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 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

**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

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 the System
• Once the users 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

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 users 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 users password, please email: cyfmhoms@ucsd.edu

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 Antonio 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 mhomes@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 – cannot be edited once the form is submitted
  • 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 the CCBH Intake Date, Date of Birth and/or Unit are incorrect
Client Registration

- Upon confirming the clients registration, the user will be prompted with the following window:

  *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 client's 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!

• 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”
• 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

• Click on “Current Assessment” to enter the following measures:
  ▪ 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 cyfmhoms@ucsd.edu for assistance
Current Assessment – Add Assessment

- A box with the 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 Assessment – Selection of CANS

Effective July 1, 2019

- The system will calculate the age and assign the appropriate CANS form using the clients date of birth entered on the registration page and the CANS assessment date
  - SD CANS Early Childhood(EC) – youth ages 0-5
  - SD CANS – youth ages 6-21
Current Assessment

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 Assessment

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

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 Assessment – Assessment Summary Report

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

- Click on the “Print” icon
Current Assessment – Assessment Summary Report

- 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

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

Client Lookup Tool – Client Individual Reports

- To view/print client individual reports, look up a client via the “Client Lookup” tool
- Click the “Current Assessment” link that corresponds with that client
- Click on the “Reports” tab
- Printing frequencies:
  - At each reassessment and at discharge
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

- The system will no longer allow for additional timepoints once the “Discharge” assessment is created
Effective May 22, 2019

- The system will allow users to enter Discharge CANS & PSC forms, and close the client episode at a later time
- Client will remain “Open” until the user completes the “Discharge” form

On the “Discharge” form:
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
CYF Reports Tab

- For detailed information on these reports, users should reference the CYF mHOMS User Report Training handout that is available on the System of Care Evaluation (SOCE) website
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”.

CYF mHOMS
Version: 10/2019
Documents Tab

Documents Tab

Mental Health Outcomes Management System (QA Site)

To access the most up-to-date information and forms for the Children, Youth & Families Behavioral Health Services System of Care Evaluation, please click here.
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
Help Tab

I nformation is built and maintained by Health Sciences Research Center (HSRC), University of California, San Diego.

Questions about mCHS or Assessments for Adults or Older Adults?
  Contact: Ed Chio
  Email: info@ucsd.edu
  Phone: 858-534-1771 ext. 2092

Questions about mCHS or Assessments for Children, Youth, or Families?
  Contact: America Rojas
  Email: amrojas@ucsd.edu
  Phone: 858-534-1773 ext. 249684

• If you need additional help, we provide phone and email support during regular business hours
  ▪ Phone: (858) 966-7703 ext. 243604
  ▪ Email: cyfmhoms@ucsd.edu - DO NOT email client information!
Thank you!

For further assistance, please contact
CYF mHOMS Help Desk at:
cyfmhoms@ucsd.edu
(858) 966-7703 ext. 243604