

FSP DCR Training for Administrators

This training was funded by the MHSOAC.

Training Overview

1. Enrolling and Certifying a County
2. Managing DCR Users
3. Data Reporting Options

Reference Materials

- FSP DCR Data Dictionary (9/15/2011)

Home	Systems	MHSA Information	Functions	Utilities	Support	Logo
		Information				
Title					Last Updated	
System Require		System Messages				
Original DCR S		Contact Us				
Online DCR R		CSI Information				
Personal Com		Frequently Asked Questions				
Design and Te		IT Meetings				
Internet Brows		Technical Information				
DCR Data Model Options Analysis		User Manuals and Instructions				
MHSA DCR Data Model		Reference Information (Aid Codes)				
FSP DCR Data Dictionary		Related Links				
XML Information		Search				

Reference Materials

- FSP DCR User Manual (1/17/2012)

Department of Mental Health Department of Mental Health Department of Mental Health Home Systems MHSA Information Functions Utilities Support Logout Department of Mental Health Department of Mental Health Department of Mental Health

MHSA

Instructions

Training for the

Currently, the DMH Performance Outcomes and Quality Improvement Partnership (FSP) Outcomes Assessment data. County staff will not be able to use the system and submit data until they are 'certified' as having received the training for more information.

Outcomes Assessment

for counties who are preparing to collect and submit Full Service Technology Web Services (ITWS) Mental Health Services Act (MHSA) data. For more information on the MHSA Training page at <http://www.dmh.ca.gov/POQI/trainingMHSA.asp>

User Manuals and Instructions

Title	Last Updated
Instructions	
Importing XML into an Access Database	06/18/07
DCR Client Level Report Template	02/16/12
DCR User Manual	02/16/12
CIMH webcast Training: new Reporting Requirements for DIG/MHSA	
March_8th_Webcast_CSI.ppt	03/07/06
March_8th_Webcast_FSP.ppt	03/07/06
March_8th_Webcast_FSP_handouts.pdf	03/07/06

Enrolling and Certifying a County

This Section Covers:

- Identifying County Reporting Method
- Identifying County Business Method
- Identifying a Group Structure
- Registering an Approver Designee
- Enrolling as a New ITWS User with Approver Designee Status
- Enrolling as an Existing ITWS User with Expanded Approver Designee Membership
- Creating FSP Program ID Codes
- Submitting Test Data to the FSP DCR Test System
- Requesting to Become a Certified County

Steps for Enrolling and Certifying

1. The county identifies a reporting method (DCR or XML County)
2. The county identifies its business method
3. The county identifies its group structure
4. The county registers and trains an Approver Designee
5. The county registers Program ID Codes with DMH
6. The county successfully submits test data in the FSP DCR Test Environment

Note: XML counties have additional requirements

Identifying County Reporting Method

1. Online Individual Form Entry

= “DCR Counties”

2. Batch XML File Submission

Identifying County Business Method

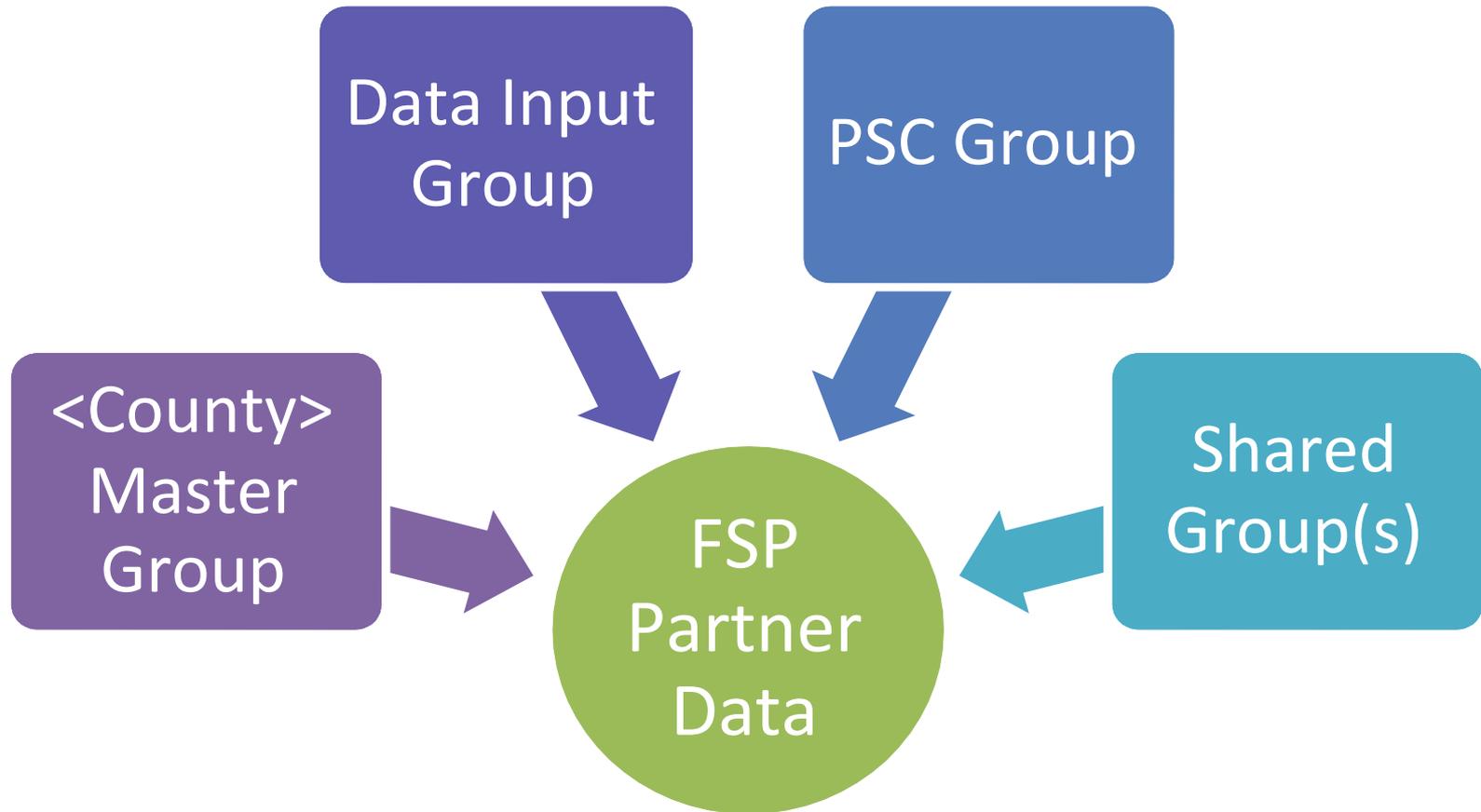
1. XML batch uploaded by a vendor
2. Online individual form entry by each provider
3. Online individual form entry by each coordinator
4. Online individual form entry by the county/vendor on behalf of all providers

Identifying a Group Structure

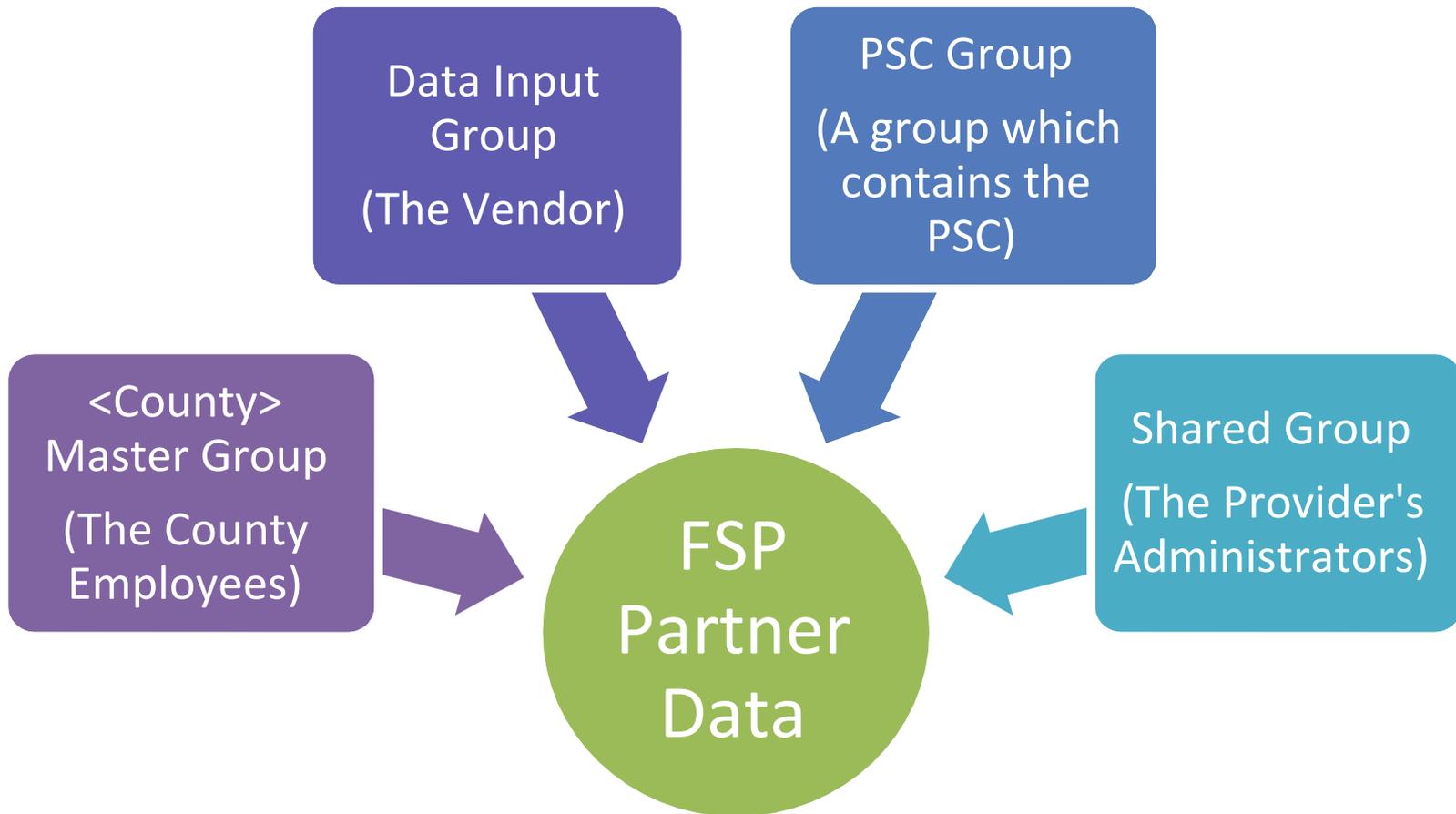
- FSP partner's data can be viewed by any user who:
 1. Is assigned to the "<County> Master Group"
 2. Is in the same group as the user who submitted data
 3. Is in same group as the PSC assigned to the partner
 4. Is in same group to which the partner information has been shared (Shared Group)

Note: PSC = Partnership Service Coordinator

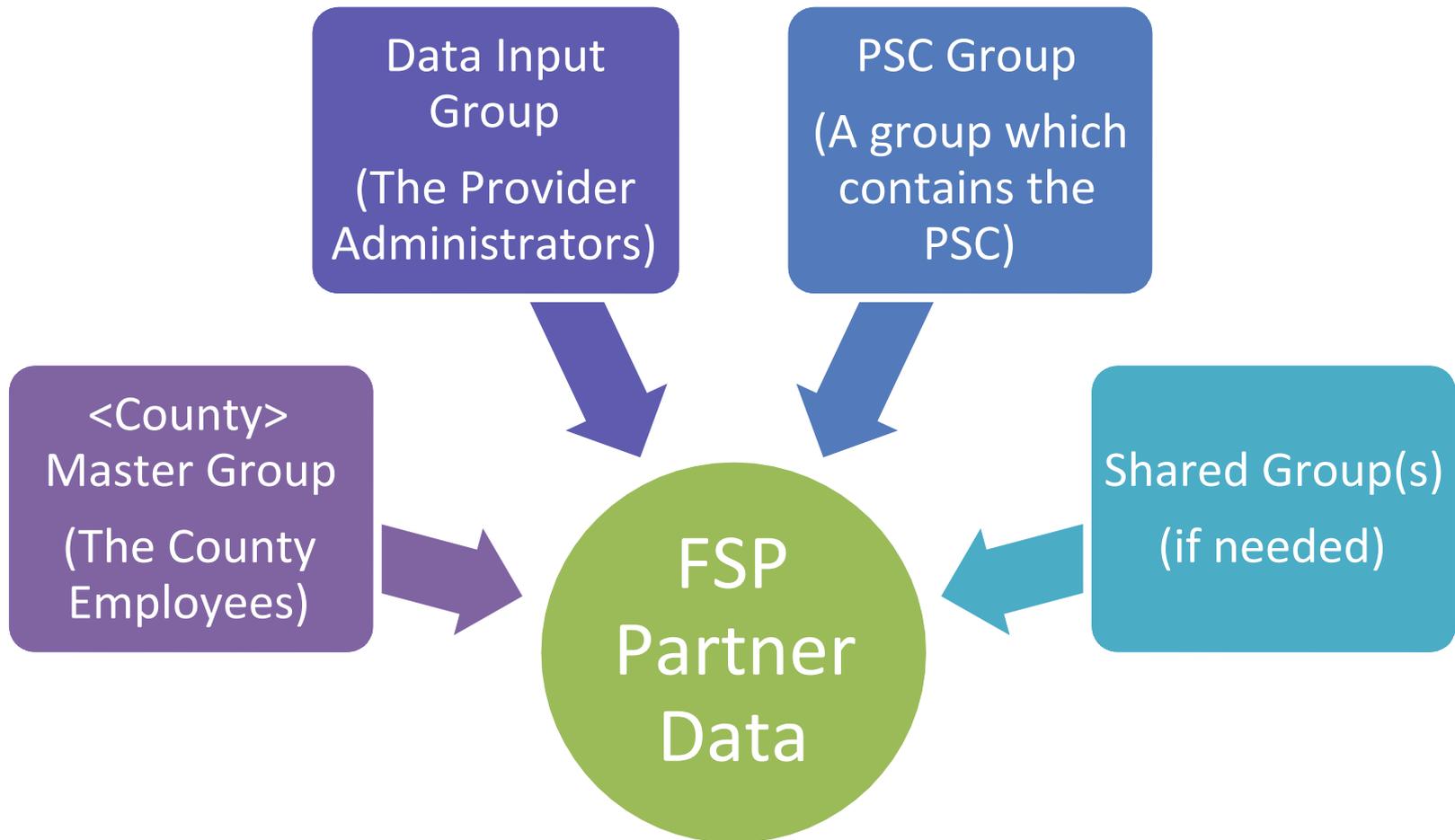
Identifying a Group Structure



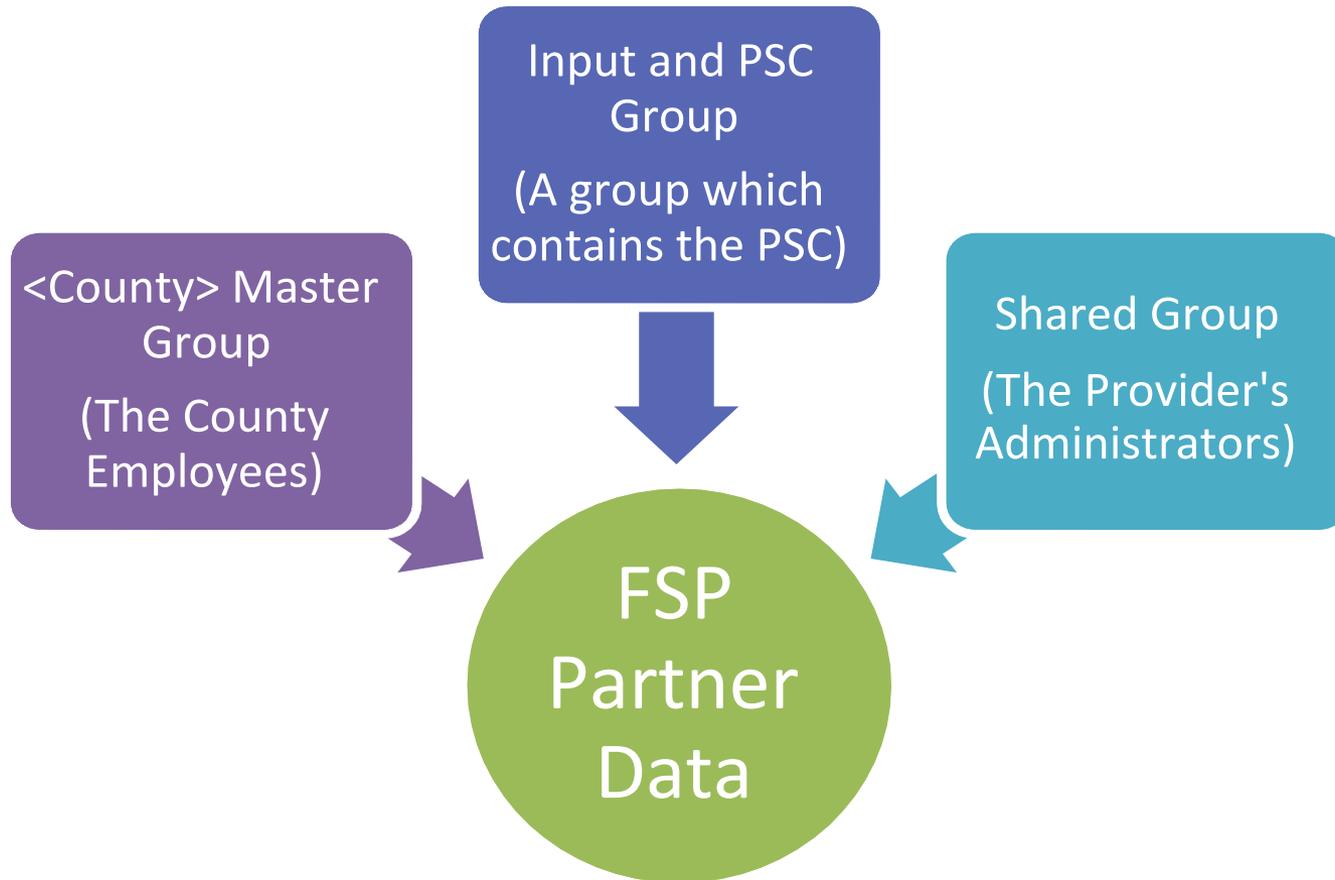
XML Batch by County/Vendor



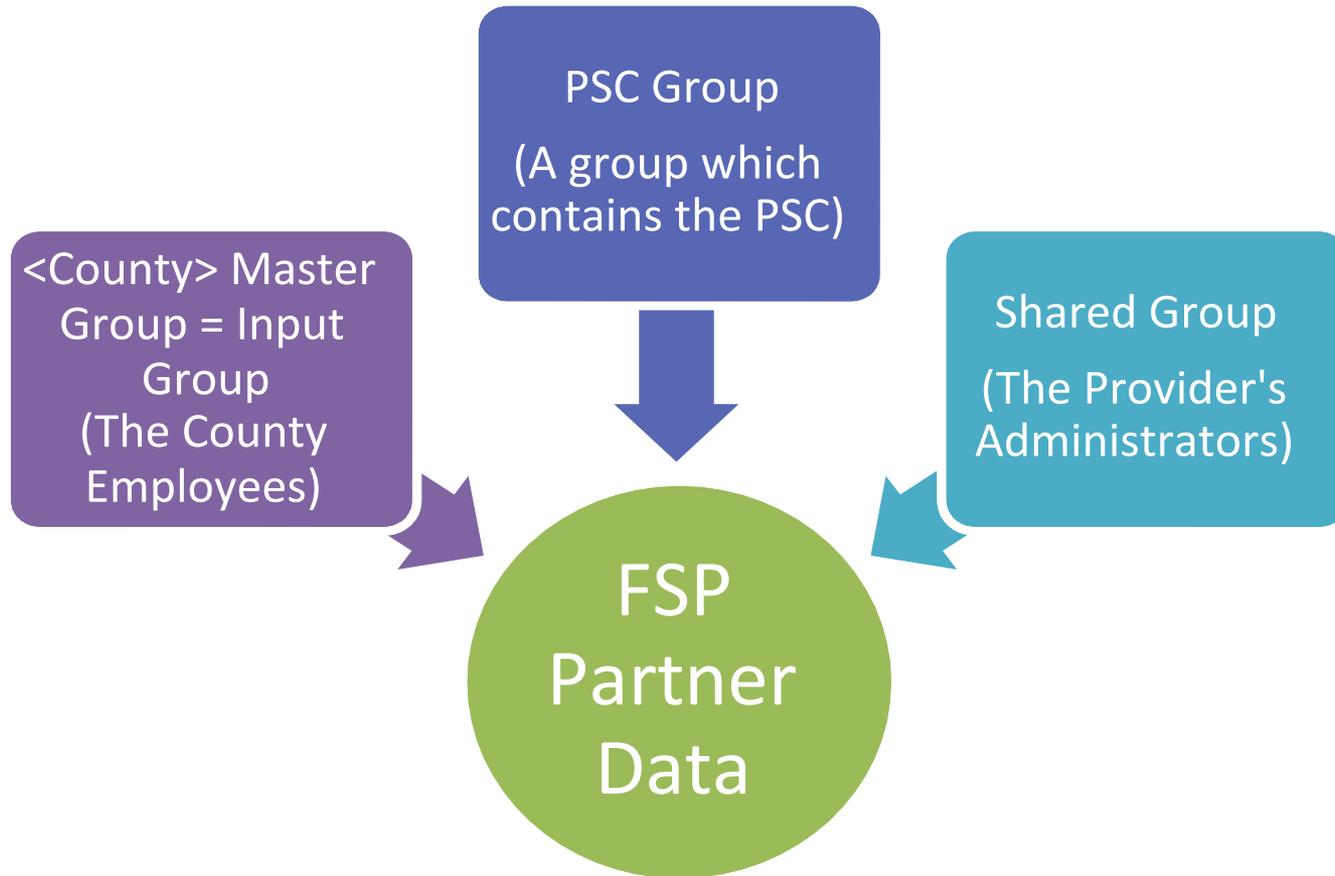
Online Entry by Provider Admin.



Online Entry by PSCs



Online Entry by County



Registering an Approver Designee

- An Approver Designee must:
 - Authorize users to access ITWS and FSP DCR
 - Create groups
- Separate approvers can be designated for each organization
- The County Mental Health Director must sign
- Fill out the form MH3273 on ITWS to become an

Creating FSP Program ID Codes

- FSP Program IDs must be created in the database by DMH
- To create a Program ID for each FSP program:
 - Write email to DMH at POQI.Support@dmh.ca.gov
 - Provide the 4-character Program ID
 - Provide program description (up to 250 characters)

Submitting Test Data to the FSP DCR Test System

- DMH Approves a Test submission
 - Create a partner in the online DCR (or)
 - Submit a batch of partners through XML
- Test submissions must include PAF, KET and 3M assessments

Requesting to Become a Certified County

- Write an email to DMH at POQI.Support@dmh.ca.gov
 - Must have completed six requirements listed previously

Managing DCR Users

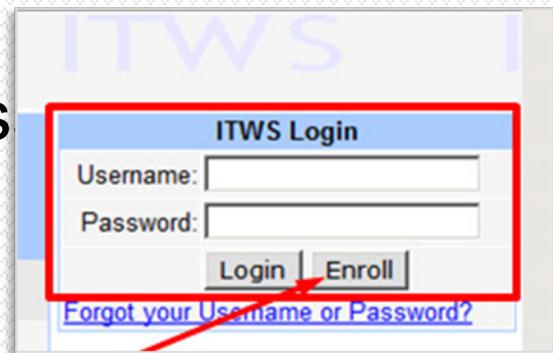
This Section Covers:

- Enrolling a New ITWS User for Access to the FSP DCR
- Enrolling an Existing ITWS User for New Access to the FSP DCR
- Understanding User Roles
- Accessing the ITWS Approver Management Interface
- Assigning and Removing Roles for FSP DCR Users
- Managing Groups
- Assigning and Removing Groups for FSP DCR Users
- Managing User Requests for Access to the FSP DCR
- Managing Partnership Service Coordinators (PSCs)

Enrolling ITWS Users for Access to the FSP DCR

- Approver Designee approves:
 - New users to enroll in the ITWS system with permission for FSP DCR
 - Existing ITWS users to have permission to access the FSP DCR

- Enroll process



ITWS Login

Username:

Password:

Login Enroll

[Forgot your Username or Password?](#)

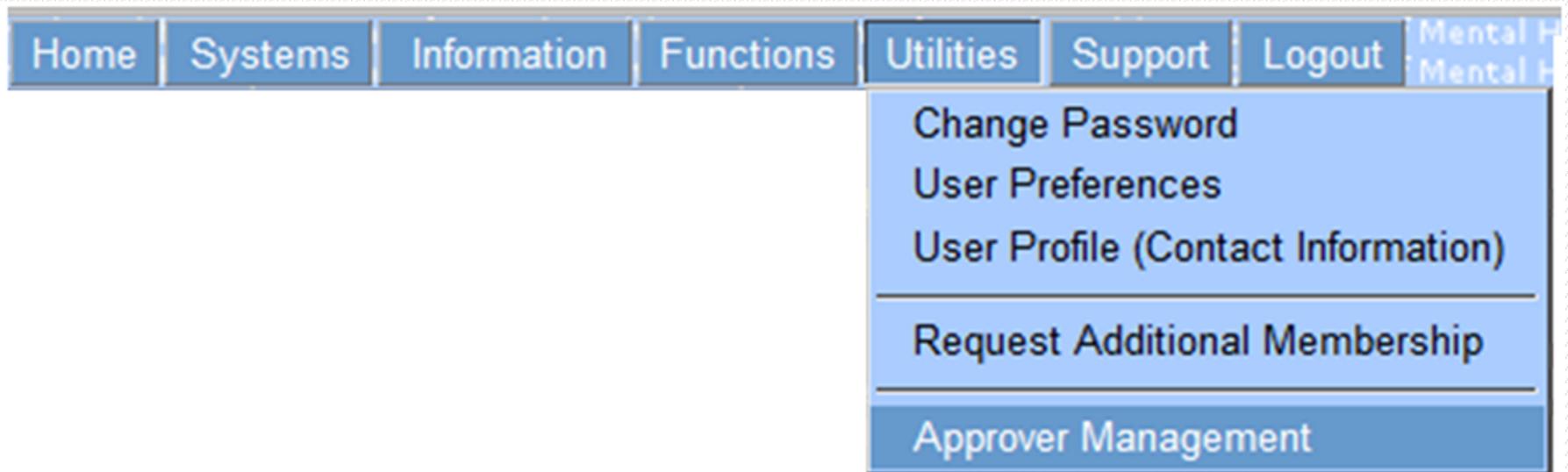
login screen

Understanding User Roles

1. Generic Read Only (RO)
2. Generic Read/Write (RW)
3. Partnership Service Coordinator, Read Only (PSC-RO)
4. Partnership Service Coordinator, Read/Write (PSC-RW)
5. County Administrator, Read Only (CA-RO)
6. County Administrator, Read/Write (CA-RW)
7. State System Administrator (SSA)
8. Share FSP Group (SFG)
9. XML-Upload (XML-U)

Accessing the ITWS Approver Management Interface

- Via ITWS at: <https://mhhitws.cahwnet.gov>



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

The screenshot displays a web application interface for user management. At the top, there is a navigation menu with links: Home, Systems, Information, Functions, Utilities, Support, Logout, and a 'Health Department' logo. Below the navigation is a yellow banner with the text 'User Information - Return to Approver Management'. The main content area is titled 'User Information' and contains the following details:

Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim, CA, 12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

Below the user information, there are two sections:

- User Group for MHS System - Assign Group:** A table with columns 'Name', 'Description', and 'Remove'. It contains one entry: 'Group C' with description 'Group C Test Group' and a 'Remove' link.
- User Roles for MHS System - Assign Role:** A section with a 'Primary Role:' dropdown menu and a table with columns 'Name', 'Description', and 'Remove'. The table currently shows 'No Records Found!'. A red box highlights the 'Assign Role' link, and a red arrow points to it.

Managing Groups

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

Approver Management

Maintain Organization: 69 - Test County System: MHSA

[Maintain MHSA Groups List](#)

Pending Requests (4) - for MHSA system

User	Request Type	User Organization	Title	Date Submitted
Munny Chitneni	Pending Resource	DMH-IT	Staff Programmer Analyst	12/5/2005 4:16:00 PM
Dusk Kurtz	Pending Membership	DMH-HIPAA	Staff Information Systems Analyst	10/3/2006 9:49:00 AM
Ignore Request	Pending Enrollment	69 - Test County	tester	10/18/2006 10:05:00 AM
Atfab Khan	Pending Enrollment	69 - Test County	QA Consultant - Deny Access	4/16/2007 1:21:00 PM

Enrolled Users (52) - for MHSA system

Name	User Organization	Title	Group	Role	Approved
Atfab Khan	69 - Test County	QA Consultant	Missing	County Administrator, Read/Write (CA-RW)	Apr 25 2007 1:48PM by MHSA ADMIN
Atfab Khan	Test	QA Consultant - Provider	Missing	Missing	Apr 17 2007 10:56AM by MHSA ADMIN

Assigning and Removing Groups for FSP DCR Users

- A user must be assigned to one group
- A user can be assigned to only one group
- The Approver Designee is responsible for assigning and removing a group
- Performed via ITWS Approver Management Interface
- The current group must be removed first before a new group can be added for a user

The screenshot displays the 'User Information' page for a user named Mickey Mouse. The user's details include: Username: MMOUSE, Title: Chief Entertainer, Street: 001 Disneyland Drive, City: Anaheim, CA, 12345, Phone: (949) 123-4567, and Enrollment Request Approved Date: 7/2/2007 11:21:00 AM. Below the user information, there are two tables. The first table, 'User Group for MHS System', has a red box around the 'Assign Group' link and a red arrow pointing to the 'Remove' link for 'Group C'. The second table, 'User Roles for MHS System', shows 'No Records Found!'.

Name	Description	Remove
Group C	Group C Test Group	Remove

Name	Description	Remove
No Records Found!		

Managing User Requests for Access to the FSP DCR

- The Approver Designee approves user requests for enrollment via ITWS Approver Management interface

The screenshot displays the 'User Information' page for a user named 'MOUSE'. The page includes fields for Username, Email, User Type, and Enrollment Request Submitted Date. Below this, there are two sections: 'User Group for MHS System' and 'User Roles for MHS System'. The 'User Group' section shows one group, 'Group C Test Group'. The 'User Roles' section shows no records found. At the bottom, there is a table titled 'Pending Memberships for MHS System' with columns for System, Organization, Function, Approve, Deny, and Pending. The table lists two pending memberships for the MHS system, one for 'System Information and Documentation' and one for 'DCR Application'. A 'Process' button is located at the bottom of the page.

User Information - [Return to Approver Management](#)

User Information

Username: MOUSE Title: Chief Entertainer
Email: Traci.Fujita@dmh.ca.gov City|State|ZIP: Anaheim,CA,12345
User Type: County Employee Phone: (945) 123-4567
User Organization: Test County Fax:

Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM Enrollment Request Approved:

User Group for MHS System - [Assign Group](#)

Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHS System - [Assign Role](#)

Primary Role:

Name	Description	Remove
No Records Found!		

Pending Memberships for MHS System

System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help ?](#)

- User must be assigned one group and at least one role before accessing the DCR

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 PSC Admin M

Department of Mental Health
MHSA Data Collection and Reporting

County: County 59

Home Partnerships Transfers Admin Help

Search for
Last Name [v] Go

Virtual PSCs

Last, First Name	Username	Virtual PSCs	Title	Group
Paper, Jackie	59JWENKINS.001	Mhsoac	Coordinator	County 59 Master Group
Office, Mary	[v] (Ctrl) FFICE.001	Provider	Coordinator	County 59 Master Group

Forms - Printer Friendly
View/Share FSP Groups
System Messages

Clear Search

New...

2 total virtual PSCs

Managing Partnership Service Coordinators (PSCs)

- Instructions available in FSP DCR User Manual to:
 - View Available Enrolled FSP DCR Users with a PSC Role
 - View Available Virtual PSCs
 - Search for a Virtual PSCs
 - Create a New Virtual PSC
 - Remove a New Virtual PSC
 - View all Active Partners Assigned to a PSC

Data Security and Data Sharing Between Users

- Groups control the number of users who access a partner's data.
- Roles identify if the user will have privilege for read or write
- Sharing allows additional groups of users to temporarily view a partner's data
- User must be assigned the SFG role to share partner data
- Sharing is assigned and removed for each partnership

Data Reporting Options

This Section Covers:

- Entering FSP Data Directly into the Online FSP DCR Application
- Using 3rd Party Applications for FSP Data
- Selecting a Method of Data Submission
- Accessing the FSP DCR Test QA Application
- XML Batch File Submission Introduction
- XML Schema Definition (XSD)
- DCR Validation Matrices
- XML Batch Uploading
- Submission Errors
- XML Batch Corrections
- XML Batch Submission Testing
- Certifying counties for XML data submission

Entering FSP Data Directly into the Online FSP DCR Application

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

Department of Mental Health
MHSA Data Collection and Reporting

Kate Cordell
County: County 59

Home Partnerships Transfers Admin Help

[ITWS Home](#) [Log out](#)

Search for

Last Name

Add New Partner (PAF)

FULL SERVICE PARTNERSHIP

Transition Age Youth Partnership Assessment Form
FOR AGES 16-25 YEARS

[Expand all Domains](#)

PARTNERSHIP INFORMATION

[Clear Domain](#)

County	County 59	*
CSI County Client Number (CCN)	<input type="text" value="256689875"/>	CSI # did not match our records
County Partner ID (optional)	<input type="text" value="1555"/>	
Partner's First Name	<input type="text" value="Junie"/>	*
Partner's Last Name	<input type="text" value="Jones"/>	*
Partnership Date (mm/dd/yyyy)	<input type="text" value="7/1/2009"/>	*
Partner's Date of Birth (mm/dd/yyyy)	<input type="text" value="3/18/1992"/>	*

Who referred the partner? (mark one)

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

ADMINISTRATIVE INFORMATION

Using 3rd Party Applications for FSP Data

- Must capture all information for FSP outcome assessments
- Must organize assessment data in the appropriate data structure
- Must be uploaded to DCR in Extensible Markup Language (XML) format

Selecting a Method of Data Submission

- Counties must submit data exclusively as either:
 - Online DCR
 - XML Batch
- XML counties will have read-only access online
- XML counties cannot make updates online

Accessing the FSP DCR Test QA Application

- Quality Assurance (QA) DCR
 - Employee training
 - XML batch submittal testing
- Link: <https://mhhqitws.cahwnet.gov/>
- Data maintained separately from production data

XML Batch File Submission

Introduction

- 3rd party software vendors will need to become familiar with the MHSA DCR XML Schema Definition (XSD)
- Users who submit XML files from already established vendor processes may skip to the “XML Batch Uploading” slide

XML Schema Definition (XSD)

- Needed by 3rd party vendors
- Posted on the DMH Website

Home	Systems	MHSA Information	Functions	Utilities	Support	Logout
System Messages						
CSI Information						
Frequently Asked Questions						
Interim DCR System						
IT Meetings						
Technical Information						
User Manuals and Instructions						
Reference Information (Aid Codes)						
Related Links						
Search						

XML Information	
DCR Batch Submittal XSD ver. 5.3 self-extracting ←	04/29/09
XML Batch Testing Instructions	03/08/10
XSD Download Instructions	05/05/08
XML Batch Upload Instructions	05/05/08
DCR Validation Matrices	03/14/11
Variable Codes and Values for XML Download DCR v3.0.0	05/16/08
XML Batch Delete Support Files	01/11/10
XML Batch Certify Complete Support Files	01/11/10

DCR Validation Matrices

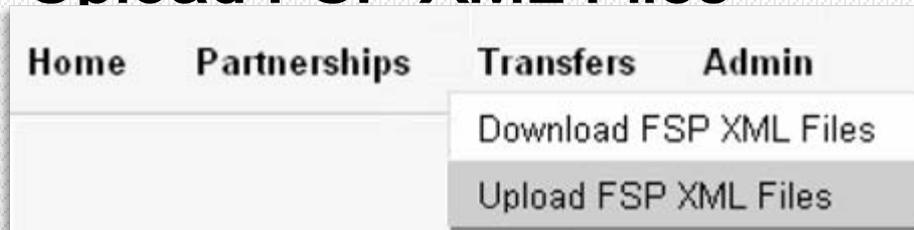
- Validates uploaded files based on criteria
- Criteria published on DMH website

Home	Systems	MHSA Information	Functions	Utilities	Support	Logout
System Messages						
CSI Information						
Frequently Asked Questions						
Interim DCR System						
IT Meetings						
Technical Information						
User Manuals and Instructions						
Reference Information (Aid Codes)						
Related Links						
Search						

XML Information	
DCR Batch Submittal XSD ver. 5.3 self-extracting	04/29/09
XML Batch Testing Instructions	03/08/10
XSD Download Instructions	05/05/08
XML Batch Upload Instructions	05/05/08
DCR Validation Matrices ←	03/14/11
Variable Codes and Values for XML Download DCR v3.0.0	05/16/08
XML Batch Delete Support Files	01/11/10
XML Batch Certify Complete Support Files	01/11/10

XML Batch Uploading

- Users must have XML-U role
- Users will have access to the **Transfers** menu and **Upload FSP XML Files**



- Home Partnerships Transfers Reports Admin Help with **New Upload** button



XML Batch Submission Testing

- Use QA DCR system to test batch files of assessment records
- XML Batch File Submission Order:
 1. One PAF for each age group
 2. Multiple PAFs for each age group
 3. One KET for each age group
 4. Multiple KETs for each age group
 5. One 3M for each age group
 6. Multiple 3Ms for each age group
 7. One PAF, one KET, and one 3M for each age group
 8. Multiple PAFs, multiple KETs, and multiple 3Ms for each age group

Submission Errors

- Error codes identify validation and formatting errors
 - Error definitions in DCR User Manual Appendix B
- Fatal Errors: Submission is rejected
- Non-fatal Errors: Submission is accepted, but must resubmit data to correct errors in specific records

XML Batch Corrections

- Fatal Errors:
 - Correct issue and resubmit batch
- Non-fatal Errors:
 - Correct information and resubmit problem records
 - Use Partner-Level Templates from MHSOAC to view partner-level data from DCR CSV download files
 - Some records cannot be corrected
 - For example: Once submitted, discontinue and reactivation KET records cannot be changed, deleted or corrected

Correcting Data by XML Batch

- Update by overwriting existing information on:
 - PAF records
 - KET** records
 - 3M records

- A KET** with a partnership status change cannot be overwritten

Business Rules for Data Correction

- PAFs:
 - Can be updated for active or inactive partners
 - Can be deleted, which will delete the entire partnership
 - Partnership date cannot be updated
 - Changes to most partnership info. & admin fields will perpetuate across KETs & 3Ms
 - Date of birth should be updated with caution

Business Rules for Data Correction

- All KETs:
 - Existing KETs cannot be deleted
 - New KETs can be added for active partners
 - New KETs cannot be added for inactive partners (except for reactivation)
- Existing KETs without deactivation/reactivation:
 - Can be updated for active or inactive partners
- Existing KETs with deactivation/reactivation:
 - Cannot be updated or altered
 - In the case of incorrect deactivation or reactivation, the partnership must be deleted and recreated with the correct information

Business Rules for Data Correction

- 3Ms
 - Cannot be deleted
 - Can be updated for active or inactive partners
- In the case that 3Ms exist outside of allowable range:
 - These cannot be deleted
 - The partnership must be deleted and recreated

Partner-Level Data (PLD) Templates

- MS Access Template from MHISOAC available via ITWS
- Used to View DCR CSV file downloads
- Accompanied by a user manual

The screenshot shows the ITWS MHSOAC website interface. At the top, there is a navigation bar with links for Home, Systems, MHSO Information, Functions, Utilities, Support, and Logout. Below this, a dropdown menu is open under 'MHSO Information', listing options such as System Messages, Contact Us, CSI Information, Frequently Asked Questions, IT Meetings, Technical Information, and User Manuals and Instructions. The 'User Manuals and Instructions' option is highlighted with a red box. To the left of the menu, there is a section titled 'Training for the' with a paragraph of text. To the right, there is a section titled 'Instructions' and 'Outcomes Assessment' with a paragraph of text and a URL. Below these sections, there is a table with columns for 'Title' and 'Last Updated'. The table contains several rows of links and dates. The 'DCR Client-Level Report Template' link is highlighted with a red box.

Title	Last Updated
Instructions	
Importing XML into an Access Database	06/18/07
DCR Client-Level Report Template	02/16/12
DCR User Manual	02/16/12
CIMH Webcast Training: New Reporting Requirements for DIG/MHSA	
March_8th_Webcast_CSI.ppt	03/07/06
March_8th_Webcast_FSP.ppt	03/07/06
March_8th_Webcast_FSP_handouts.pdf	03/07/06

Utilize the PLD 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

- Displays all of a partner's data in one searchable

FrontPage Partner_Info

San Francisco Partner Level Report

Data Displayed Through: 10/06/2011

PARTNER INFORMATION

Partner Name	Doe, John	Partnership Date	2/20/2010	Days in Partnership	281
County Partner ID		Partnership Status	Inactive		
Global ID		Date Status Change	11/28/2010		
CSI Number		Program	3200,Citywide Adult		
Gender	M	Coordinator ID			
Age Group	Adult	Provider Site ID			
DCR Date of Birth	1/1/1965	PAF Status	Complete		
CSI Date of Birth	1/1/1965	Referred By	Jail / Prison		
CSI New Race					
CSI Old Race					
Hispanic	N				

DOMAIN DATA FOR: Total 3Ms Due: 3

3Ms	Admin Changes	D1: Residential	D2: Education	D3: Employment	D4: Financial	D5: Legal	D6: Emergency	D7-D8: Health Substance	D9: ADL	D10: IADL
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The PLD Templates

- Provides a report of a partner's complete DCR data

The image displays four screenshots of a 'Partner Level Report' for a partner named LADDA. The report is dated 10/20/2010 and shows a total bill due of \$54.

Partner Information: This section provides details about the partner, including County Number (01), State (CA), and various identification numbers. It also lists the partner's address and contact information.

DCR Administration: This section shows the partner's DCR administration data, including the start and end dates of the DCR, the number of days in DCR, and the total bill due.

DCR Services PDP: This section lists the partner's DCR services, including the start and end dates, the number of days in DCR, and the total bill due. It also includes a table of services provided, such as 'Long-term Treatment' and 'Short-term Treatment'.

Education Therapy PDP: This section lists the partner's education therapy services, including the start and end dates, the number of days in DCR, and the total bill due. It also includes a table of services provided, such as 'Long-term Treatment' and 'Short-term Treatment'.

Certifying counties for XML data submission

- Additional Criteria Required for Certifying XML Counties:
 - All submitters have XML-Update role
 - All assessment forms successfully submitted in QA
 - No high-severity FATAL errors
 - Low failure rate (<5%) for low-security errors
 - Error messages addressed and fixed
 - Understand **PreviousPartnerGUID** used once
 - Spot-checked to cross-check submitted data
 - Use Partner-Level Templates from MHSOAC to view partner-level data from DCR CSV download files