CYF mHOMS User Training

Training Overview

- Accessing CYF mHOMS
- Registering as a user
- Logging into the system
- Overview of the user interface
Accessing the System

Accessing CYF mHOMS

• Use an updated browser:
  ▪ Firefox, Google Chrome*, Safari, Internet Explorer
• Go to https://mhoms.ucsd.edu to access the system
• System is compatible with computers, tablets, and mobile devices

*For optimal performance, we recommend using Google Chrome to run CYF mHOMS.
Registering as a User

New User Registration

To register, go to [https://mhoms.ucsd.edu](https://mhoms.ucsd.edu) and click the “Register” link on the top right of the “Login” screen.
New User Registration

**Username**
- Username should be your first and last name, all lowercase with no spaces
  - Example: johnsmith

**Password**
- Passwords are required to have at least:
  - 8 characters
  - 1 uppercase letter (A-Z)
  - 1 lowercase letter (a-z)
  - 1 number (0-9)
  - 1 special character (!, @, #, $, %, &, *, (, ), =, [ ], ?)

**E-mail**
- Notifications, temporary passwords, and additional CYF mHOMS information will be sent to the email address provided

**Access Level**
- Select either CYF Program Manager, CYF Admin Staff, or CYF Clinicians
- Users with the highest access level must register first in order to approve registration for users with lower access levels
New User Registration

- **CYF Program Manager**: select if user is a program manager, or other program administrator who is responsible for overseeing or supervising staff using CYF mHOMS

- **CYF Admin Staff**: select if user is an administrative staff member, AOD counselor, program QA/QI staff, Site Superuser, or other nonclinical staff who will be using CYF mHOMS

- **CYF Clinicians**: select if user is a clinician, case manager, peer support specialist, or other clinical staff member who will be using CYF mHOMS

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Access Level Selection

- **CYF CASRC leads** register first and are responsible for approving CYF Program Managers that register below them

- **CYF Program Managers** register after CYF CASRC leads and are responsible for approving CYF Admin Staff and CYF Clinicians below them

- **CYF Admin Staff and CYF Clinicians** register after Program Managers
Importance of CYF mHOMS Hierarchy

- Registration involves a hierarchical system in which CYF mHOMS administrators are responsible for approving and denying access to individuals registered under them.

- Purpose:
  - Manage CYF mHOMS users (approve new users and deactivate those who have left)
  - Limit access to certain areas of CYF mHOMS

New User Registration

Administrator Selection

- CYF CASRC leads select “HSRC” as their Administrator
- CYF Program Managers select “Nunez, Antonia” as their Administrator
- CYF Admin Staff and CYF Clinicians select their Program Manager as their Administrator

County and Program(s) Selection

- Select “San Diego” and your program(s)

CCBH Staff ID

- If user does not have this information available, email cyfmhoms@ucsd.edu for assistance
New User Registration

1. User submits registration in CYF mHOMS.

2. User receives email confirmation that registration has been submitted; email includes a link that the user must click to verify his/her email address and confirm the registration request.

3. Once user clicks the verification link, his/her administrator receives the email alerting him/her of pending registration that requires his/her approval; email includes link to CYF mHOMS and instructions about how to approve a user’s registration.

4. Administrator approves user’s registration; user’s registration is now active.

5. User receives email alerting him/her that registration has been approved and is active; email includes link for user to log into CYF mHOMS.

Logging into the System

User submits registration in CYF mHOMS.

User receives email confirmation that registration has been submitted; email includes a link that the user must click to verify his/her email address and confirm the registration request.

Once user clicks the verification link, his/her administrator receives the email alerting him/her of pending registration that requires his/her approval; email includes link to CYF mHOMS and instructions about how to approve a user’s registration.

Administrator approves user’s registration; user’s registration is now active.

User receives email alerting him/her that registration has been approved and is active; email includes link for user to log into CYF mHOMS.
Logging into CYF mHOMS

- Once the user's registration has been approved by their administrator, they may log into the system using the username and password they created during registration.

- **Note:** all fields are case sensitive.

- Click “Forgot your password?” if necessary.

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Forgotten password

- Clicking the “Forgot your password?” link will send users to the “Reset Password” form.

- Username, first name, last name, and email fields are case sensitive.

- Upon submitting this form, users will be emailed a temporary password.

- After logging in with the temporary password, the user will be prompted to change their password.
Logging into CYF mHOMS

Incorrect Password
- After 5 incorrect password submissions, the user's password will automatically reset
  - They will receive an email containing a temporary password
  - After logging in with the temporary password, they will be prompted to change their password
- For more information on resetting a user's password, please email: cyfmhoms@ucsd.edu

Logging into CYF mHOMS

Temporary Login Code
- Once the user submits a valid username and password, the system will generate a temporary login code as part of the two-step authentication process
- Users will receive this temporary login code via email (check the spam/junk folder if code is not received within a few minutes)
- Copy and paste the temporary code from the email into this form and click the “Submit” button to access CYF mHOMS
Logging into CYF mHOMS

Temporary Login Code – Email Sample

Hello Antonia Nunez

Your code is below.
Temporary Code: 483388693

Please enter this code into mHOMS in order to complete your log in. If you have any questions or need assistance, please contact mhome@ucsd.edu.

Overview of the User Interface
User Interface

• Once logged into the system, the user will automatically be directed to the “Client Data” tab
• User will choose which type of action they want to perform by using the tabs to navigate through the system
• Access to certain areas of CYF mHOMS depends on the user access level

Client Data Tab
Client Data Tab

- The Client Data tab gives users the ability to:
  - Look up clients in CYF mHOMS
  - Register new clients
  - Enter, view, and/or edit client assessments
  - View client assessment history reports
  - Edit client information
  - Discharge clients

Client Data Tab

Client Lookup

Search for the client by entering any of the following information:
- **Client Identifier** – this would be the CCBH ID #, or the temporary client number (include ‘cyf’)
- **Client First Name**
- **Client Last Name**
Registering a New Client

- Register clients by clicking on the “Click Here To Register New CYF Client” link found on the “Client Data” tab
- Avoid duplication of client records by ensuring that the information entered in the search field(s) is correct

Quick Tip: If the user is trying to enter a reassessment/discharge and the client does not show, it's possible that the temporary client number was not updated.

Client Registration

- Once on the “CYF Client Registration” screen, enter the client’s:
  - CCBH Client ID Number
  - CCBH Intake Date – cannot be edited once the form is submitted
  - Last and First Name
  - Middle Initial
  - Date of Birth – cannot be edited once the form is submitted
  - Gender
  - Hispanic/Latino
  - Race (Select all that apply)
  - Unit
  - Subunit
  - Assigned Clinician / Staff ID
Client Registration

Temporary Client Number

- If there is an unforeseen delay in registering the client in CCBH, click the link “Generate Temporary Client Number”
  - The system will auto-generate a temporary ID in the following format: cyf1234567
  - Write this temporary ID on the Client Information Sheet

Note:
Temporary ID should be updated with the CCBH Client ID number within 7 days of registering the client in CYF mHOMS

Client Registration

- Once all fields on the “CYF Client Registration” screen have been completed, and the user clicks “Submit,” the user will be prompted to confirm that the information entered is correct

DO NOT click “Confirm” if CCBH Intake Date and/or Date of Birth are incorrect
Client Registration

- Upon confirming the client's registration, the user will be prompted with the following window:

  ![Client Registration Window](image)

  - Click "Yes" and the user will be redirected to the measures page
  - Click "No" and the user will be redirected to the "Client Lookup" screen
  - Click "Register More Clients" and it will redirect the user to the "CYF Client Registration" page

Client Lookup

- If all fields are left blank, and the "Submit" button is clicked, the system will produce a list of all registered client records (open and closed)
Client Lookup Tool

- Once the system finds a match, based on the information the user entered in the search field(s), the bottom of the screen will show the clients record.

Editing Client Information

- User may edit client information entered on the registration page by clicking the client’s identifier link after looking him or her up using the Client Lookup tool.
Editing Client Information

- Here, users may edit any of the fields, **EXCEPT** for the CCBH Intake Date and Client Date of Birth
- This is also where users would update the temporary ID number with the CCBH Client ID number
- If the field cannot be edited by the user, please contact **CYF mHOMS Help Desk** for assistance — **DO NOT email client information!**

### Editing Client Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCBH Client ID Number</td>
<td><strong>Please verify information below:</strong></td>
</tr>
<tr>
<td>Client ID</td>
<td><strong>Client ID:</strong> 12345678</td>
</tr>
<tr>
<td>Client's First Name</td>
<td><strong>First Name:</strong> John</td>
</tr>
<tr>
<td>Client's Last Name</td>
<td><strong>Last Name:</strong> Doe</td>
</tr>
<tr>
<td>Client's Middle Name</td>
<td><strong>Middle Name:</strong> Jones</td>
</tr>
<tr>
<td>Client's Date of Birth</td>
<td><strong>Date of Birth:</strong> 01/01/1990</td>
</tr>
<tr>
<td>CCBH Intake Date</td>
<td><strong>Intake Date:</strong> 01/01/2020</td>
</tr>
<tr>
<td>Client Gender</td>
<td><strong>Gender:</strong> Male</td>
</tr>
<tr>
<td>Client Race</td>
<td><strong>Race:</strong> Caucasian</td>
</tr>
<tr>
<td>Ethnicity</td>
<td><strong>Ethnicity:</strong> Asian</td>
</tr>
<tr>
<td>Languages</td>
<td><strong>Languages:</strong> English</td>
</tr>
<tr>
<td>Client's DOB</td>
<td><strong>DOB:</strong> 01/01/1990</td>
</tr>
<tr>
<td>Client's Home Address</td>
<td><strong>Home Address:</strong> 123 Main St.</td>
</tr>
<tr>
<td>Client's Phone Number</td>
<td><strong>Phone Number:</strong> 555-1234</td>
</tr>
<tr>
<td>Client's Email Address</td>
<td><strong>Email Address:</strong> <a href="mailto:john.doe@email.com">john.doe@email.com</a></td>
</tr>
</tbody>
</table>

- Once the user has edited the necessary information, and clicks “Submit” on the “CYF Client Edit” page, they will be prompted with the “Confirmation” window
- User must verify that all information is correct prior to clicking “Confirm”
Editing Client Information

• After editing client information, the system will redirect the user to the “Current Assessment” screen
  ▪ Begin entering the measures, or click “Home” to go back to the Client Lookup screen

Client Lookup Tool – Current Assessment

• Click on “Current Assessment” to enter the following measures:
  ▪ SD - CANS
  ▪ PSC Parent
  ▪ PSC Youth
Current Assessment

- This screen will display:
  - the number of days it has been since the measure was last submitted
  - the fields “Assessment Type”, “Caregiver Available to client?” and the “Add Assessment” button, which activates the form(s) that need to be completed for the selected timepoint.

Current Assessment

- Assessment Type:
  - Initial
  - Reassessment
  - Discharge

- Caregiver available to client?
  - Yes/No – this response can be found on the Client Information Sheet

*Note:* Neither responses selected can be edited once the “Add Assessment” button is clicked – Contact SOCE for assistance.
Current Assessment – Add Assessment

- A box with the SD-CANS & PSC forms is created for the selected assessment type
  - Notice that the system will auto-populate the date the assessment was created, and it will also show the response selected to the question “Caregiver Available to client?”
- Begin entering data by clicking on each measure
  - If the measure was not completed, the user is still required to click on each measure and enter a Reason for Non-Completion

Current Assessments

- A confirmation window will show upon completion of the form
- Click “Print” if the program would like to have a copy of this confirmation page on file, if not, click “Back to forms”
Current Assessments

**Form Status**
- **Green** = Submitted
- **Yellow** = Saved/In Progress
- **No color/No Icons** = Nothing has been entered for this measure

**Form Status Icons**
- **Continue Form** – form is saved, but NOT submitted
- **Edit Form** – allows users to make changes to a submitted form
- **Review Form** – opens form in “Print Preview” format
Current Assessments – Assessment Summary Report

- Print **Assessment Summary**
  - The form status for all measures must be **Green**
  - Click “Assessment Summary”

- Click on the “Print” icon

Note: The Assessment Summary report should be reviewed by the clinician prior to filing in the clients chart

- The report will then open in a separate window where the user can select their printer
- Once printed, the bottom of the page will display the date and time of when the report was generated
• To view client reports, look up a client via the “Client Lookup” tool
• Click the “Client Reports” link that corresponds with that client
To discharge a client:
1. Go to the “Client Data” tab
2. Search for the client on the “Client Lookup” screen
3. Click on “Current Assessment”
4. Then, select Discharge for Assessment Type

On the “Discharge” page:
1. Provide discharge date
2. Provide reason(s) for discharge
3. Provide any necessary comments
4. Click “Check to confirm discharge”
   a) A Confirmation dialogue window will open
   b) Click “I Agree”
5. Click the “Submit” button
   a) A Notification window will open
   b) Click “Yes” or “No” to enter the discharge measures
Client Discharge

- The system will no longer allow for additional timepoints once the discharge assessment is created

Reports Tab
Reports Tab

PSC Reports

PSC Reports

PSC-P Graph

PSC-Y Graph
CANS Reports

- CANS - Individual Progress Report
- CANS - Average Impact Progress Report
- CANS - Item Breakdown Progress Report
- CANS - Key Interventions Report
- CANS - Strength Over Time Report
- CANS - Caseload Progress Report
- CANS - Clinician Support Intensity

Data Check and Administrative Reports

- Client Open Cases
- Client Closed Cases
- Client Intake Cases
- PESQ Closed Cases
- PESQ Open Cases
- Missing/Pending Cases (Data Entry)
- PESQ Missing/Pending Cases (Data Entry)
- Assessments Status Report
- Assessment Due By Staff
County QSR Reports

- Discharged Clients – Intake to Discharge Parent PSC (PSC-P) Summary
- Discharged Clients – Intake to Discharge Youth PSC (PSC-Y) Summary
- Discharged Clients – Intake to Discharge CANS Summary
- Discharged Clients (User) – Intake to Discharge PESQ Summary
- Discharged Clients (User) – Supplemental Questionnaire Summary
- Discharged Clients (At-Risk) – Supplemental Questionnaire Summary

User Management Tab
User Management Tab

Change Password

- Click the “Change Password” link if user needs to change their password
- Enter current password
- Enter and confirm the new password
- Remember that the new password must have at least:
  - 8 characters
  - 1 uppercase letter (A-Z)
  - 1 lowercase letter (a-z)
  - 1 number (0-9)
  - 1 special character (!, @, #, $, %, ^, &, *, (), =, [ ], ?)
- Click “Submit”

User Account Details

- Click the “User Account Details” link to view or edit your account details
User Account Details

- Here, users may edit their email address, access level, administrator, county, and program(s).
- Once the user makes changes to their account, they will click “Submit”.
- **Note:** Changing account information requires re-approval by the user they registered under (i.e., their administrator).
- If other account detail changes need to be made, email cyfmhoms@ucsd.edu.

User Management

- Depending on the access level of each user, they might have the responsibility of approving, activating, or inactivating users registering under them.
- To manage these users, click on the “User Management” link.
User Management – Pending Users

Here, authorized staff can approve users whose registration is currently pending.

To approve a pending user, check the box under “Approve”.

After clicking “Approve”, click the “Apply changes” button.

User Management – Active Users

Authorized staff can inactivate users whose registration is currently active, but should no longer have access to the system.

To inactivate an active user, check the box under “Inactivate” and then click “Apply changes”.
User Management – Inactive Users

- Authorized staff may activate users whose registration is currently inactive
- To do so, check the box under “Activate” and then click “Apply changes”

Documents Tab
Documents Tab

CYF mHOMS
Features & Functions
Notifications

- Notifications in the system are used for:
  - Informing users of important system updates and data collection issues
  - Notifying users of upcoming and overdue assessments
  - Immediate emergency notifications if/when a user or client reports time-sensitive information

Validation, Range Rules, & Missing Value Labels

- Validation, range rules, and missing value labels help ensure data quality
- Standard validation and range rules ensure that data entered are appropriate and in the appropriate format
- If a data validation error occurs after submission, a red error message will indicate which specific items need to be corrected
Load Previous Data (SD-CANS)

• The purpose of this function is to pull forward the responses from the LAST COMPLETED SD-CANS
  ▪ Only use this function at Reassessment and/or Discharge
  ▪ Clinicians should utilize the system printout to review and update the responses that were last submitted

Save Work

• Use the “Save Work” function if:
  ▪ required fields/items are missing and the clinician is not available to provide an immediate response
  ▪ user is unable to enter the entire measure due to unforeseen circumstances
Session Expiring

Timing out
- Timeout and automatic logging off of the system will occur after 20 minutes of user inactivity
  - Inactivity includes not clicking a link or submitting data
- You have five minutes to reset the 20-minute timer before being logged out

Session Expired

Timing out
- If the user does not reset the five-minute timer, they will be logged out of the system and receive the “Session Expired” warning message
  - This message indicates user has been logged out of the system
- To return to the login page:
  - Click “Log Back In”
  - Or go to [https://mhoms.ucsd.edu](https://mhoms.ucsd.edu)
Help Tab

- If you need additional help, we provide phone and email support during regular business hours
  - Phone: (858) 966-7703 ext. 3604
  - Email: cyfmhoms@ucsd.edu - **DO NOT** email client information!
Thank you!

For further assistance, please contact Antonia Nuñez at:

cyfmhoms@ucsd.edu

(858) 966-7703 ext. 3604