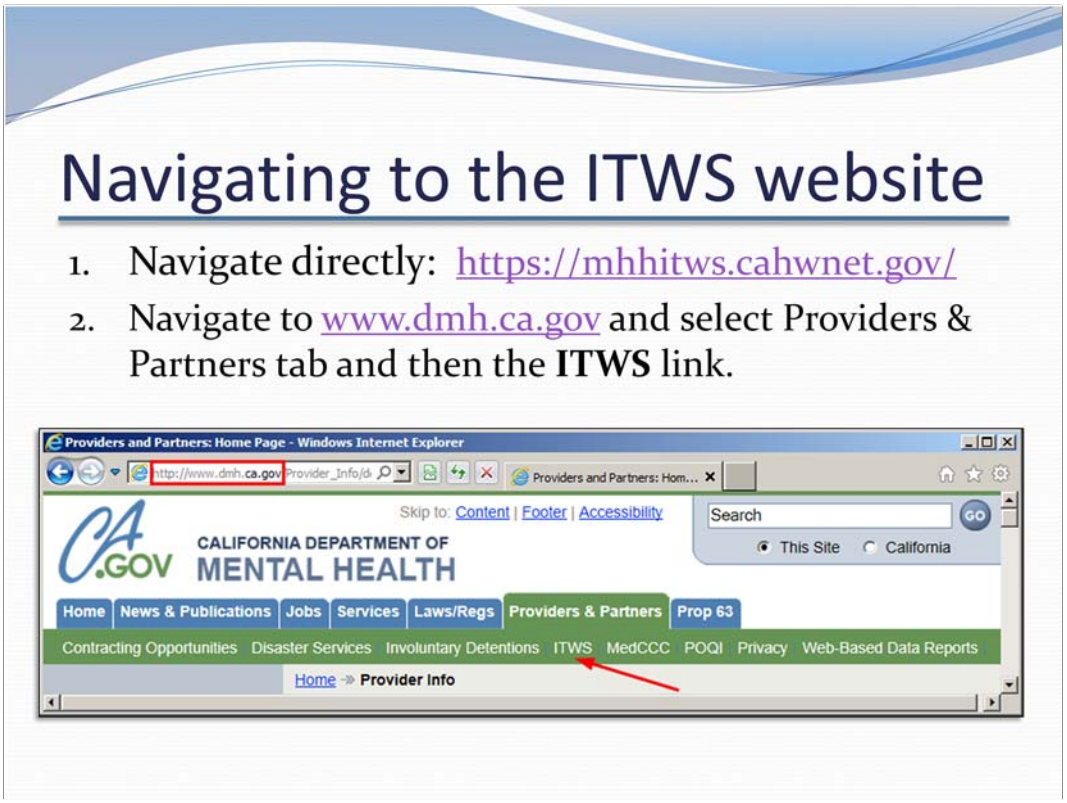
In order for the ITWS system to operate correctly, Pop-up Blocker must be disabled for the ITWS website.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section “Configuring Pop-up Blocker”, page 24 for step-by-step instructions.



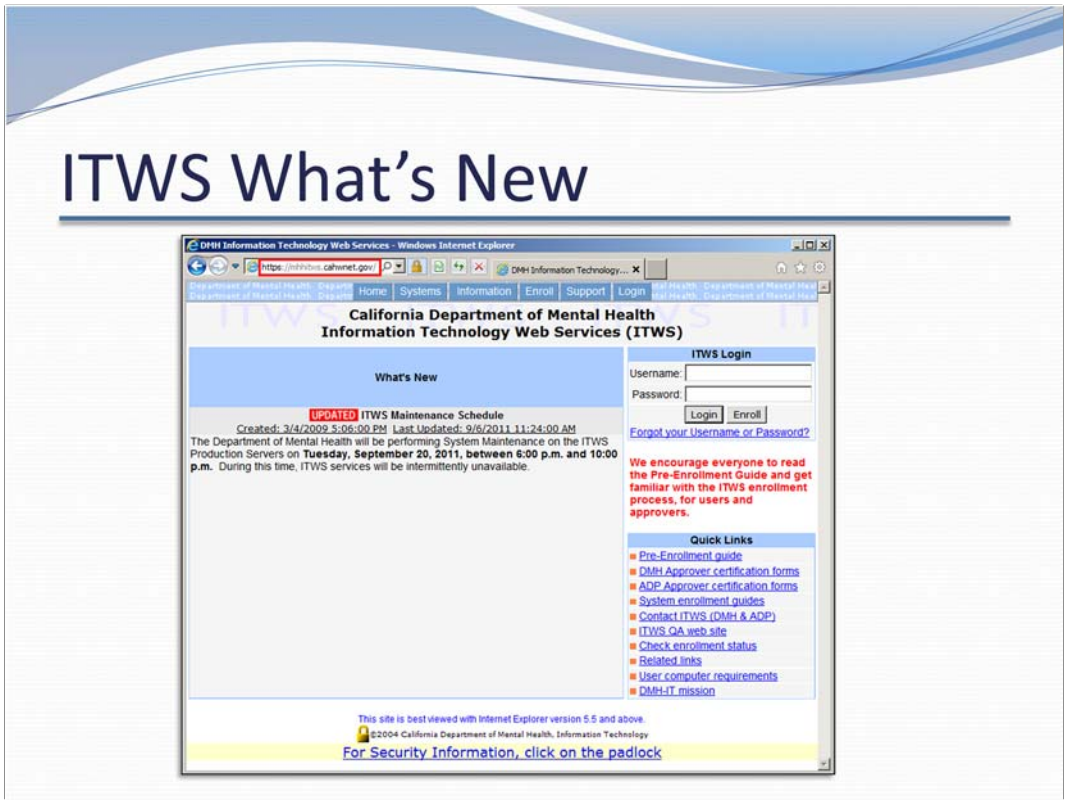
The ITWS website uses cookies. These must be enabled in order for the site to operate properly. If cookies are not enabled, you may not be able to access the system and may receive an error message after entering your username and password. By default, the privacy setting slider bar will be set to **Medium** and cookies for the ITWS system will be allowed. However, if you have higher level of security enabled on your computer, you will need to set ITWS as a site allowed to use cookies.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section "Enabling Cookies in Internet Explorer", page 26 for step-by-step instructions.

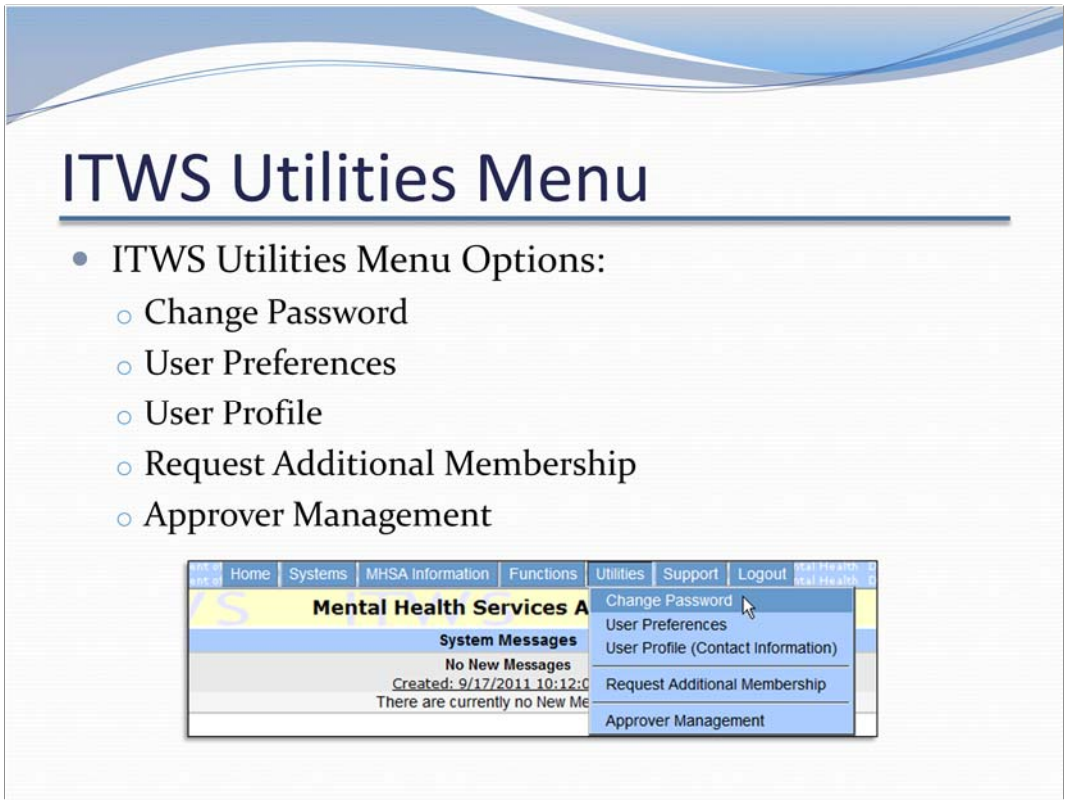


The ITWS website can be accessed from any workstation connected to the Internet by navigating directly to the website or via the DMH website, **Providers & Partners** tab.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section "Navigating to the ITWS website", page 28 for step-by-step instructions.



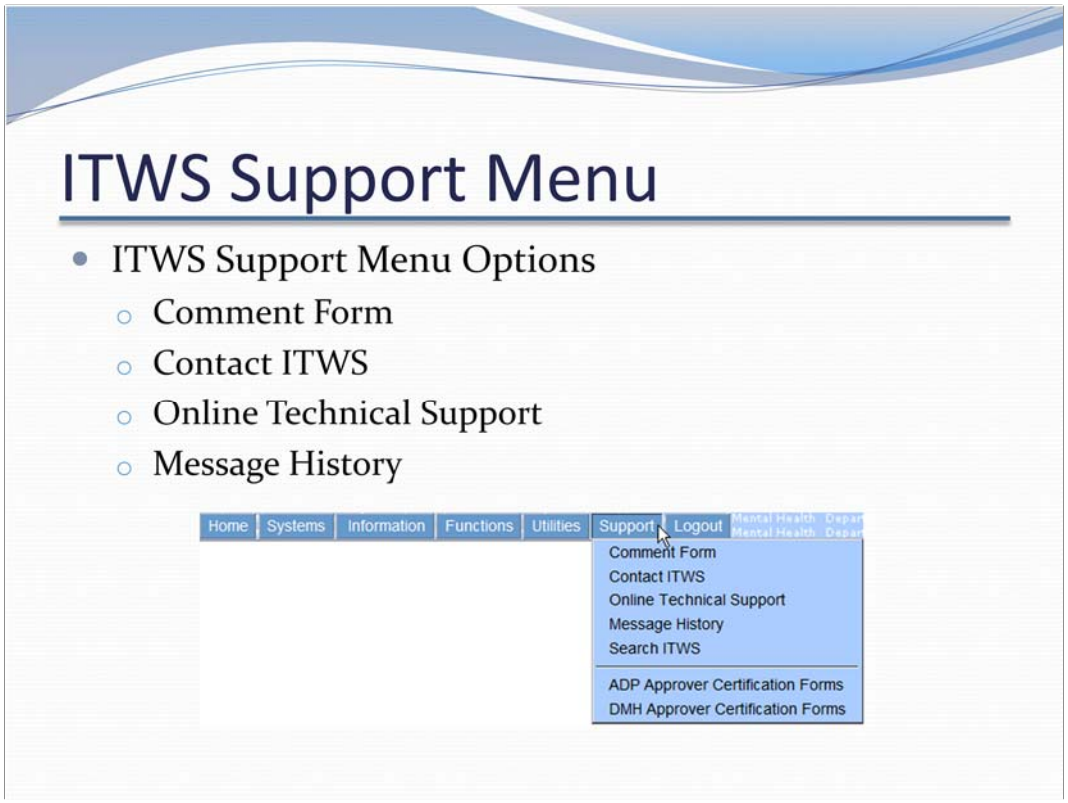
Under the **What's New** section, important notifications and other information including system maintenance and downtime are posted.



After logging in, the ITWS utilities menu allows users to change their user settings, and it is also the portal to the user management application for the Approver Designee. As seen in this figure, the **Utilities** menu has these menu options.

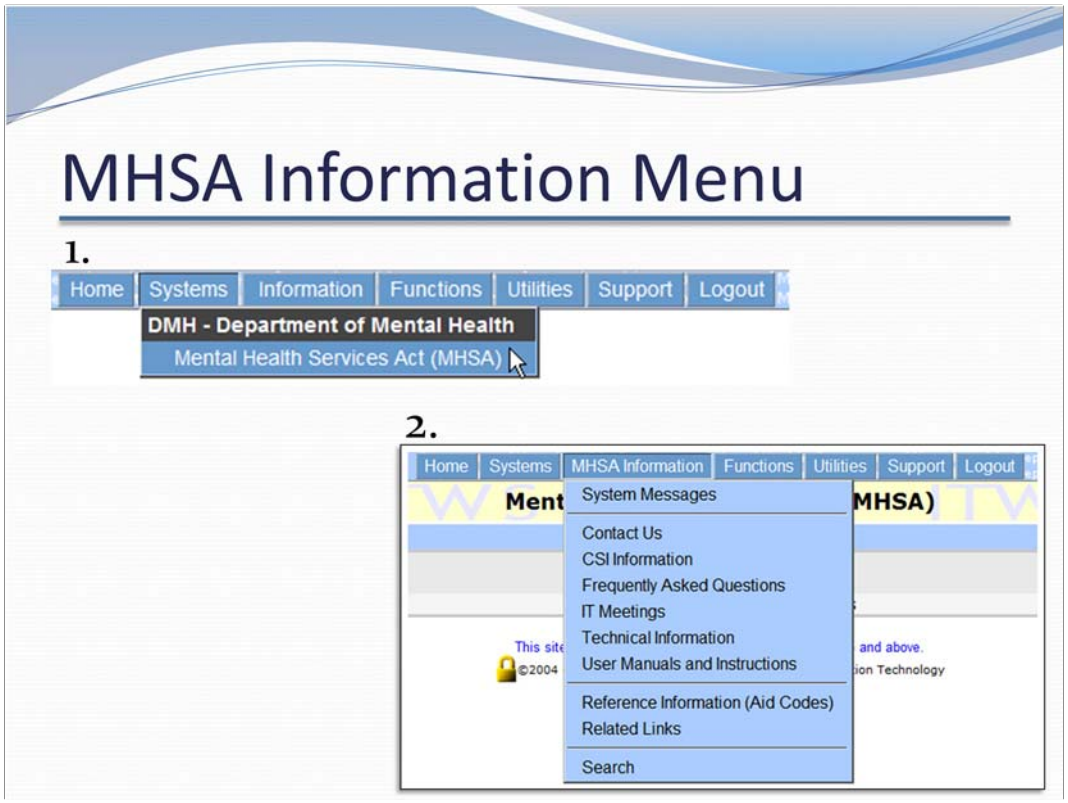
Change Password allows users to change their own passwords. **User Preferences** allows users with appropriate permissions to set their preferences. **User Profile** allows users to view their current contact information and profile settings. The user can also view the **Memberships Process Log**, **Pending Memberships** or **Approved Memberships**. **Request Additional Membership** allows users to request additional membership permissions and authority as needed. **Approver Management** provides a portal to the **Approver Management** website for managing user membership requests, groups and roles.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section “ITWS Utilities Menu”, page 30 for step-by-step instructions.

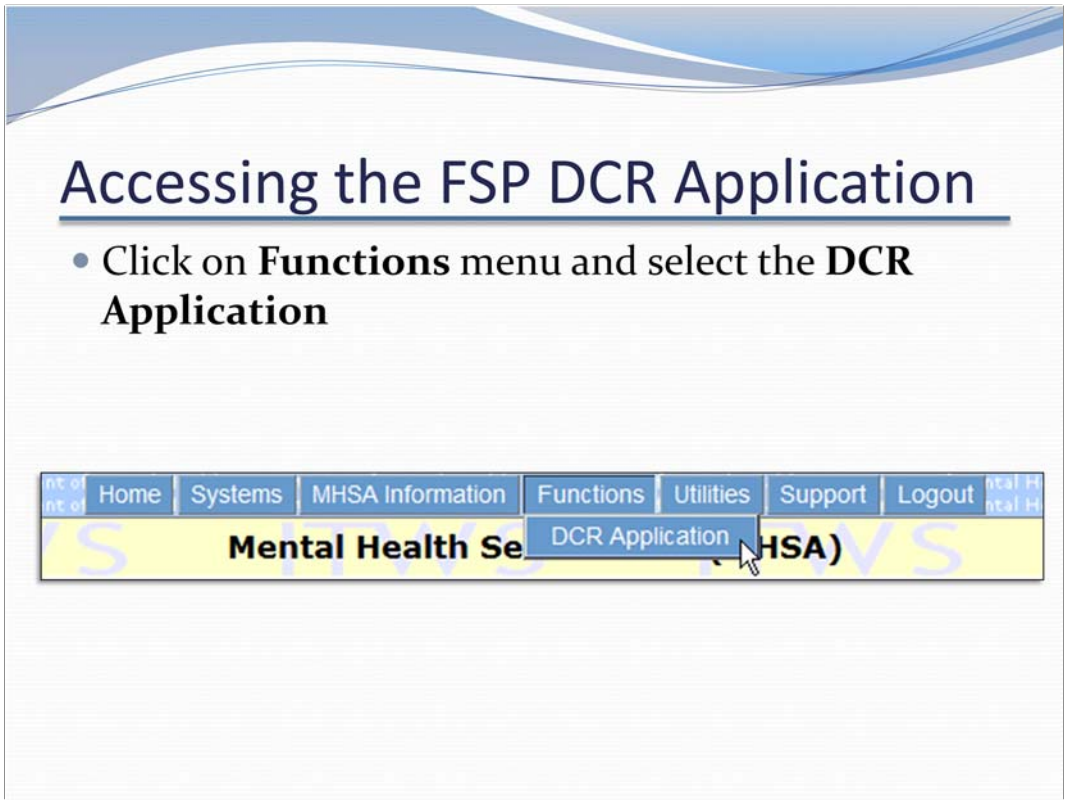


From the ITWS Support Menu, users can access the **Comment Form**, find information to **Contact ITWS**, access **Online Technical Support** information, and view **Message History**.

The **Comment Form** allows any user to submit feedback directly to the ITWS team. The **Contact ITWS** page includes contact information for ITWS General Support, as well as other system help desks. For most support issues related to the ITWS system such as assistance with user ID's, passwords, connectivity, and encryption, the ITWS Help Desk can be reached by email at itws@dmh.ca.gov. The **Online Technical Support** page includes articles published by the ITWS helpdesk. This includes information about system bugs, how-to instruction, and general information. **Message History** allows users to view all system messages including User Messages, messages about the MHSA system as well as messages by status including Pending, Private and Public.

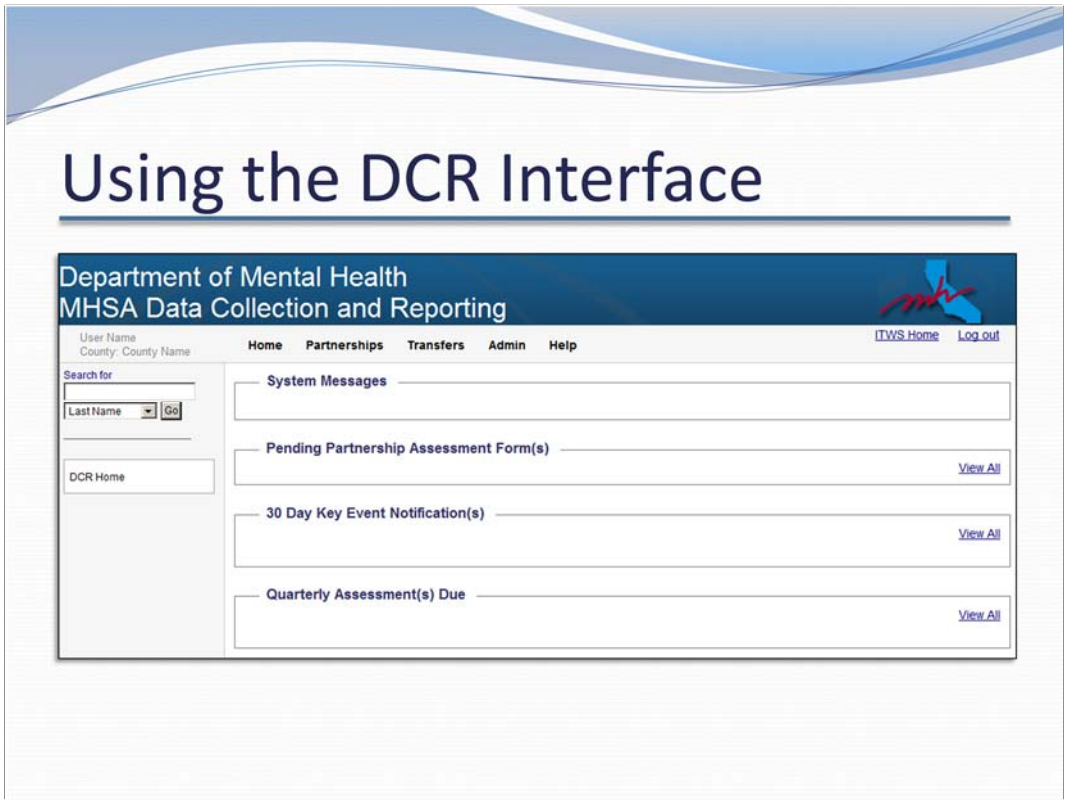


Users can access the **Mental Health Services Act (MHSA)** system from the **Systems** menu. Once the system is selected, a new heading, **D , ^ /ŸÎŽđŵĂłŠŽŶ**, appears on the ITWS bar. The **Technical Information** website contains useful historic and updated documents about the technical aspects of the FSP DCR, which are useful for XML batch submission.



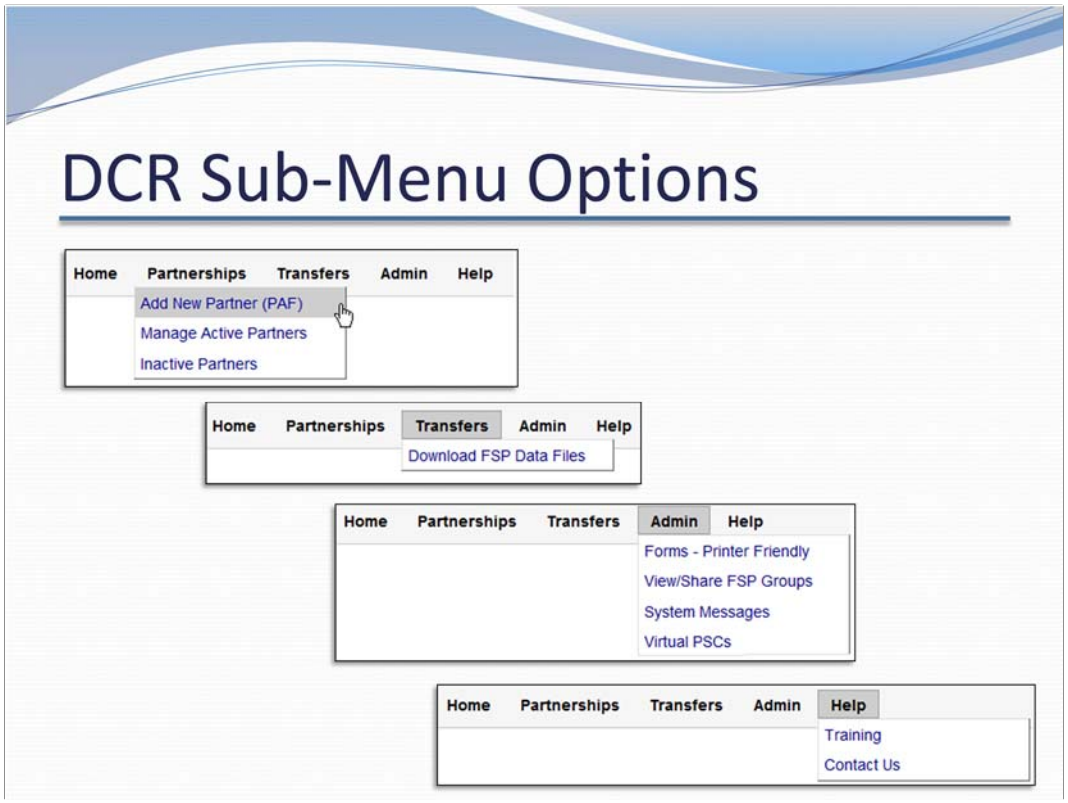
To access the FSP DCR application, the MHSA system must be selected under the ITWS **Systems** menu. After selecting the MHSA system, the top menu will change and a new set of menu options will be available. Click on **Functions** menu and select the **DCR Application**.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 3, Section "Accessing the FSP DCR Application", page 33 for step-by-step instructions.



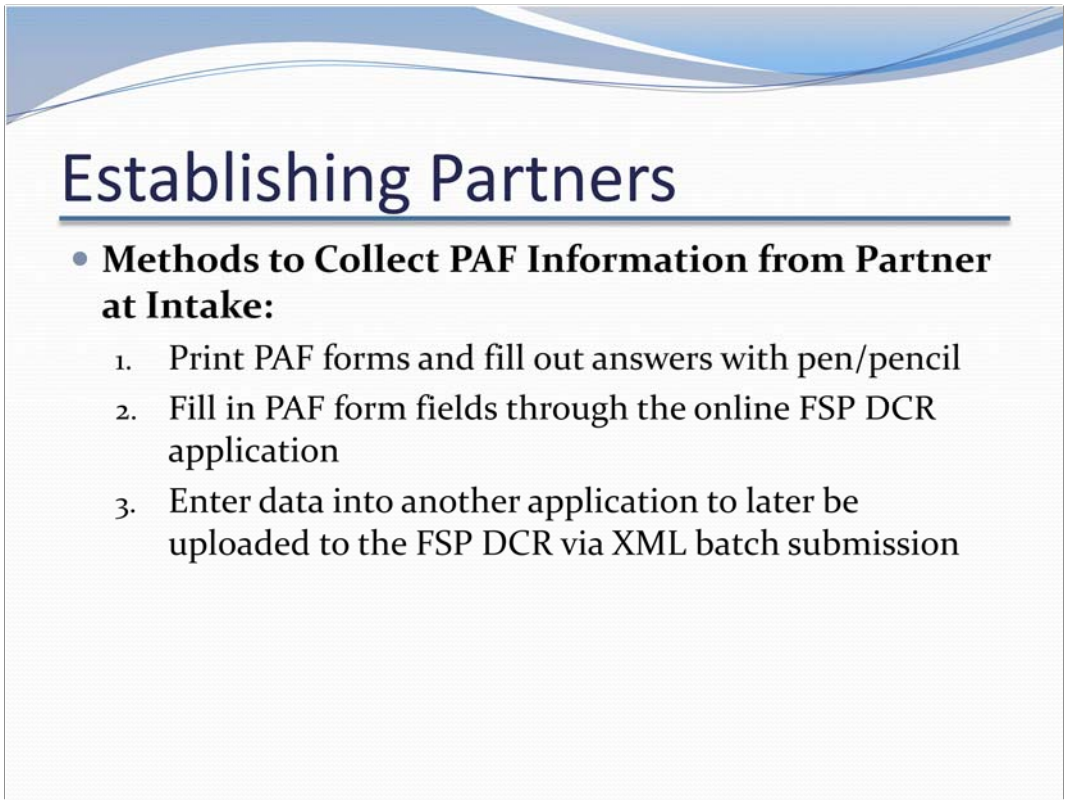
Once logged into the DCR interface for the MHSA system, the DCR Home Page will be displayed. The **ITWS Home** link allows the user to exit the FSP DCR system and return to the DMH ITWS homepage without logging out. The **Log out** link will end the user's session to both the FSP DCR and ITWS system, returning the user to the primary ITWS Login page.

Depending on the user's role, the FSP DCR system has up to five primary menu options. All menu options are not visible to all users.

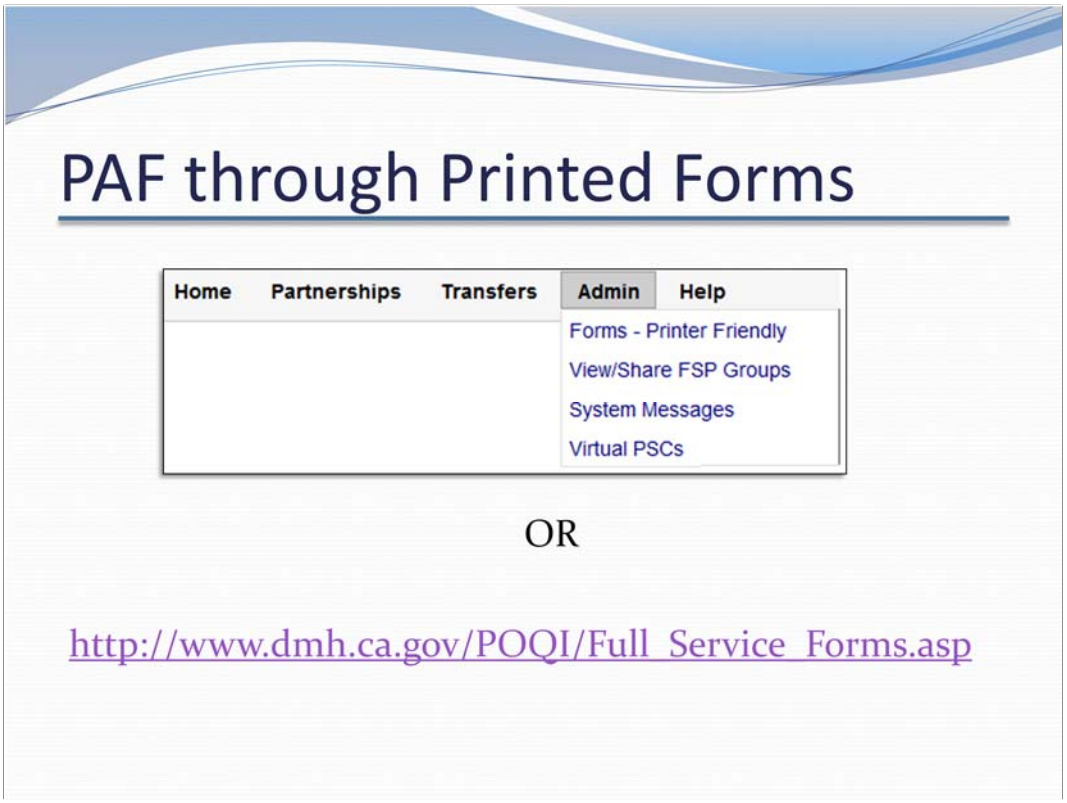


The **Partnerships** menu can be used to add new partners into the FSP DCR system by creating the initial PAF and can be used to manage both active and inactive partners. For authorized users, the **Transfers** menu allows users to access the portion of the website that allows for the download of FSP data files. For authorized users, the **Admin** menu allows users to access forms (such as the PAF, KET, and 3M assessment forms) in a printer friendly format, view or share FSP groups, and access the **^LJ£łĞŵ DĞ££ĂŐĞ£** interface where new system messages can be added and current messages can be viewed. For authorized user roles, users can also view or add **sŝđłŻĂů W^ £**. The **Help** menu offers links to training materials published on the DMH website as well as contact information for DMH Performance Outcomes and Quality Improvement (POQI) group.

To provide feedback, comments and input regarding the FSP DCR, contact the POQI support group at POQI.Support@dmh.ca.gov.



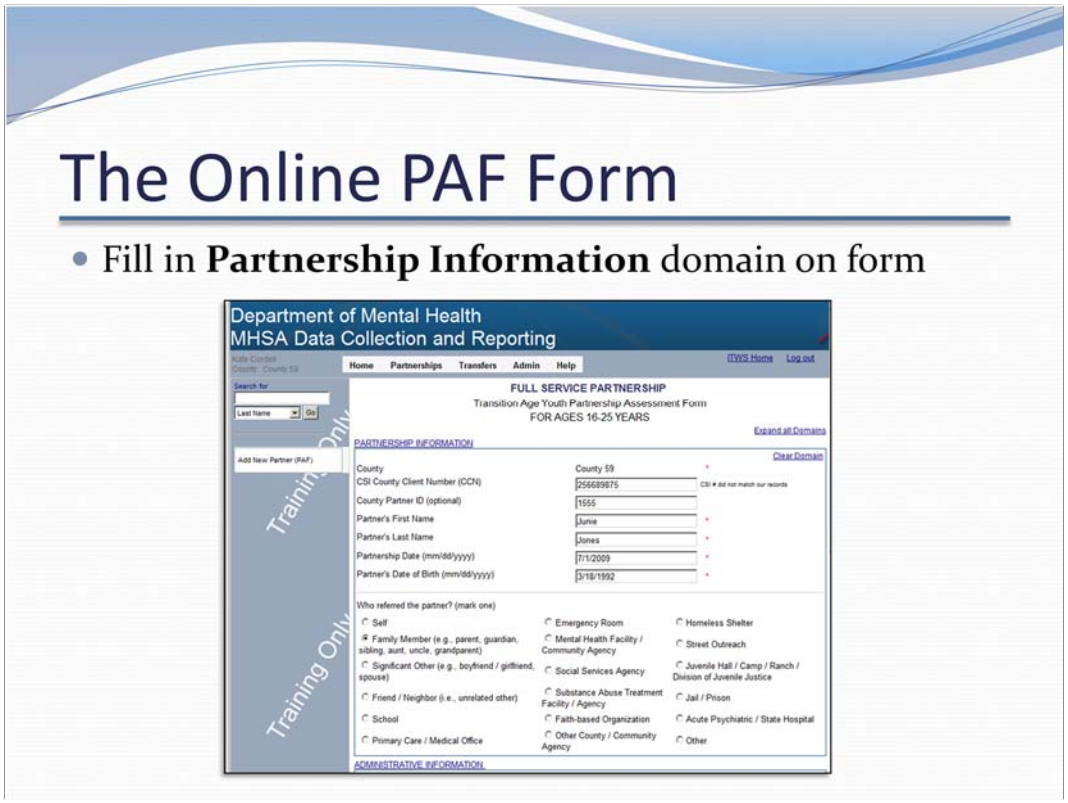
A partnership is established in the FSP DCR through the PAF. The PAF collects information on the partner's history and current status for administrative data and ten outcome domains. When a partnership is established at a provider site, there are three basic methods in which the initial PAF information can be collected from the partner.



For partners whose information is collected initially on printed forms, there are printer friendly versions of all forms available through the FSP DCR **Admin** menu. The forms should be filled in with complete and valid information such that the information can be used for data entry of a PAF with a “Complete” status in the FSP DCR.

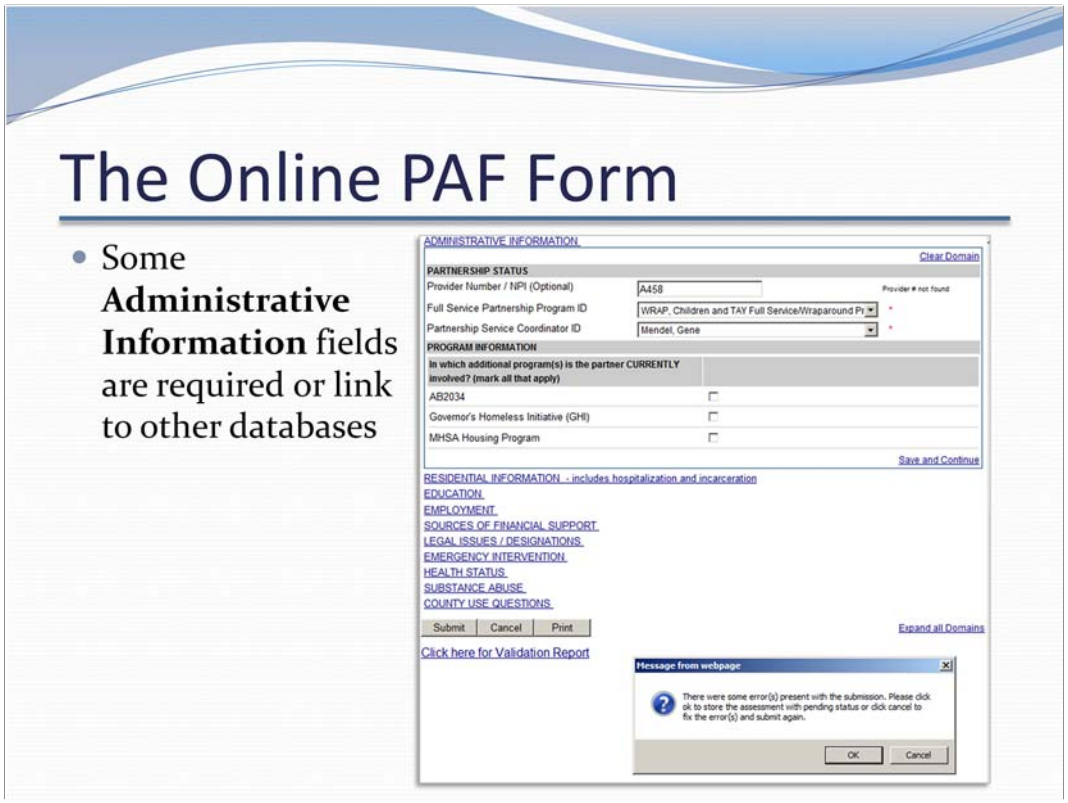
Select the **Partnerships** menu and the **Add New Partner** (PAF) submenu. Enter the partner's date of birth and partnership date, and select the **Get Form** button. A PAF form for the appropriate age group appears on the next page.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 7, Section "Completing the PAF through the Online FSP DCR", page 96 for step-by-step instructions.



Fill in the **Partnership Information**. The **CSI County Client Number (CCN)** is automatically checked against the CSI database of IDs, and a notification will appear when the CCN does not match any CSI records. All fields with a red asterisk are required fields. Several demographic fields (gender, race, and ethnicity) are populated from the CSI database via the CCN. Although a valid CCN is not required to establish a partnership, the PAF will remain in the "Pending" status until a valid CCN is provided. There are four required fields on this page which must be filled.

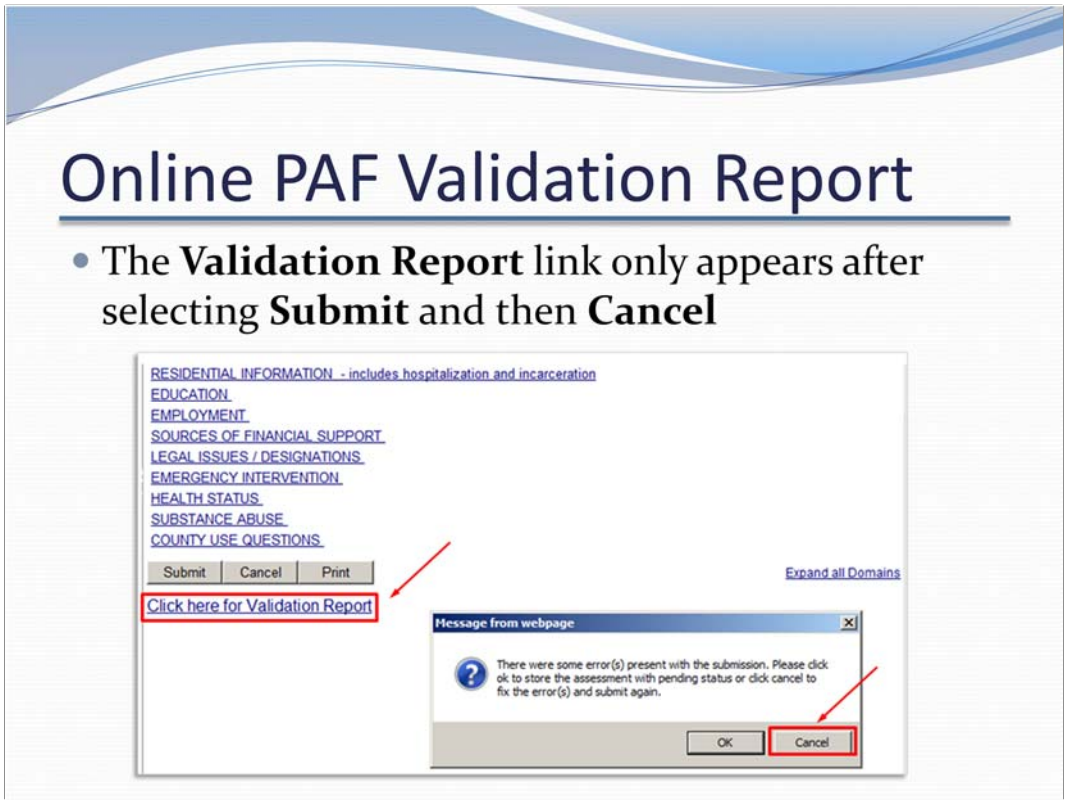
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 7, Section "Completing the PAF through the Online FSP DCR", page 96 for step-by-step instructions.



Select the **Administrative Information** link to expand the next section of form fields. The **Provider Number / NPI (optional)** is automatically checked against the list of providers, and a notification will appear when the NPI does not match any records. It is not required for the NPI to match. There are two required fields on this page that must be filled. The county's registered FSP programs will appear in the **Full Service Partnership Program ID** drop-down list. The county's enrolled PSC users and virtual PSCs will appear in the **Partnership Coordinator ID** drop-down list.

At this point, all of the six fields required to establish the partnership should be completed. It is recommended that you save the partially complete PAF at this time to establish the partnership. Select the **Save and Continue** link. A message will appear that some error(s) were present with the submission, and the assessment will be saved with a pending status. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 7, Section "Completing the PAF through the Online FSP DCR", page 96 for step-by-step instructions.

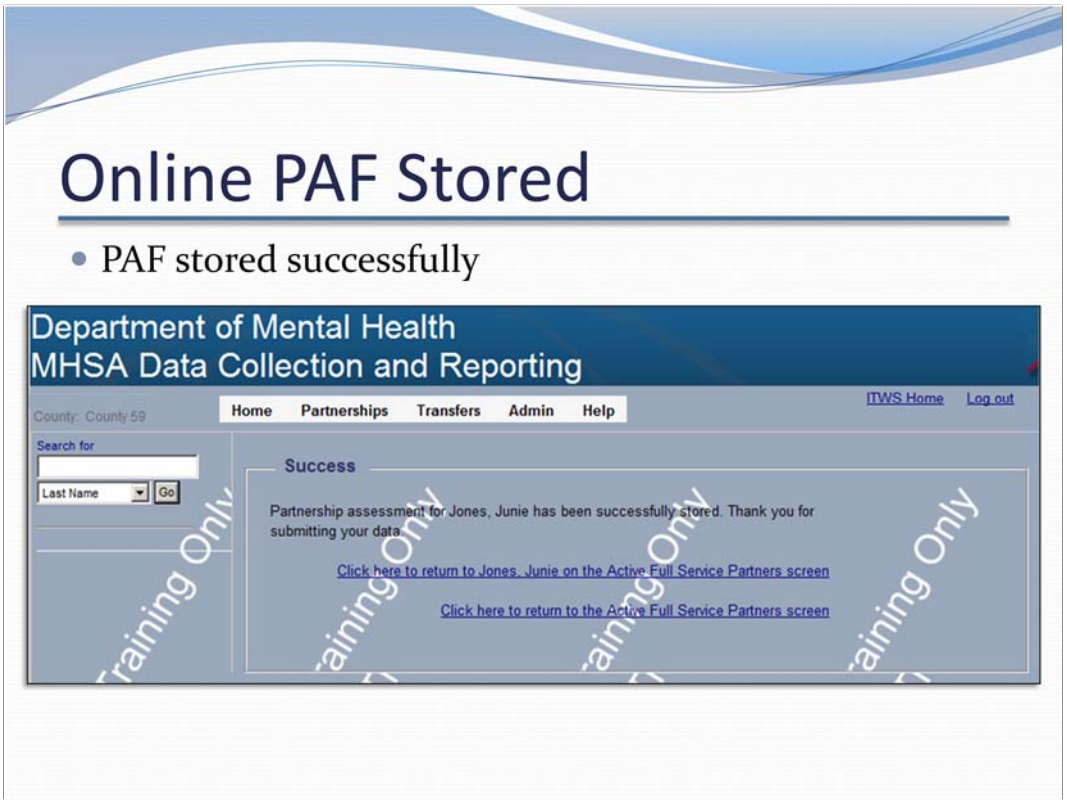
The FSP DCR will allow 20 minutes to complete or save the PAF or it will "time out". (A popup time will appear when you have 5 minutes or less remaining, and you will be able to renew your session.) However, when the FSP DCR logs you off after running out of time, you will lose all work you have done since you last saved the PAF. Once you save or submit the incomplete PAF, you will be able to return to the pending PAF for that partner at any time and continue entering PAF information. The time limit will still apply, so always save any information you have completed before stepping away from the FSP DCR application.



If you would like to see a Validation Report of the errors that exist on the PAF at its current status while entering data, click on the **Save and Continue** link. Select **OK** to continue on the first popup box.

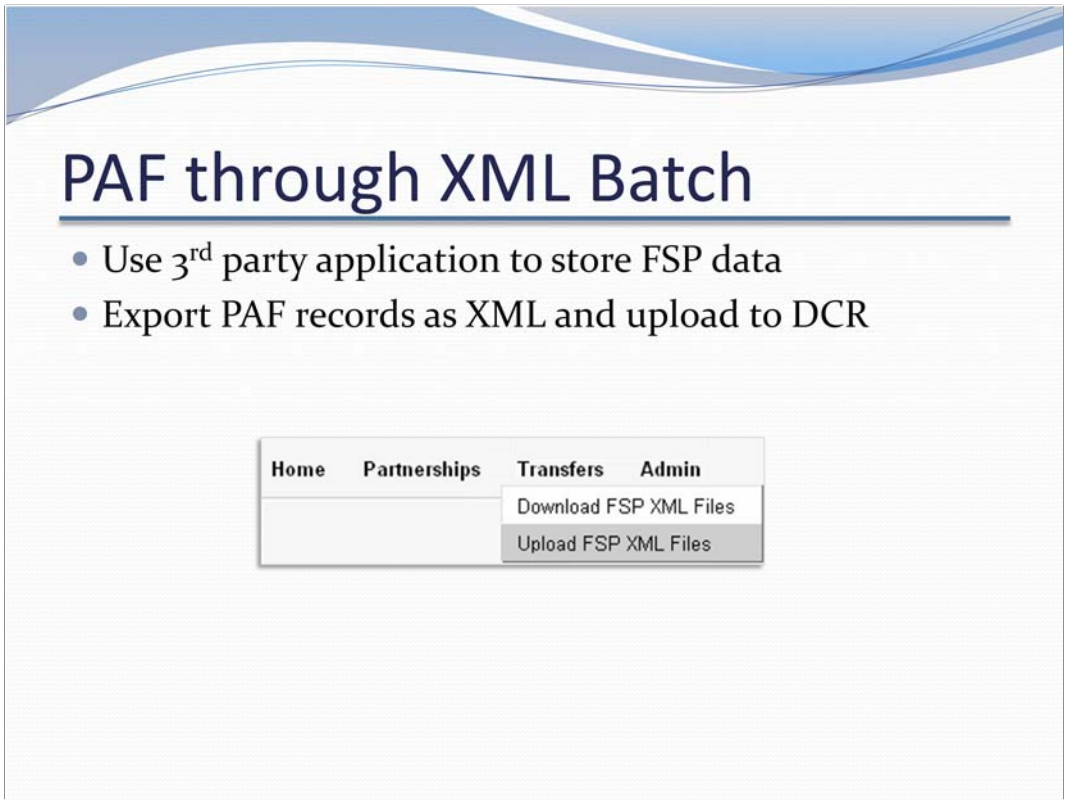
A link will appear below the **Submit**, **Cancel** and **Print** buttons to **Click here for Validation Report**. Select the link to see a printable list of information which must be completed for the PAF to be stored with a “Complete” status.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 7, Section “Completing the PAF through the Online FSP DCR”, page 96 for step-by-step instructions.

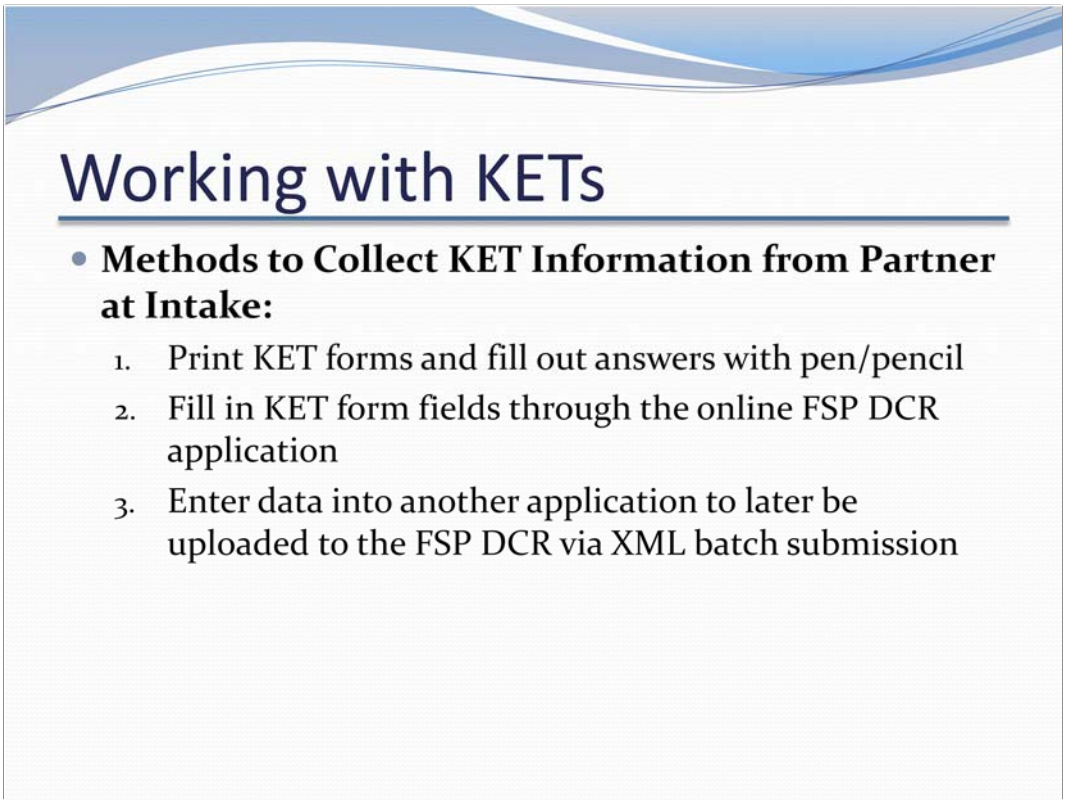


When you have completed entering information to the PAF, click the **Submit** button to save and exit the PAF. If all fields have been entered correctly, the PAF will be stored with a status of “Complete”. If there are any validation errors, which can be viewed on the validation report, the PAF will be stored with a status of “Pending”.

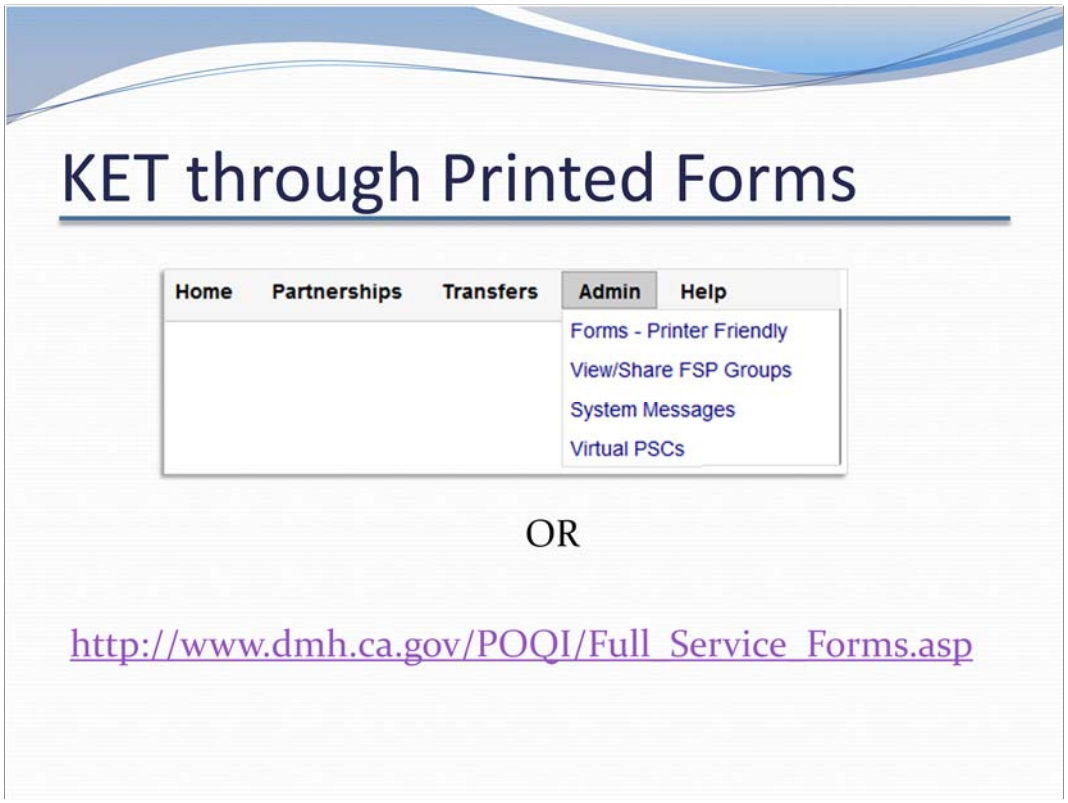
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 7, Section “Completing the PAF through the Online FSP DCR”, page 96 for step-by-step instructions.



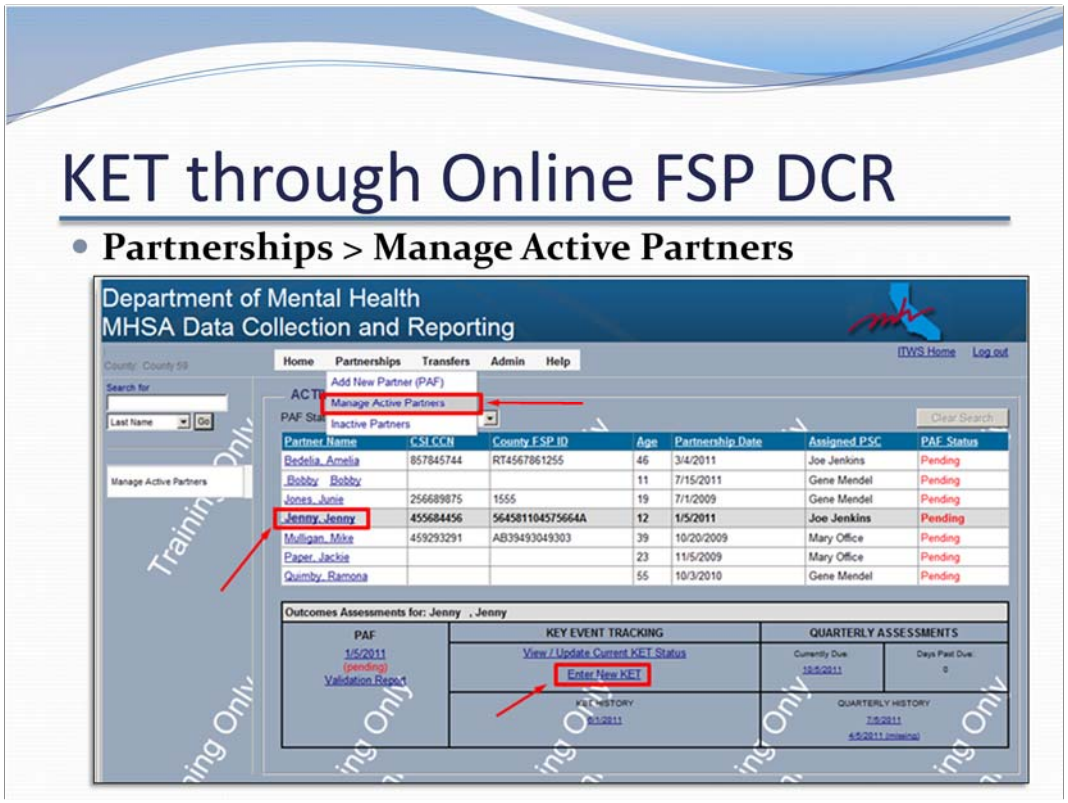
All fields for the PAF may be entered into the counties own system and later exported for XML batch submission to the FSP DCR. All data reporting and data validation rules for the FSP DCR still apply for this method.



After a partnership is established, information on the status of the partner for certain domain areas can be tracked through time in the FSP DCR using the KET form. When a partner's status changes for one of the KET tracked domain areas, a KET is submitted to the FSP DCR with the new status date (if applicable) and status information. One KET form can submit one change for every question tracked through key events. If a partner has several changes in status for the same question (e.g., the partner changes residential status several nights in a row), then a separate KET will need to be entered for each change. Like the PAF, there are three basic methods in which the KET information can be collected from the partner.

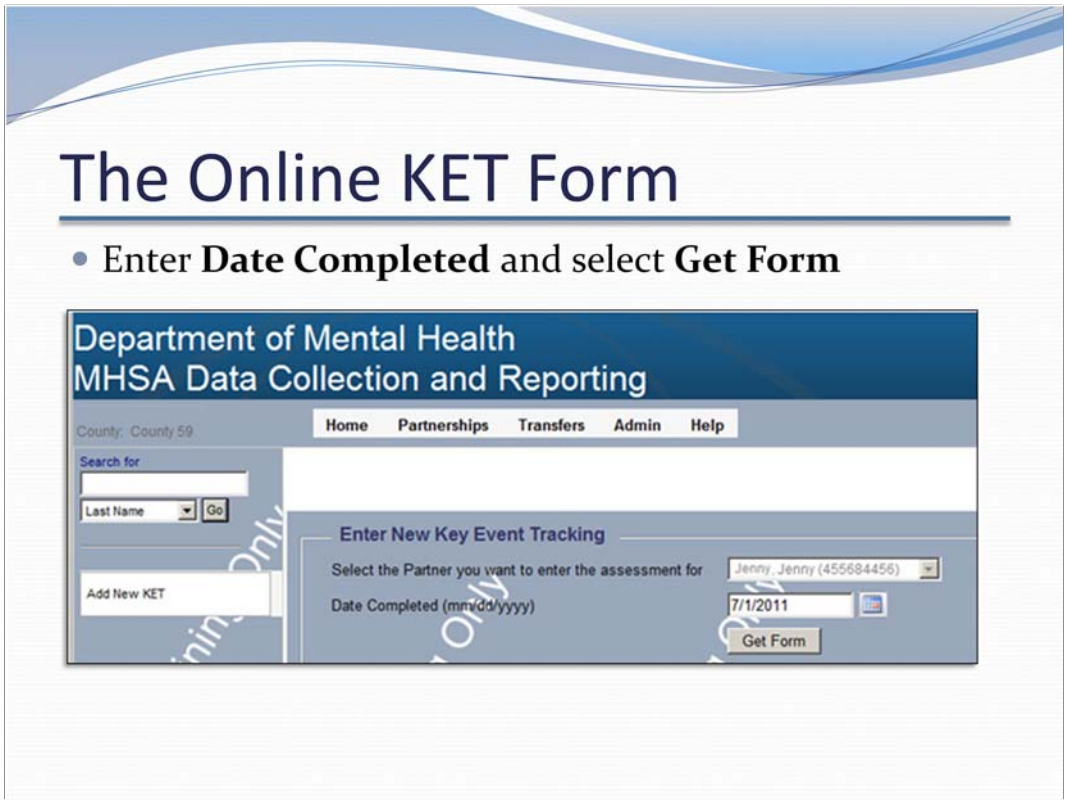


For partners whose information is collected initially on printed forms, there are printer friendly versions of all forms available through the FSP DCR **Admin** menu.



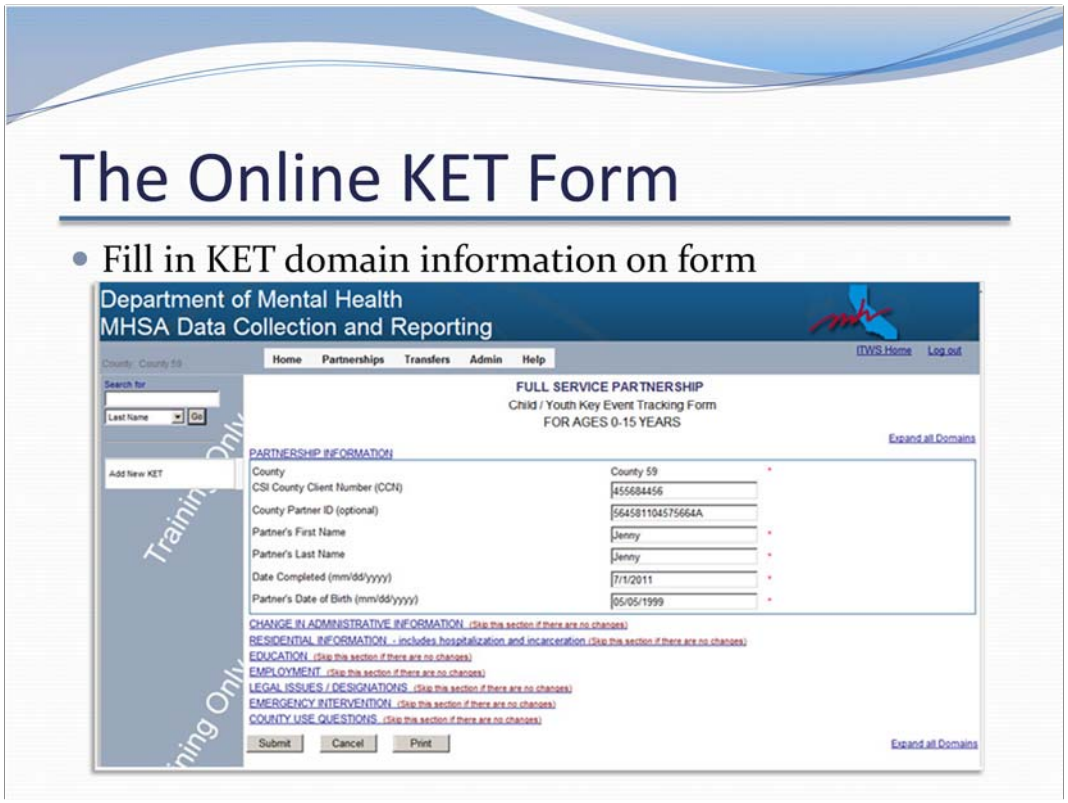
Select the **Partnerships** menu and the **Manage Active Partners** submenu. Select the partner from the displayed list or search for the partner of interest via the **Search for** box. Select the **Enter New KET** link under the **KEY EVENT TRACKING** section of the table which appears.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 8, Section “Completing the KET through the Online FSP DCR”, page 103 for step-by-step instructions.



On the next screen, enter the date the KET form was completed. If the KET information was collected on a printed form, then enter the date the printed form was completed. Select **Get Form**.

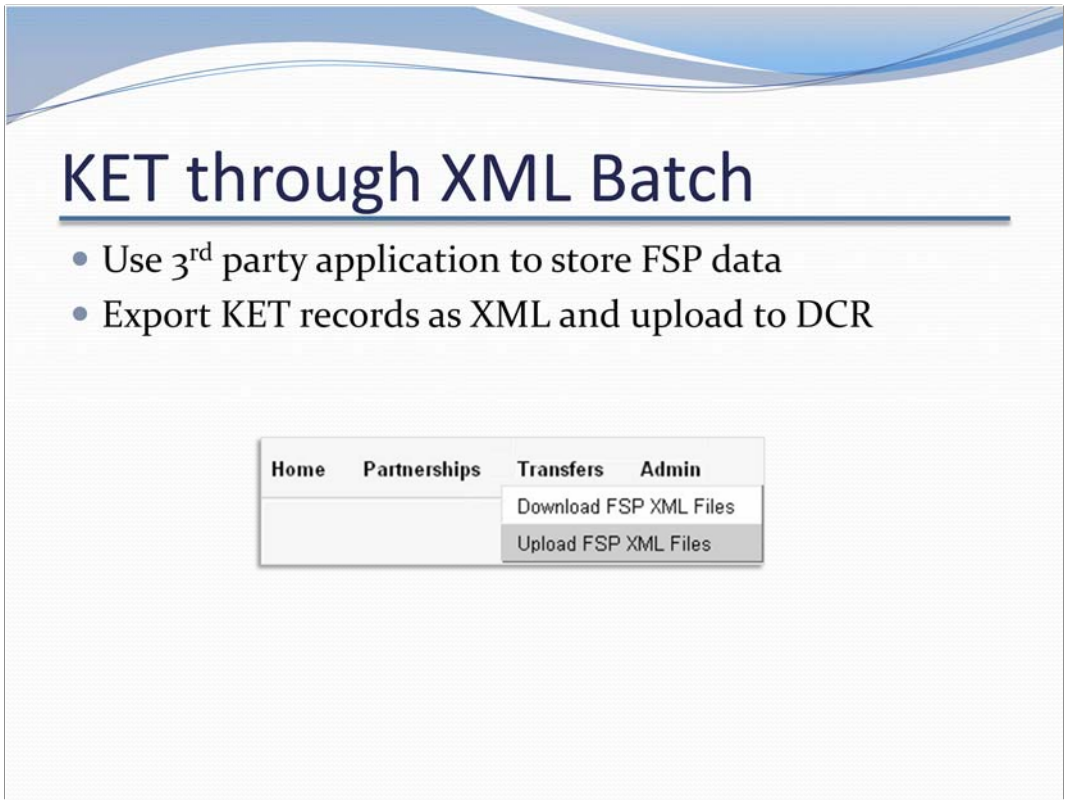
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 8, Section “Completing the KET through the Online FSP DCR”, page 103 for step-by-step instructions.



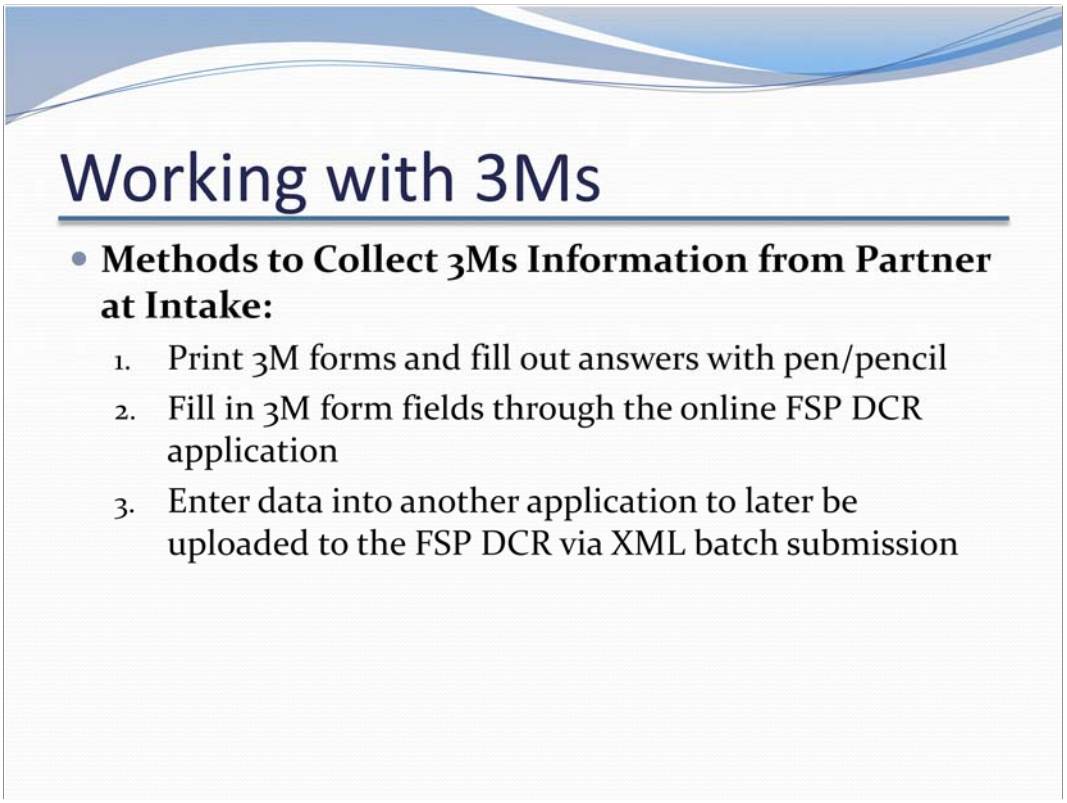
Select each domain and record all of the current key event information with the date of each event (as applicable). A different date can be entered for each event. Click the **Submit** button. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 8, Section "Completing the KET through the Online FSP DCR", page 103 for step-by-step instructions.

If the KET will include a change in partnership status (discontinuation), then other information about the partnership should not be entered on the same KET. A KET which contains a partnership status change cannot be edited or deleted at any point. If a partner is about to be discontinued, all other events and information about the partner should be entered on separate KET prior to submitting the KET for the discontinuation. Once the partner is discontinued, the partner becomes inactive and no new KETs can be made for the partner while the partner is inactive.

The only way to resolve incorrect data on a KET which also contains a partnership status change is to delete the partner and all associated assessments and create a new partner by resubmitting all of the partner's assessments. When performing this function, make sure to avoid the same problem in the future by ensuring that all KETs with a partnership status change do not contain any other partnership information.

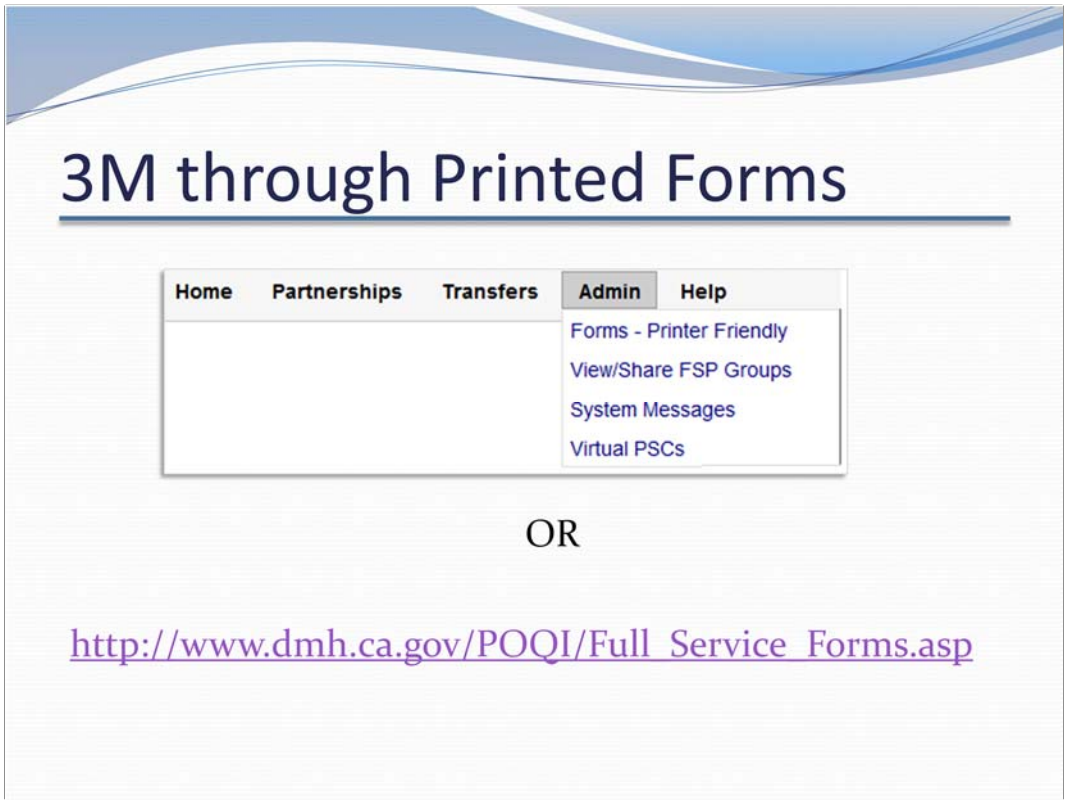


All fields for the KET may be entered into the counties own system and later exported for XML batch submission to the FSP DCR. All data reporting and data validation rules for the FSP DCR still apply for this method.

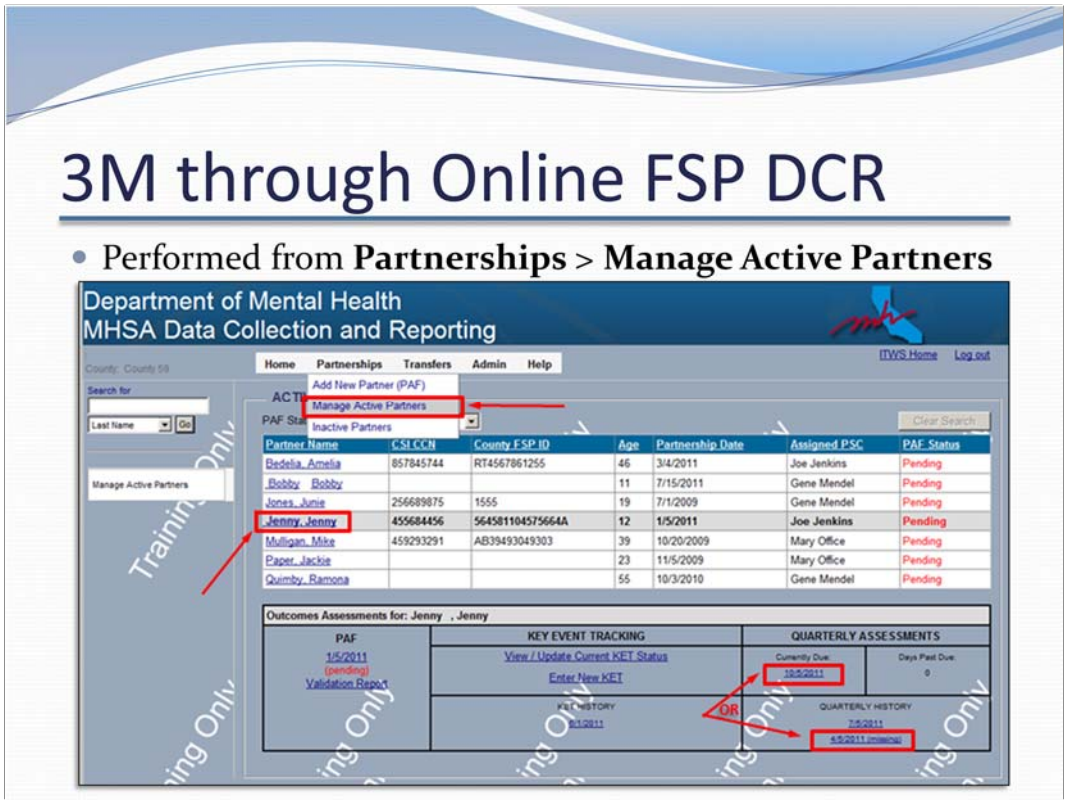


Every 3 months after a partnership is established, information on the status of the partner for certain domain areas is updated through the FSP DCR using the 3M form. The 3M assessment must be collected up to 15 days before or 30 days after it is due.

On the 3Ms, the current status of partnership information for the relevant domains must be entered, even if it is the same status as was entered on the PAF. Like the PAF & KET, there are three basic methods in which the 3M information can be collected from the partner.



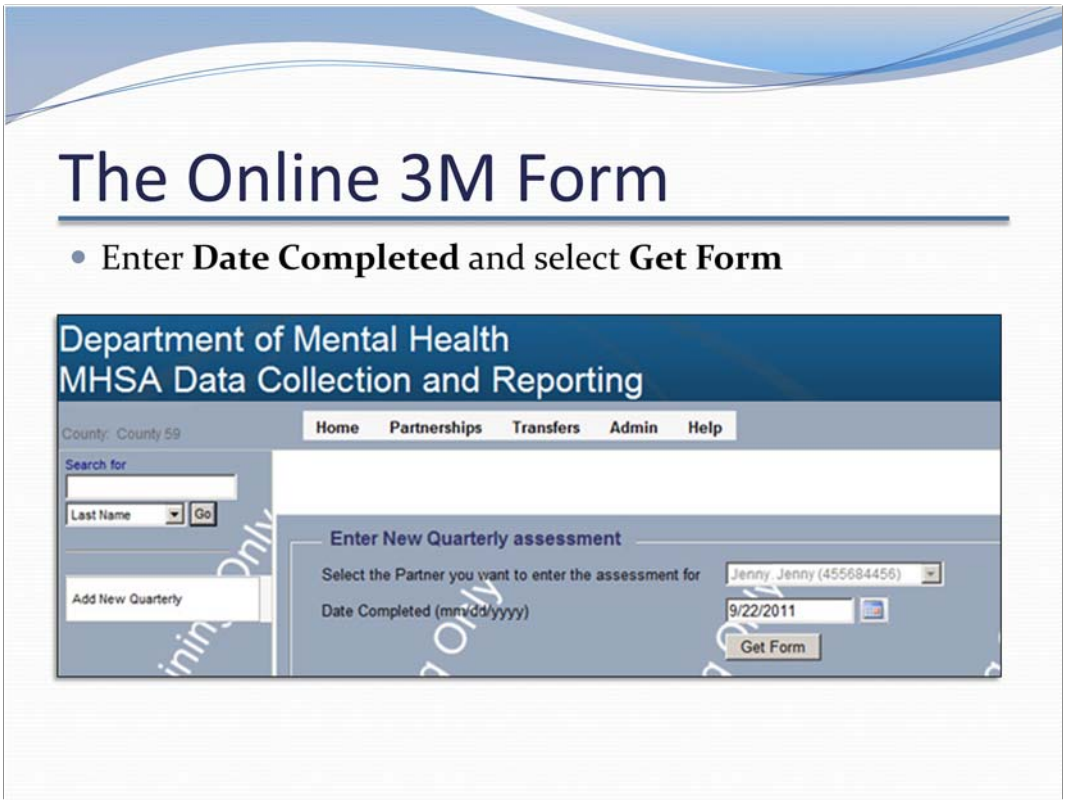
For partners whose information is collected initially on printed forms, there are printer friendly versions of all forms available through the FSP DCR **Admin** menu.



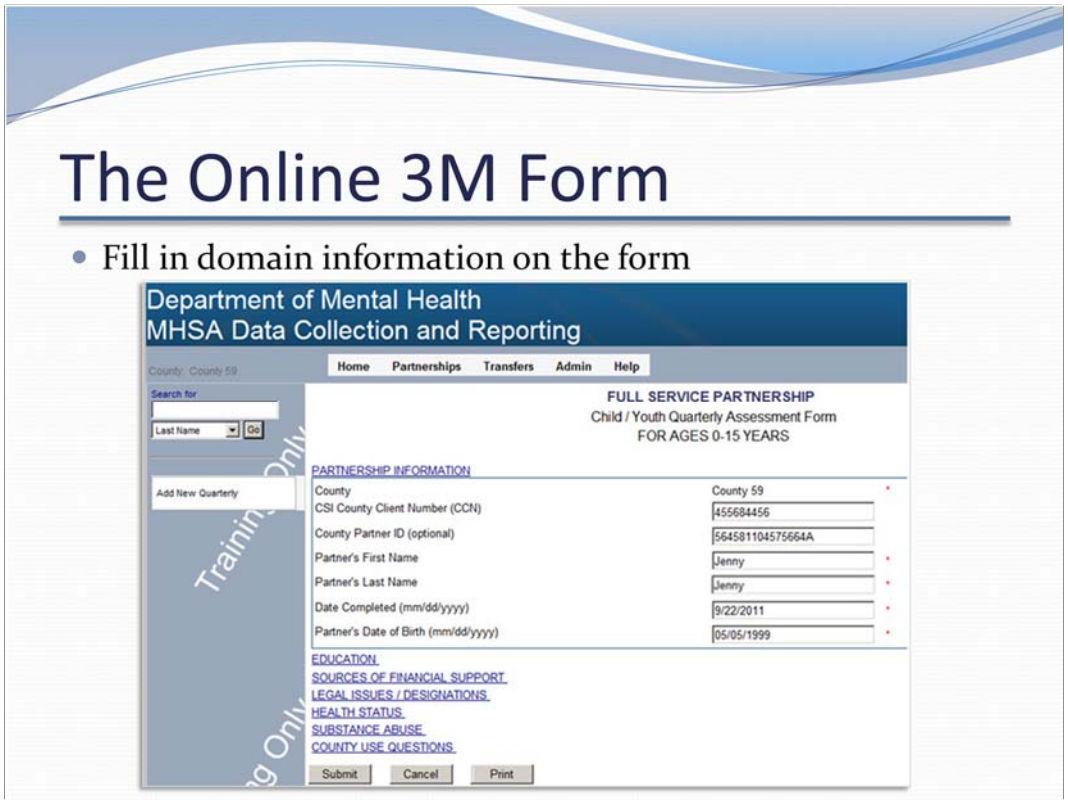
Select the **Partnerships** menu and the **Manage Active Partners** submenu. Select the partner from the displayed list or search for the partner of interest via the **Search for** box.

The 3Ms become due every three months on the same day of the month as the partnership was established. A link will appear in the FSP DCR **Currently Due** box for an upcoming 3M assessment 15 days before it becomes due. The link indicates the date the 3M is due. The FSP DCR allows a 3M assessment to be collected from a partner up to 15 days before or 30 days after it is due. Thirty days after the 3M was due, the link for the 3M moves down to the **Quarterly History** box, where it displays a (missing) notification if no information has ever been entered in the assessment form.

Select the date of the 3M to be completed under the **Quarterly Assessments** box. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 9, Section “Completing the 3M through the Online FSP DCR”, page 107 for step-by-step instructions.

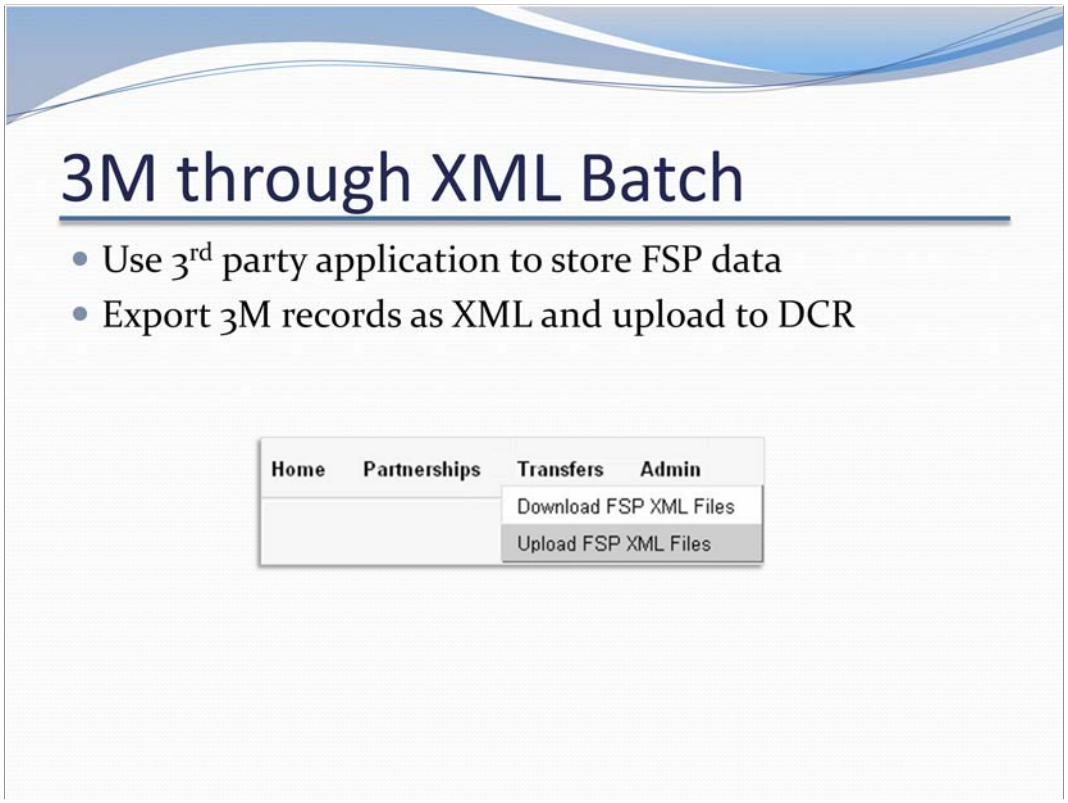


On the next screen, enter the date the 3M form was completed. If the 3M information was collected on a printed form, then enter the date the printed form was completed. Select **Get Form**. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 9, Section "Completing the 3M through the Online FSP DCR", page 107 for step-by-step instructions.



On the next screen, all of the relevant domains for quarterly assessment are displayed. Carefully enter the appropriate information for all questions on the entire form. Click to submit the form. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 9, Section "Completing the 3M through the Online FSP DCR", page 107 for step-by-step instructions.

There are few validation notifications available for data on the 3M assessments. If a 3M assessment is submitted incomplete, there will be no indicator or status to later alert the user of the missing information. Therefore, it is recommended that the 3M assessment be completed in full at the time the 3M is started.



All fields for the 3M may be entered into the county's own system and later exported for XML batch submission to the FSP DCR. All data reporting and data validation rules for the FSP DCR still apply for this method.

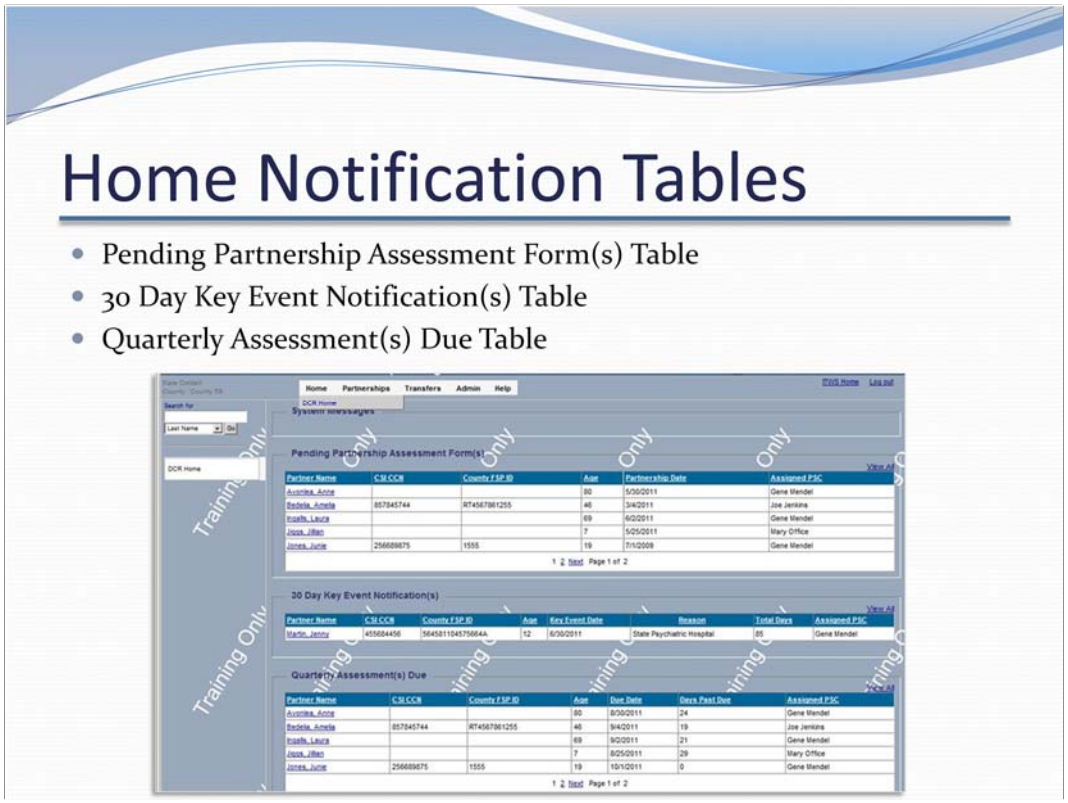
Managing Partners Online

Areas of the FSP DCR with Links to a Partner's Information:

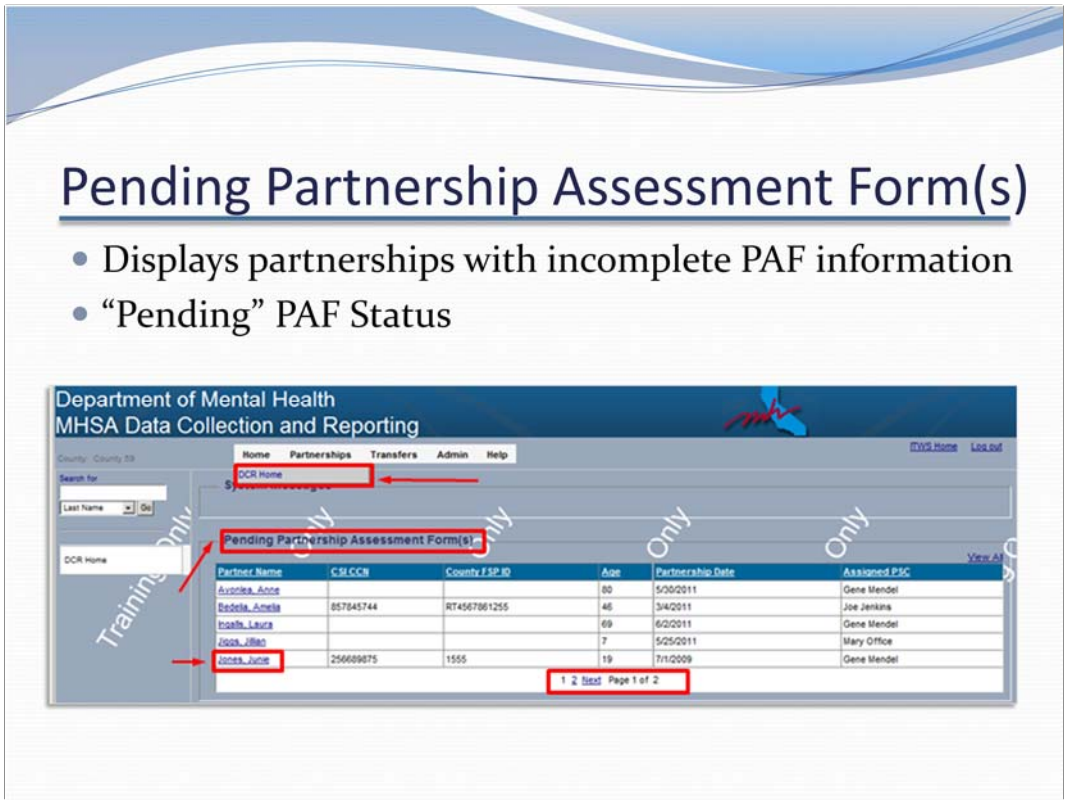
1. **Home** menu and **DCR Home** submenu webpage
   - Pending Partnership Assessment Form(s) Table
   - 30 Day Key Event Notification(s) Table
   - Quarterly Assessment(s) Due Table
2. **Search for** box results webpage
   - For Active Partners
   - For Inactive Partner
3. **Partnerships** menu and **Manage Active Partners** submenu webpage
   - Active Full Service Partners with Pending & Complete Status Table
   - Active Full Service Partners with Deleted Status Table
   - Active Full Service Partners with All Status Table
4. **Partnerships** menu and **Inactive Partners** submenu webpage
5. **Report** menu and **Assessment Counts** submenu report (for SSA role only)

The FSP DCR has several menus and tables with links to a partner's information. It is important to understand how the location of the link to the partner's information controls which information is displayed for the partner when the link is selected. When you select on a link of a partner's information from one webpage or table you will see a different form or page of information than when you select the same link from a different location in the FSP DCR.

Note: A FSP DCR user will only see information for partners to which the user has access. Access to partner's information is controlled through a user's group.



The FSP DCR provides three tables on the **DCR Home** webpage designed to assist with managing partners in the FSP DCR. Whether an FSP DCR user submits information on each partner via printed forms, the online FSP DCR or via XML batch method, there are useful notifications and reports within the FSP DCR to assist a user in identifying incomplete, missing or current information.



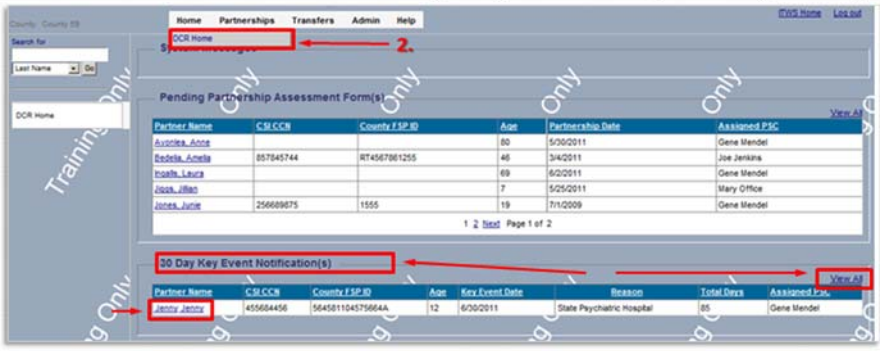
The **Pending Partnership Assessment Form(s)** table displays all partners who have incomplete information on the PAF, as identified by the "Pending" status. Clicking on a partner's name in this table will open the incomplete PAF form for that partner, where the information can be completed or a validation report can be run to identify the missing information for the partner.

Notice that there may be several pages of partners listed. You can navigate to the next page of the table by selecting the page number or the **Next** link; or you can select the **View All** link in the upper right corner of the table to view a list of all pending partner PAFs. The table can also be sorted by any heading by simply clicking on the heading one time for ascending and twice for descending. Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Using DCR Home Notification Tables to Assist Partner Management", page 112 for step-by-step instructions.

30 Day Key Event Notification(s)

FSP DCR Temporary Residential Settings:

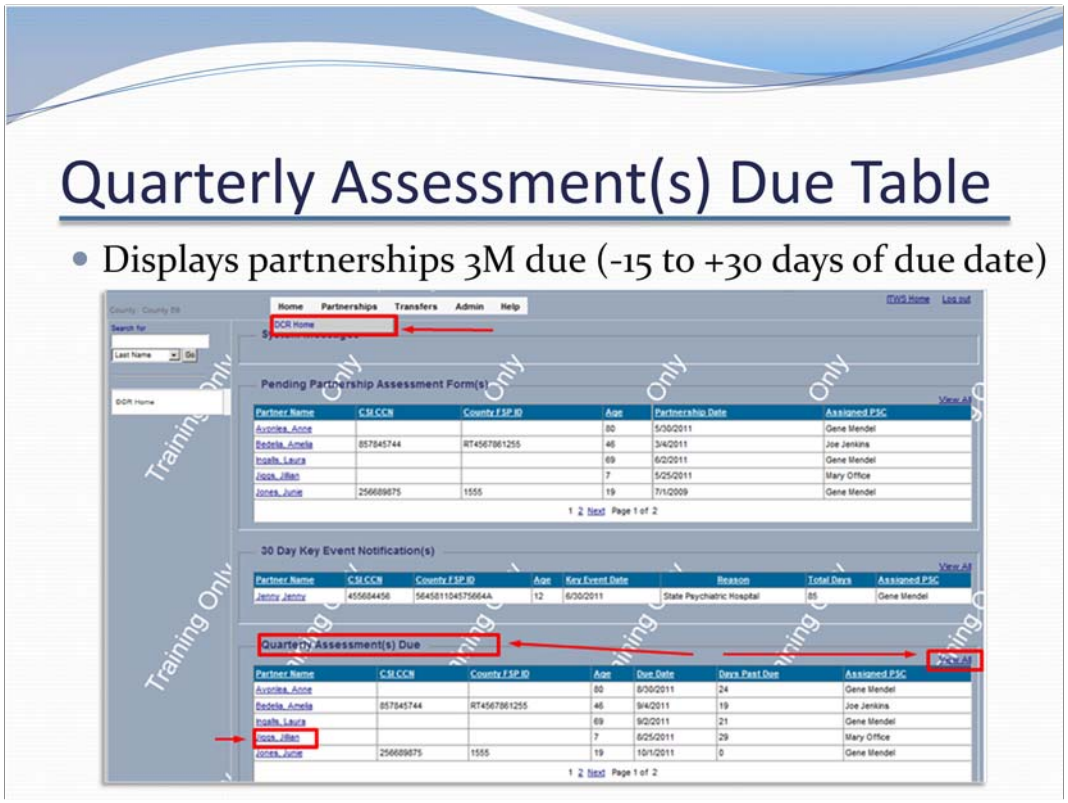
1. Emergency Shelter
2. Homeless
3. Medical Hospital
4. Psychiatric Hospital
5. State Psychiatric
6. Juvenile Hall / Camp
7. Department of Juvenile Justice (DJJ)



The **30 Day Key Event Notification(s) Table** displays all partners who have been residing in a temporary setting for 30 days or more. The FSP DCR defines these settings as temporary. Selecting a partner's name link will access the KET on which the last residential change was made. (KETs submitted with other information subsequent to the KET with the residential change will not be displayed from this table.)

Notice that there may be several pages of partners listed. You can navigate to the next page of the table by selecting the page number or the **Next** link or you can select the **View All** link in the upper right corner of the table to view a list of all partners with 30 day key event notifications. The table can also be sorted by any heading by simply clicking on the heading one time for ascending and twice for descending.

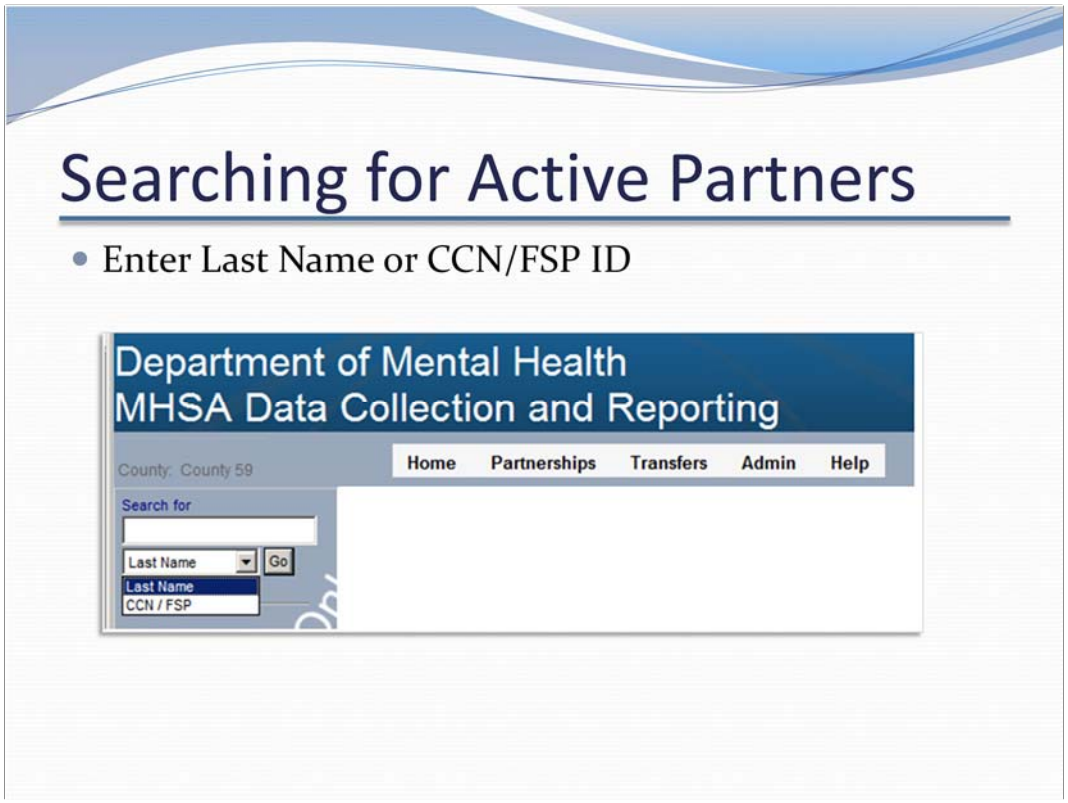
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Using DCR Home Notification Tables to Assist Partner Management", page 112 for step-by-step instructions.



The **Quarterly Assessment(s) Due Table** displays all partners who currently have a 3M due. The table will display all partners who have an upcoming 3M due in 15 days or less while noting that the 3M is 0 days overdue. The table will also display all 3Ms which are overdue by less than 30 days. This table does not display partners with 3Ms who are overdue by more than 30 days. Selecting a partner's name link will open the 3M which is currently due. You cannot enter information for a 3M which is overdue by more than 30 days from this table.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Using DCR Home Notification Tables to Assist Partner Management", page 112 for step-by-step instructions.

Notice that there may be several pages of partners listed. You can navigate to the next page of the table by selecting the page number or the **Next** link or you can select the **View All** link in the upper right corner of the table to view a list of all partners with 3Ms currently due. The table can also be sorted by any heading by simply clicking on the heading one time for ascending and twice for descending.

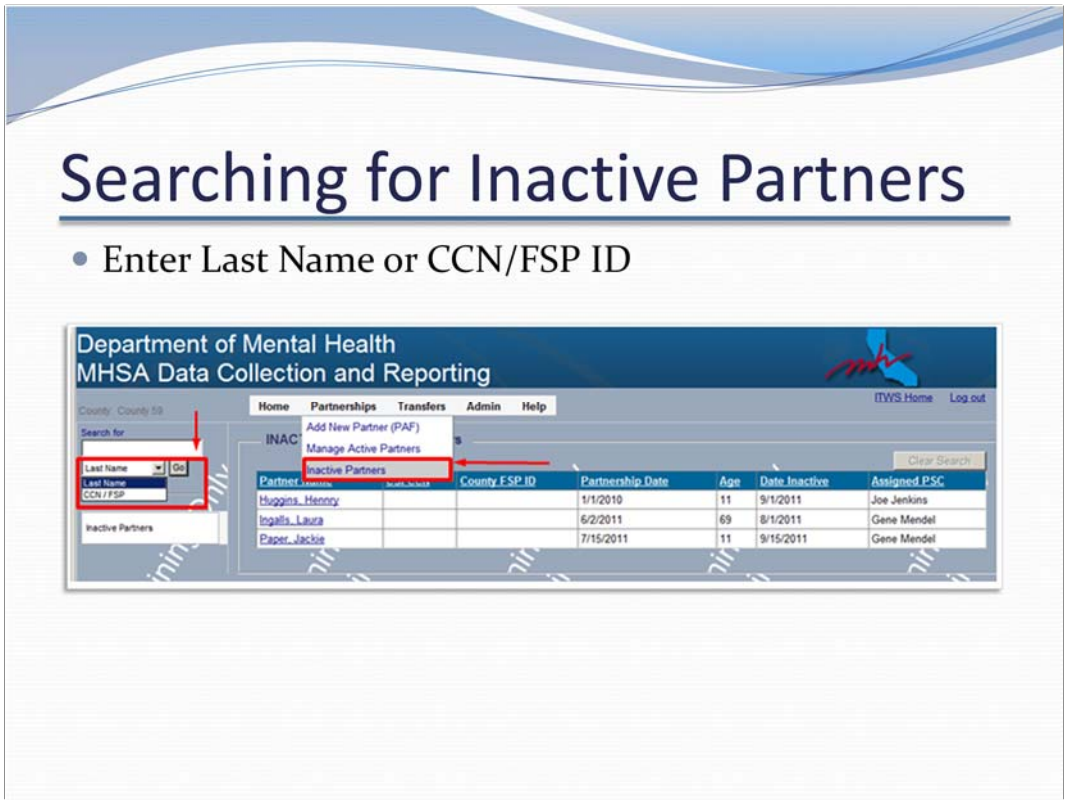


One way to locate a partner is to use the search function. On most webpages of the FSP DCR, a **Search for** box will appear on the left band of the screen. This **Search for** box is used to search for active partners on every webpage except for on two webpages.

FSP DCR Search for box searches active partners on every webpage except:
• On the **Partnerships** menu with the **Inactive Partners** submenu, the **Search for** box will search inactive partners only
• On the **Admin** menu with the **Virtual PSCs** submenu, the **Search for** box will search for PSCs only

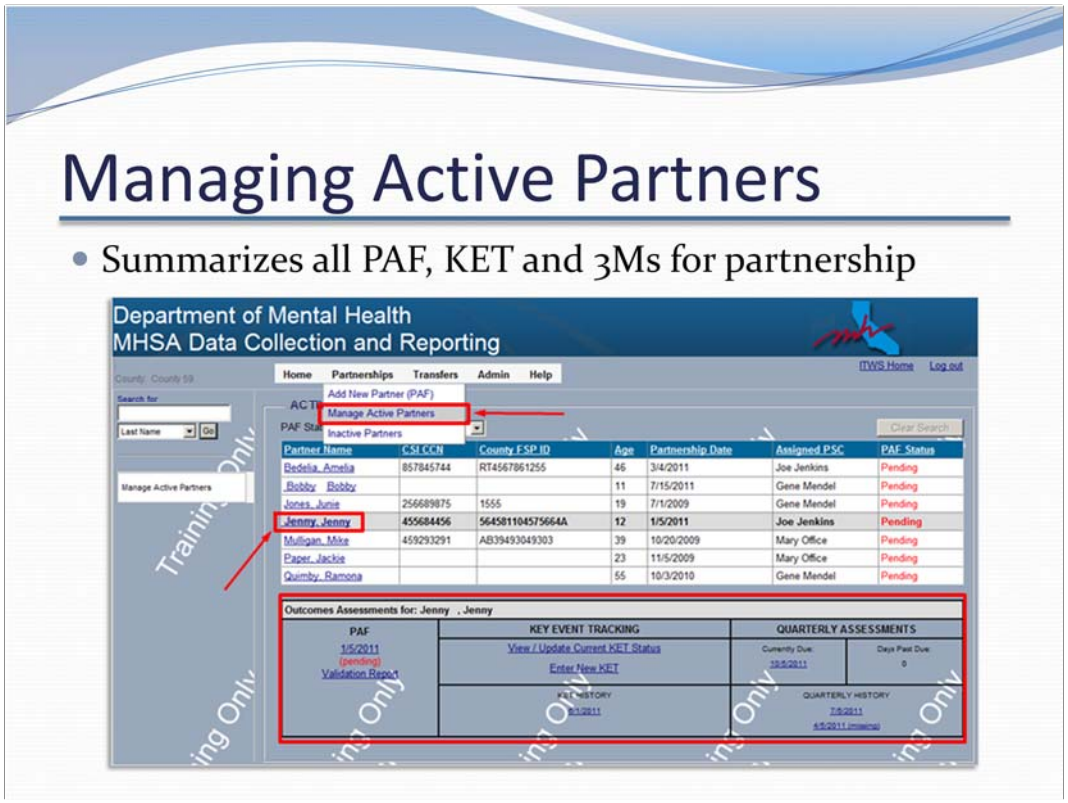
Select a searching option of either **Last Name** or **CCN / FSP** from the drop-down box, and enter the appropriate partner information for the active partner you wish to locate. Select the **Go** button. The results of the search will provide a list of matching partners in the **Active Full Service Partners** webpage.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section “Searching for Partners”, page 121 for step-by-step instructions.



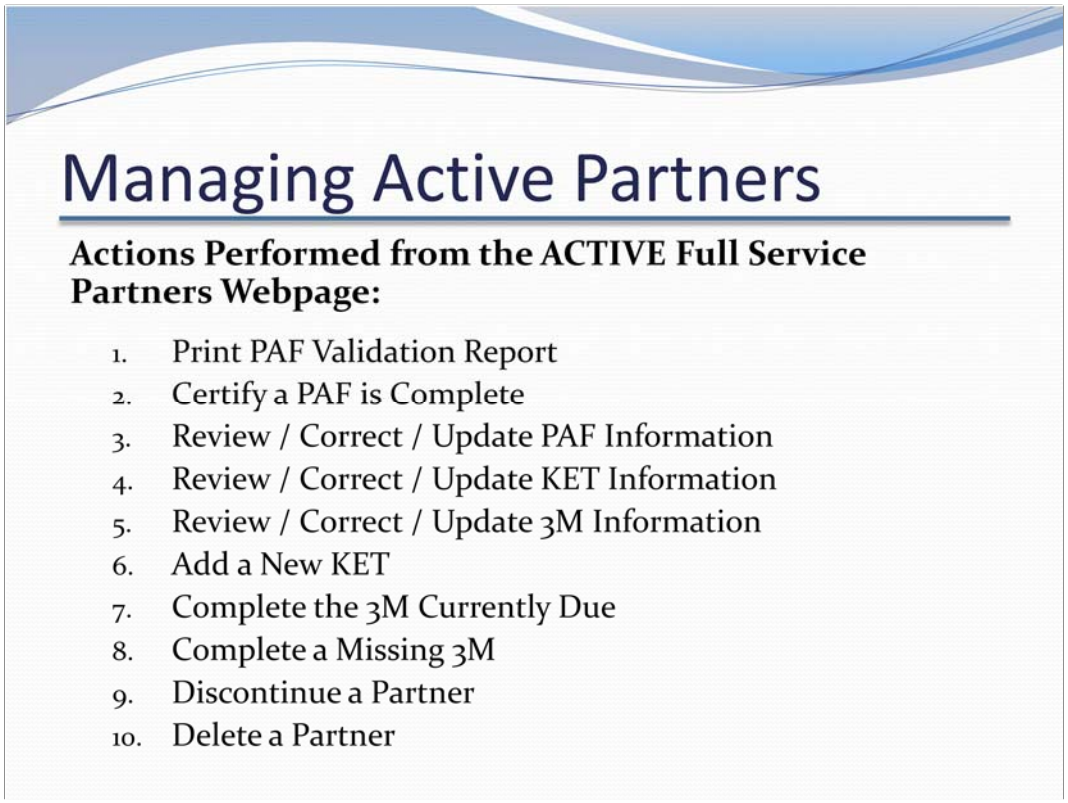
Navigate to the **Partnerships** menu and **Inactive Partners** submenu to display the **Search** for box on that page. Select a searching option of either **Last Name** or **CCN / FSP** from the drop-down box, and enter the appropriate partner information for the inactive partner you wish to locate. Select the **Go** button. The results of the search will provide a list of matching partners in the **Inactive Full Service Partners** webpage.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section “Searching for Partners”, page 121 for step-by-step instructions.



After a partnership is established, the **ACTIVE Full Service Partners** webpage summarizes all of the PAF, KET and 3M assessments that have been created for a partner. There is also a link to view all of a partner's most current KET status information. It is also the place where changes can be made to the PAFs, KETs or 3Ms, and it is the place to create new KETs or 3Ms.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Managing Active Partners", page 123 for step-by-step instructions.



Selecting a partner's name will display the **Outcome Assessment for:** table where all of the partner's assessments are organized. By selecting on the date link in the appropriate sections of the table you can perform the actions listed on this slide.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Managing Active Partners", page 123 for step-by-step instructions.

When a PAF is completed in full, the FSP DCR changes the PAF Status from "Pending" to "Complete". In some cases, there is information for a partner which cannot be obtained, and this will prevent the FSP DCR from ever recognizing the PAF as complete. One example of this is when an FSP DCR partnership is established before the partner is registered with DMH as a CSI client. In this case, the FSP DCR will not recognize the CSI CCN number as valid, and the PAF will remain in "Pending" status even if the CSI CCN and all other information is complete. Once the client is registered in the CSI system, the information will be automatically updated in the FSP DCR. However, in cases where information will remain missing for the partner, the PAF status can be manually changed from "Pending" to "Certified" complete by a user with the CA-RW role. When a PAF status is set to "Certified" complete in the FSP DCR it appears as "Complete*". Any PAFs which have been certified as complete can also be decertified to return to "Pending" status by a user with the CA-RW role.

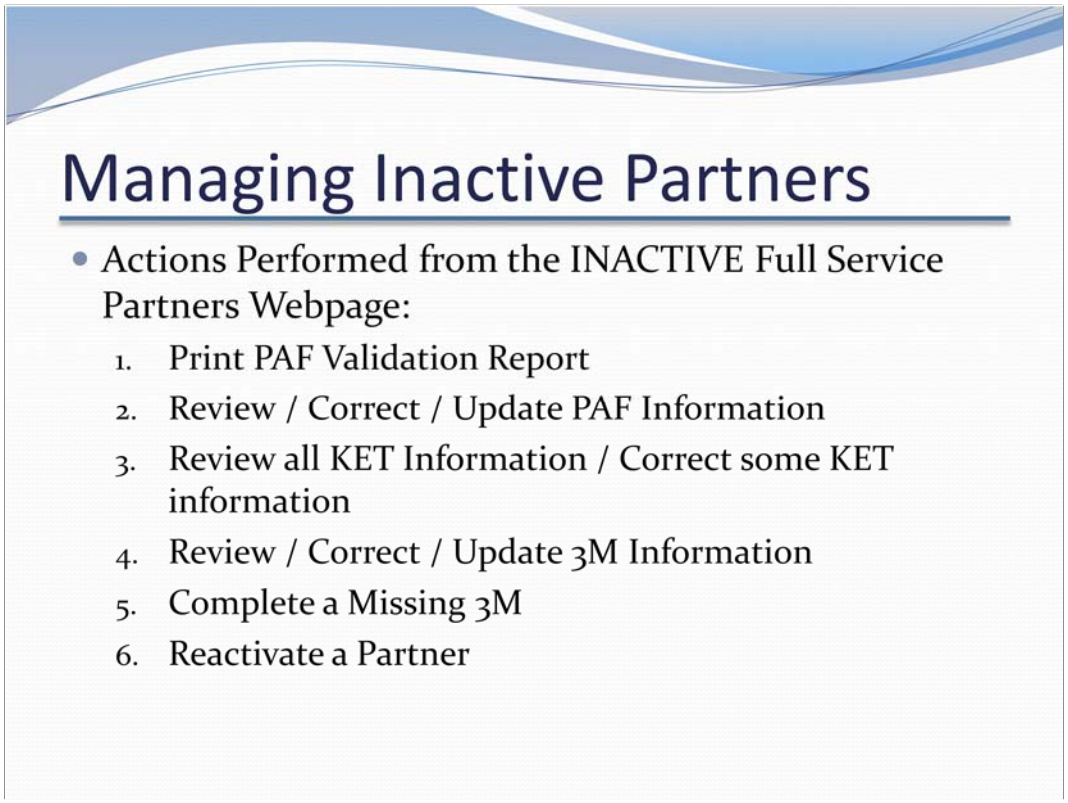
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Certifying and Decertifying a PAF as Complete", page 126 for step-by-step instructions.

Once a PAF is certified, it can be decertified from the **Manage Active Partners** website. Locate the partner of interest, and select the partner's name to show the Outcomes Assessments for: table. Below the table, a ĞĐĞdŧŚĨĿJ button will now exist. Selecting the decertify button will return the status of the partner back to "Pending".

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Certifying and Decertifying a PAF as Complete", page 126 for step-by-step instructions.

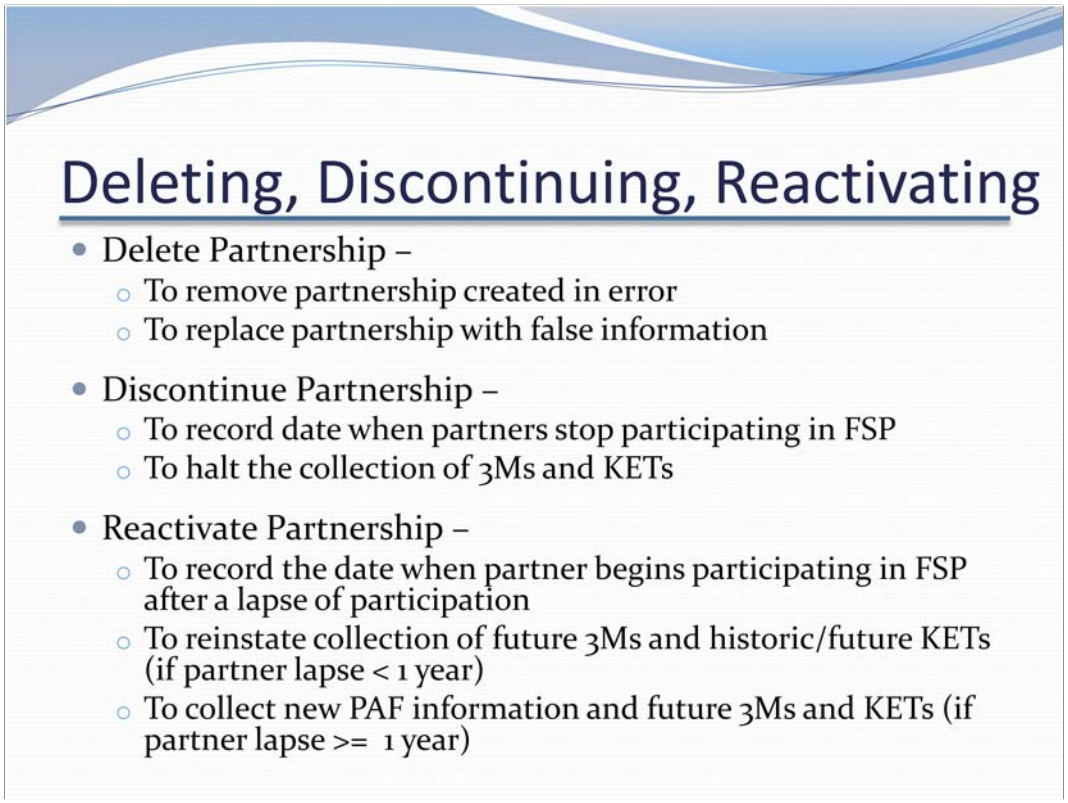
After a partnership is inactivated, the **INACTIVE Full Service Partners** webpage summarizes all of the PAF, KET and 3M assessments which were created for a partner during the last active partnership. This is also the place to reactivate a partner. Selecting a partner's name will display the **Outcome Assessment for:** table where all of the partner's assessments are organized. By entering a date in the **Date to Reactive** box and pressing the **Reactivate** button, you can reactivate the partner.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Managing Inactive Partners", page 129 for step-by-step instructions.



By selecting on the date link in the appropriate sections of the table you can perform these actions. No new KET assessments can be made while the partner is inactive, but missing 3Ms can be submitted and information in most existing KETs can be modified if required.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section “Managing Inactive Partners”, page 129 for step-by-step instructions.



Partnerships can be deleted, discontinued and reactivated. After a partnership is established, a partnership which was added to the FSP DCR by mistake, in duplicate, or for a partner who never commenced the FSP program, etc., can be deleted from the FSP DCR. A partnership in which the partner participated in the FSP program for some time, but is no longer participating can be discontinued. After a partnership is discontinued, the partner is considered inactive and the partner will appear in the section of the FSP DCR for inactive partners. An inactive partner can be reactivated. If the partner has been inactive for less than a year, then the partner can be reactivated in connection with the original PAF submitted. If the partner has been inactive for more than a year, then the FSP DCR will prompt the user to submit a new PAF form in order to reactivate the partner.

Deleting a Partnership

- Performed from original PAF

Partnership Date (mm/dd/yyyy) 05/30/2011
Partner's Date of Birth (mm/dd/yyyy) 06/05/1931
Who referred the partner? (mark one)
Self
Family Member (e.g., parent, guardian, sibling, aunt, uncle, child)
Significant Other (e.g., boyfriend / girlfriend, spouse)
Friend / Neighbor (i.e., unrelated other)
School
Primary Care / Medical Office
Emergency Room
Mental Health Facility / Community Agency
Social Services Agency
Substance Abuse Treatment Facility / Agency
Faith-based Organization
Other County / Community Agency
Homeless Shelter
Street Outreach
Jail / Prison
Acute Psychiatric / State Hospital
Other
ADMINISTRATIVE INFORMATION
RESIDENTIAL INFORMATION - includes hospitalization and incarceration
EDUCATION
EMPLOYMENT
SOURCES OF FINANCIAL SUPPORT
LEGAL ISSUES / DESIGNATIONS
EMERGENCY INTERVENTION
HEALTH STATUS
SUBSTANCE ABUSE
INDEX OF INDEPENDENT ACTIVITIES OF DAILY LIVING (ADL)
INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADL)
COUNTY USE QUESTIONS
Submit Cancel Print Delete
Expand all Domains
Message from webpage
You are about to delete this PAF and all related partnership KETs and 3Ms.
Are you sure you want to delete this partner?
OK Cancel
Delete Reason:
Partner added in duplicate.
Confirm Delete Cancel Delete
Training Only
Training Only

Partnerships are deleted by opening the original PAF and scrolling to the bottom of the form and selecting the delete button. After the partnership is deleted, the partner's information will be available for viewing in the **ACTIVE Full Service Partners** webpage when the **PAF Status Filter** drop-down box is set to **Deleted**. The partnership information cannot be changed, and the partnership cannot be reactivated at any time.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Deleting, Discontinuing and Reactivating Partnerships", page 132 for step-by-step instructions.

Discontinuing a Partnership

- Performed in new KET

Date of Partnership Status Change (mm/dd/yyyy): 7/31/2011

Indicate NEW partnership status:

- (•) Discontinuation / Interruption of Full Service Partnership and / or community services / program (indicate reason below)
- ( ) Reestablishment of Full Service Partnership and / or community services / program

If there is a DISCONTINUATION / INTERRUPTION of Full Service Partnership and / or community services / program, indicate the reason (mark one):

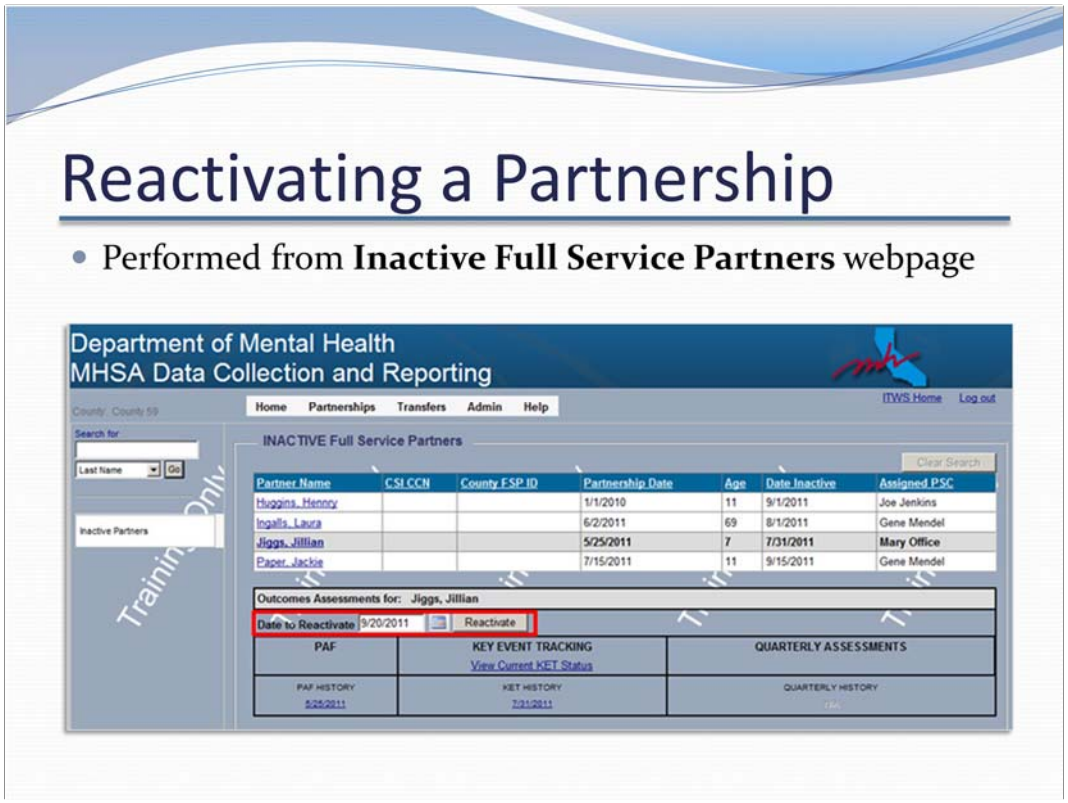
- ( ) Target population criteria are not met.
- ( ) Partner decided to discontinue Full Service Partnership participation after partnership established.
- (•) Partner moved to another county / service area.
- ( ) After repeated attempts to contact partner, s/he cannot be located.
- ( ) Community services / program interrupted – Partner's circumstances reflect a need for residential / institutional mental health services at this time (such as State Hospital).
- ( ) Community services / program interrupted – Partner will be placed in JUVENILE HALL / CAMP / RANCH.
- ( ) Community services / program interrupted – Partner will be placed in DIVISION of JUVENILE JUSTICE.
- ( ) Partner has successfully met his / her goals such that discontinuation of Full Service Partnership is appropriate.
- ( ) Partner is deceased.

RESIDENTIAL INFORMATION - includes hospitalization and incarceration (Skip this section if there are no changes)
EDUCATION (Skip this section if there are no changes)
EMPLOYMENT (Skip this section if there are no changes)
LEGAL ISSUES / DESIGNATIONS (Skip this section if there are no changes)
EMERGENCY INTERVENTION (Skip this section if there are no changes)
COUNTY USE QUESTIONS (Skip this section if there are no changes)

Submit | Cancel | Print | Expand all Domain

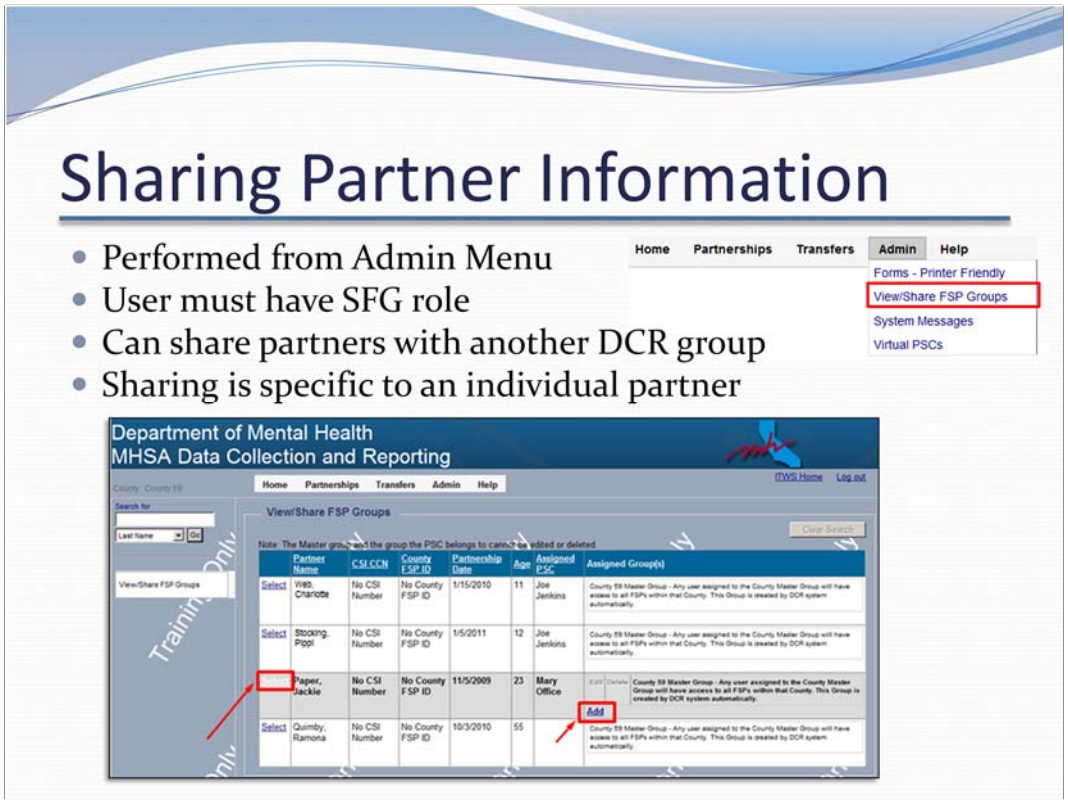
Partners who no longer participate in the FSP, for a variety of reasons, can be discontinued from the partnership. However, their information will remain in the system as an inactive partner. If the partner returns to the program, the partner can be reactivated at any point in the future. A KET is used to discontinue a partner. <u>However, no other information about the partner should be entered on the same KET which is used for the partnership status change (i.e., discontinuation or reactivation). A KET which contains a partnership status change cannot be edited or deleted at any point.</u> Therefore, other information about the partnership should be submitted in a separate KET from the partnership status change in order to reserve the ability to update or correct the information at a future point.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Deleting, Discontinuing and Reactivating Partnerships", page 132 for step-by-step instructions.



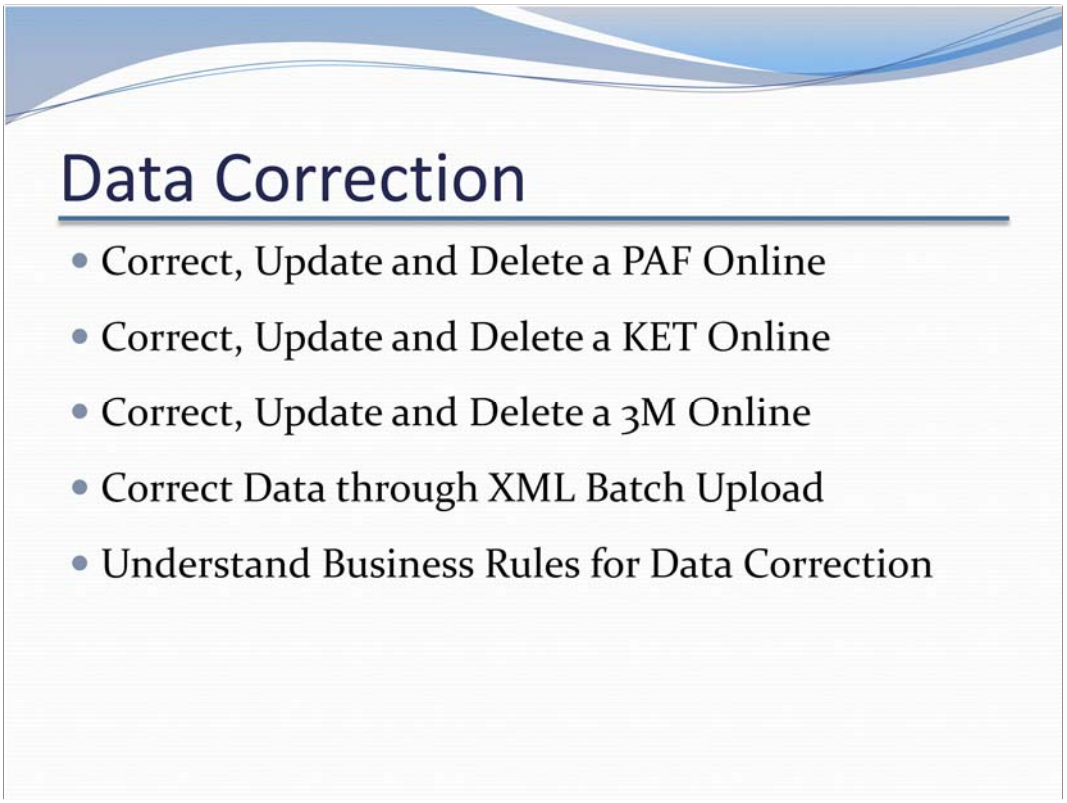
Reactivation of a partner is performed from the **Inactive Full Service Partners** webpage. DCR user should locate and select the correct partner from the table of inactive partners, and then enter a date and select the **ZĞĂĐŧŝĂŧĞ** button. If the gap in partnership was less than a year, then a reactivation KET will be recorded for the partner. Coordinators are expected to collect and submit all relevant key events which occurred for the partner during the lapse from the program. If the gap in partnership was greater than a year, then the FSP DCR will open a new PAF form with the partnership information entered for the partner. All other parts of the new PAF need to be completed with updated information for the partner. The PAF must be submitted for the partner to be reactivated. In this case, coordinators do not need to collect or submit any information from the partner's time during the lapse of participation.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Deleting, Discontinuing and Reactivating Partnerships", page 132 for step-by-step instructions.

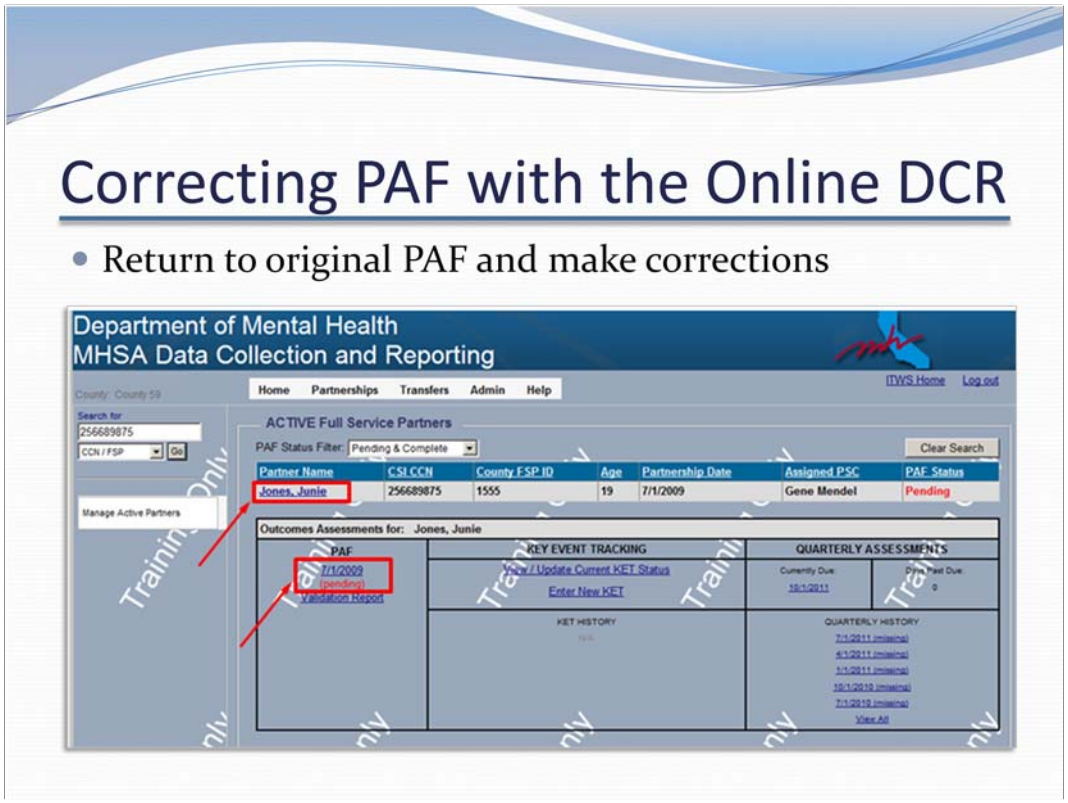


It may be necessary to temporarily "share" the access to the partner's information in the event that the FSP DCR user who normally manages the partner's data will be unavailable (e.g., on leave, vacation or another assignment, etc.). In order for a FSP DCR user to have the ability to share a partner's data with another group of FSP DCR users, the user must be assigned the SFG role. When a user has been assigned the SFG role, the user can access the **View/Share FSP Groups** under the **Admin** menu. Users can then share a partner's information with another group of FSP DCR users. Sharing is performed on an individual partner basis, and the action of sharing must be repeated for all partners who will need to be shared.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 10, Section "Sharing Partner Information", page 138 for step-by-step instructions and a complete list of user roles.



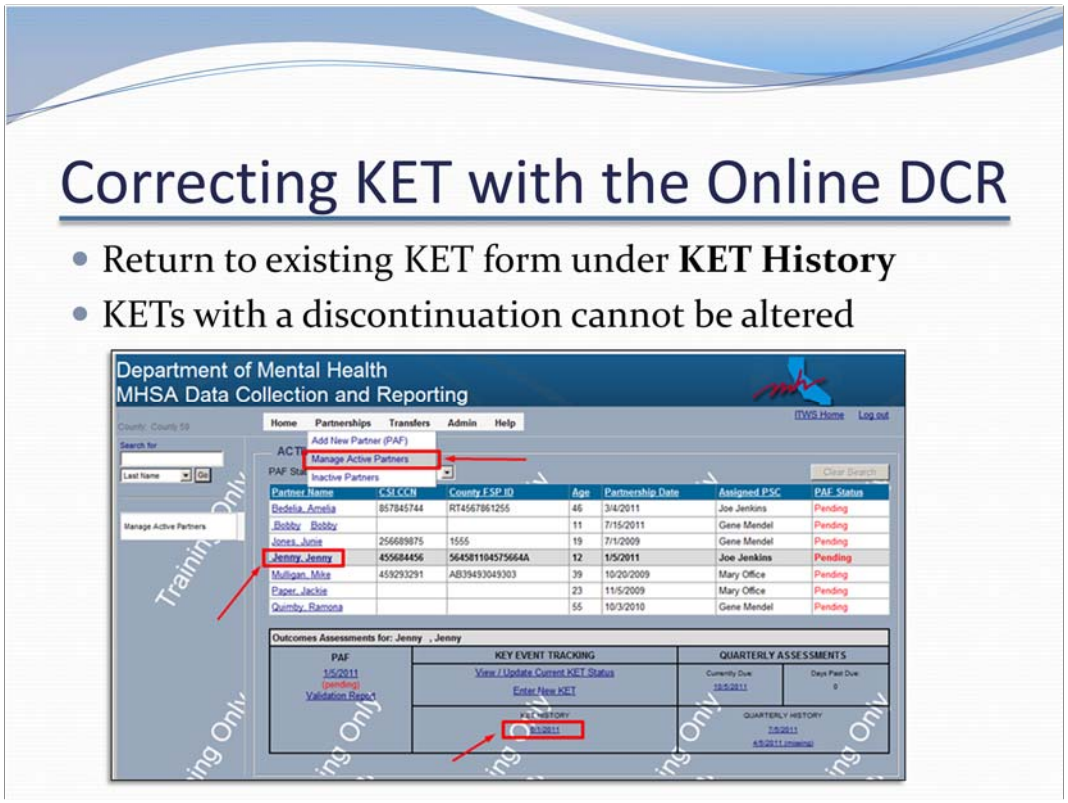
Missing data can be added or incorrect data can be corrected in the FSP DCR. Users can overwrite existing information on a partner's PAF, KETs or 3Ms through the online FSP DCR or via XML batch upload. KETs and 3Ms cannot be deleted, but all incorrect information for the assessments can be cleared such that no incorrect data remains in the database. An understanding of the business rules for data correction will assist users in knowing how and where to correct information in the FSP DCR.



False information on the PAF can be corrected, and missing information on a PAF can be updated for active or inactive partners. The partnership date cannot be updated on the PAF. However, other partnership information & administrative data fields can be corrected or updated in the PAF. The corrections and updates on some administrative fields will immediately be present throughout all KETs and 3M assessments as well.

When correcting a partner's birth date on the PAF, the age group for the partner at the time the partnership was established could change. If a correction to the birth date results in a change of age group at the time of the partnership, the PAF form will not update to the appropriate PAF type to accommodate the change. Therefore, in this case, the partnership should be deleted and recreated in the FSP DCR. If the change to the birth date does not change the age group for the partner for any assessments already entered into the FSP DCR, then proceed with changing the birth date.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 11, Section "Correcting, Updating and Deleting a PAF with the Online FSP DCR", page 139 for step-by-step instructions.

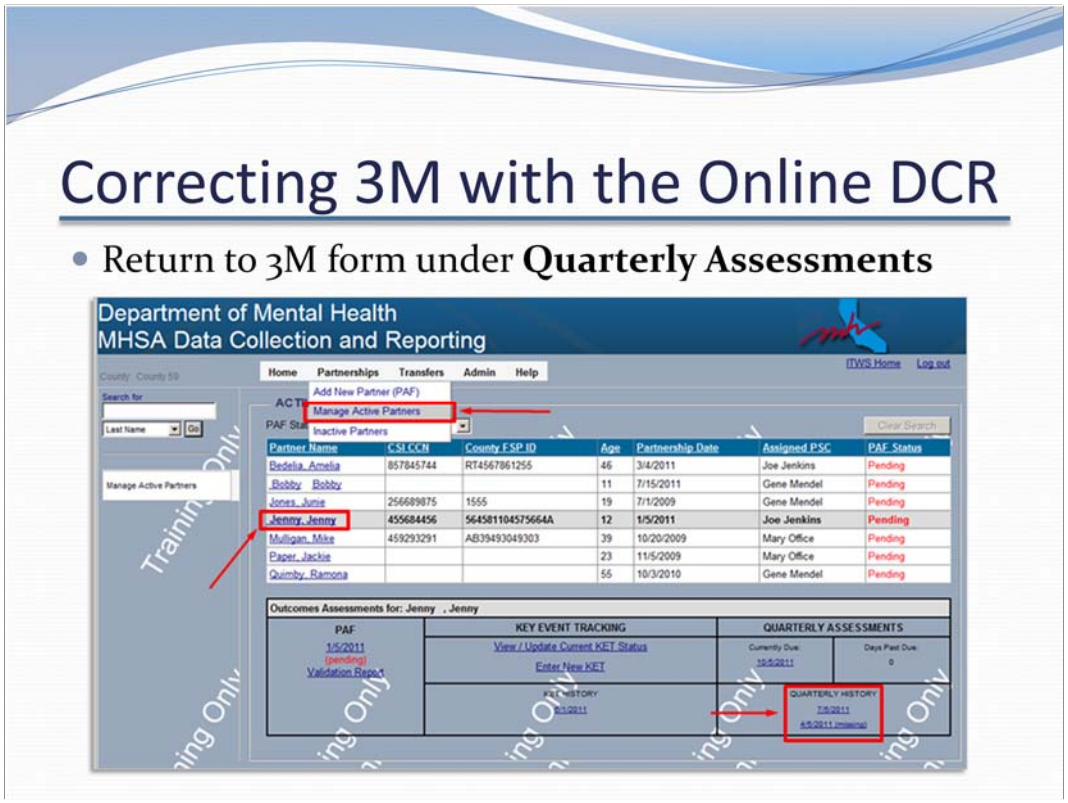


False information on KETs** can be corrected and missing information on KETs** can be updated for active and inactive partners. KETs cannot be deleted at this time with the FSP DCR, but all incorrect information in a KET** can be cleared. Inactive partners cannot have new KETs created, but information in existing KETs can be added or updated.

KET**: This only applies to KETs which do not contain a partnership status change (i.e., discontinuation or reestablishment). KETs which contain a discontinuation or reestablishment cannot be updated, changed or deleted at any time.

To correct a KET, select the active or inactive partner, and then return to the existing KET form by selecting the link under **KET History**.

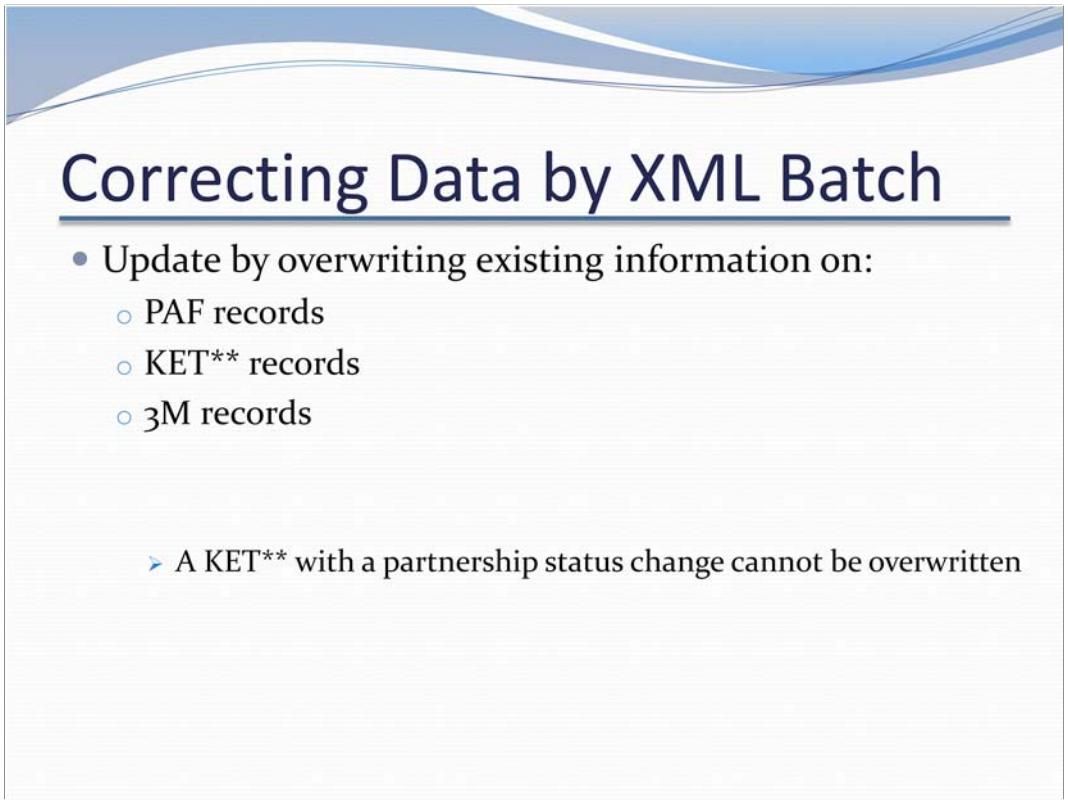
Refer to the FSP DCR User Manual (1/17/2012) at Chapter 11, Section “Correcting, Updating and Deleting a KET with the Online FSP DCR”, page 142 for step-by-step instructions.



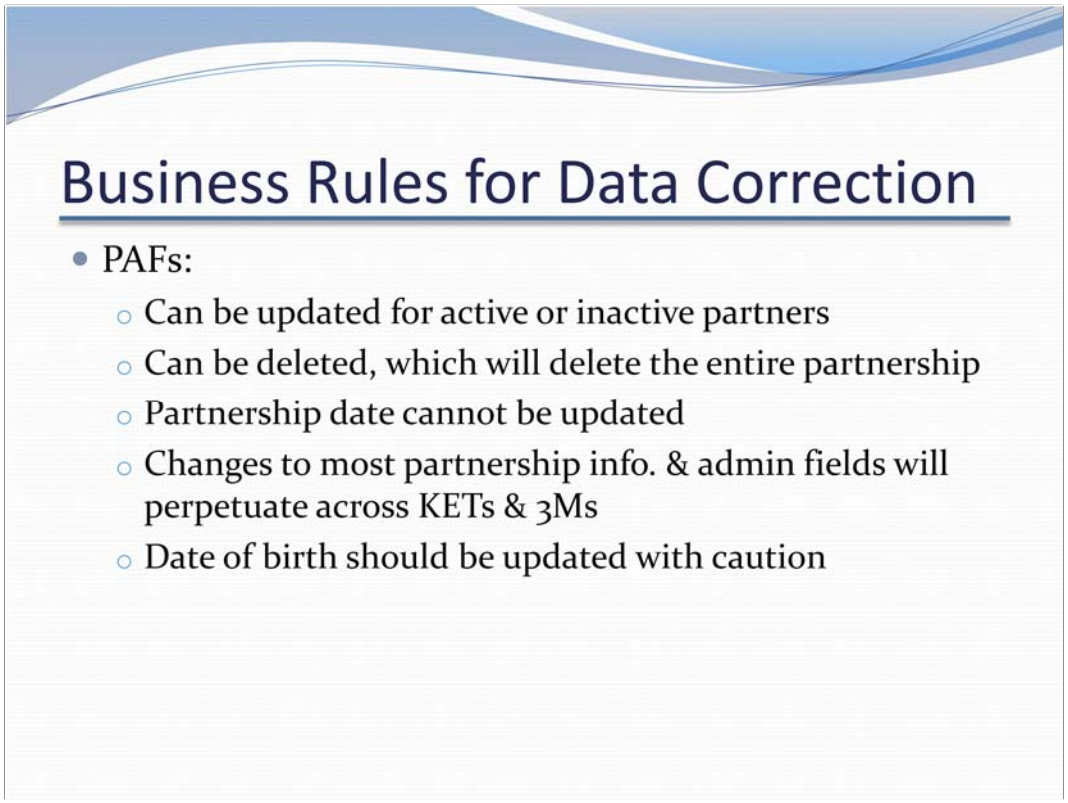
False information on the 3M can be corrected, and missing information on a 3M can be updated for active or inactive partners. 3Ms cannot be deleted at this time with the FSP DCR, but all incorrect information in a 3M can be cleared. However, clearing all information from a 3M will not restore its original **(missing)** status as is seen for new empty 3Ms which are also awaiting completion.

The partner information, such as partner name and birth date, cannot be updated on the 3M. However, partner information can be corrected or updated in the PAF, and changes in the PAF will then be displayed throughout all current or new KETs and 3Ms.

Refer to the FSP DCR User Manual (1/17/2012) at Chapter 11, Section “Correcting, Updating and Deleting a 3M with the Online FSP DCR”, page 148 for step-by-step instructions.

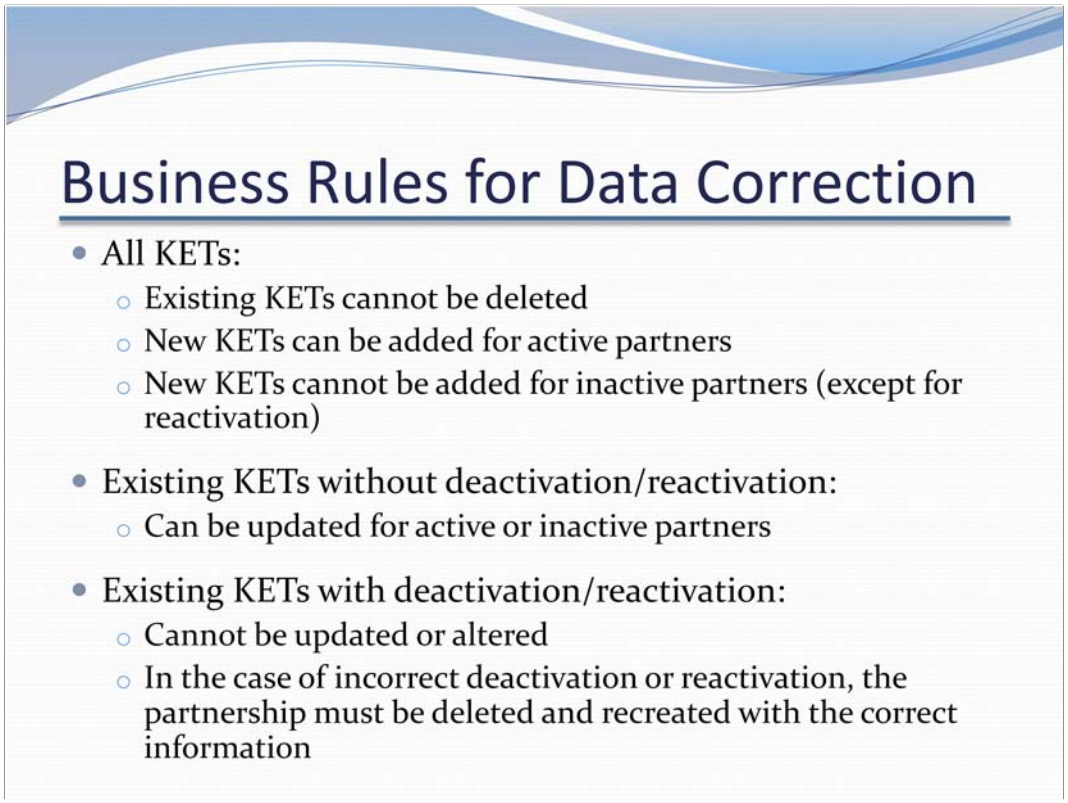


Data can be corrected and updated through XML batch updates. Updated PAF, KET and 3M records can overwrite existing information in the FSP DCR with similar constraints as apply for the online FSP DCR.

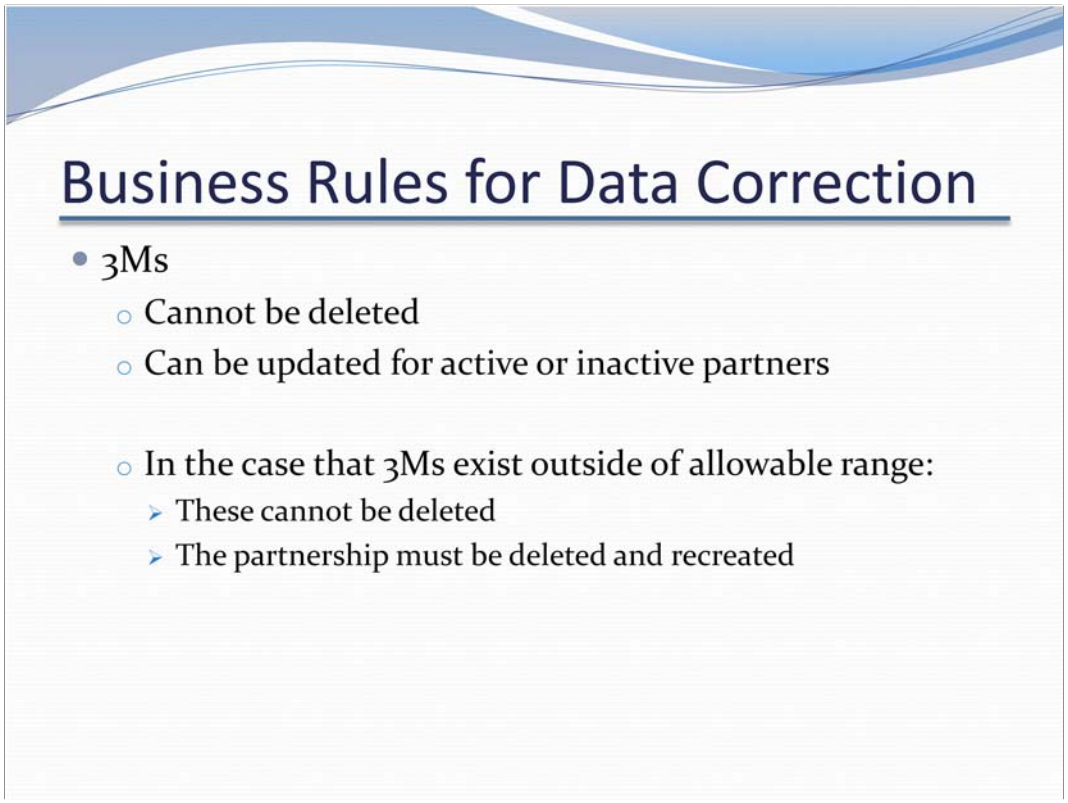


An overview of the business rules for data correction relating to the PAFs is listed on this slide.

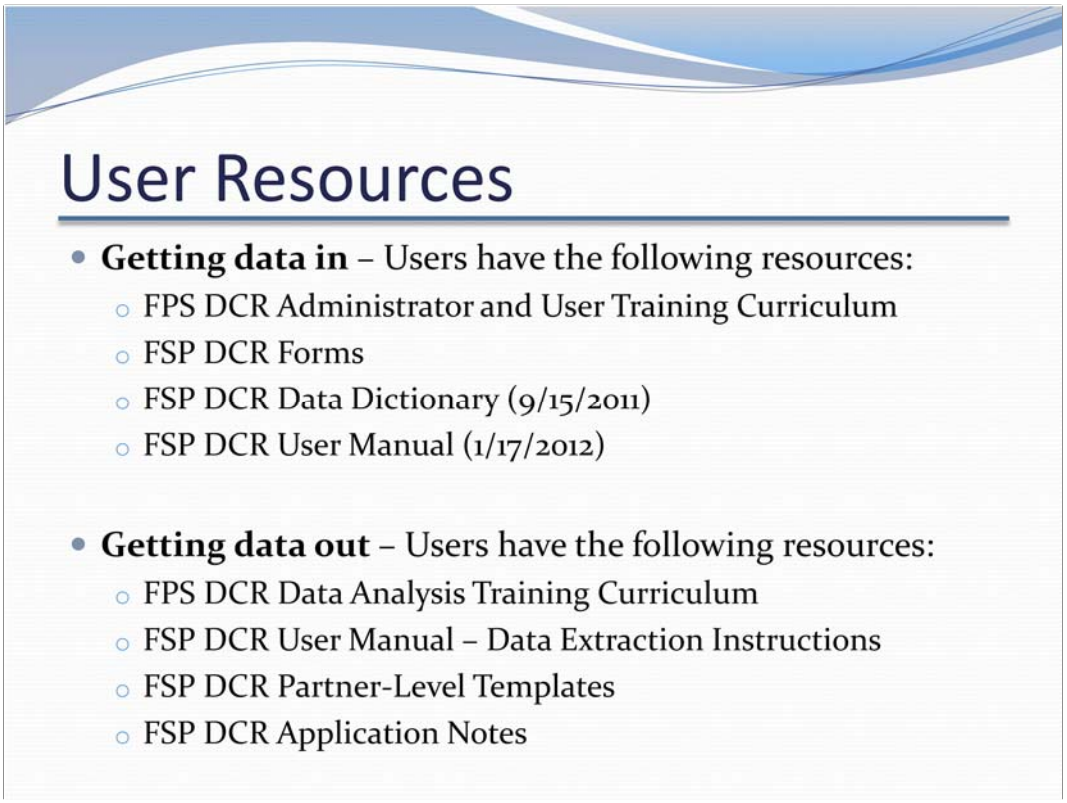
When correcting a partner's birth date on the PAF, the age group for the partner at the time the partnership was established could change. If a correction to the birth date results in a change of age group at the time of the partnership, the PAF form will <u>not update</u> to the appropriate PAF type to accommodate the change. Therefore, in this case, the partnership should be deleted and recreated in the FSP DCR. The birth date should only be changed if the change to the birth date does not change the age group for the partner for any assessments already entered into the FSP DCR.



An overview of the business rules for data correction relating to the KETs is listed on this slide. There are some cases in which data cannot be corrected on a KET, and the partnership must be deleted and recreated in the DCR so that only the correct partnership information is stored in the DCR.



An overview of the business rules for data correction relating to the 3Ms is listed on this slide. There are some cases in which 3M outside the allowable range cannot be deleted, and the partnership must be deleted and recreated in the DCR so that only the correct partnership information is stored in the DCR.



This FSP DCR Administrator and User Training Curriculum provides an overview of the FSP DCR Forms, FSP DCR Data Dictionary (9/15/2011) and FSP DCR User Manual (1/17/2012). The FSP DCR Administrator and User Training Curriculum is available for download as a PowerPoint presentation or a handout with presenter's notes. Trainers can use this curriculum to provide training internally to new staff using the FSP DCR.

There are additional resources covering aspects of extracting and analyzing the FSP DCR data. The FSP DCR Data Analysis Training Curriculum covers the data extraction instructions in the FSP DCR User Manual (1/17/2012) as well as how to access and use FSP DCR Partner-Level Templates to view a summary of a partner's data. The training also reviews the FSP DCR Application Notes which provide instruction for creating specific reports from the DCR CSV data extraction files.