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, Chrome, Safari, Internet Explorer
- Go to https://mhoms.ucsd.edu to access the system
- System is compatible with computers, tablets, and mobile devices
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” page.
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 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 you are a program manager, or other program administrator who is responsible for overseeing or supervising staff using CYF mHOMS

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

- **CYF Clinicians**: select if you are a clinician, case manager, AOD counselor, 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

- Contact SOCE if you do not have this information available
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
Logging into CYF mHOMS

- Once your registration has been approved by your administrator, you may log into the system using the username and password you created during registration
- Note: all fields are case sensitive
- Click “Forgot your password?” if necessary

Logging into CYF mHOMS

Forgotten password

- Clicking the “Forgot your password?” link will send you to the “Reset Password” form
- Username, first name, last name, and email fields are case sensitive
- Upon submitting this form, you will be emailed a temporary password
- After logging in with the temporary password, you will be prompted to change your password
Incorrect Password

• After 5 incorrect password submissions, your password will automatically reset
  • You will receive an email containing a temporary password
  • After logging in with the temporary password, you will be prompted to change your password
• For more information on resetting your password, please email Antonia@ucsd.edu

Temporary Login Code

• Once you submit a valid username and password, the system will generate a temporary login code as part of the two-step authentication process
• You will receive this temporary login code via email (check your spam/junk folder if you do not receive this code within a few minutes)
• Copy and paste the temporary code from your email into this form and click the “Submit” button to access CYF mHOMS
Logging into CYF mHOMS

Temporary Login Code

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Overview of the User Interface
User Interface

- Once logged into the system, you will automatically be directed to the Client Data tab
- Choose which type of action you want to perform using the tabs to navigate through the system
- Access to certain areas of CYF mHOMS depends on your 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 clients in CYF mHOMS

Search client by CCBH ID #, or by temporary client number (include “cyf”)

And / Or

Search client by First, Last name

Click “Submit” or hit “Enter”
Registering a New Client

- Register clients by clicking on the “Register new CYF Client” link found on the “Client Data” tab
- Avoid duplication of client records by making sure that the information you entered in the search field(s) is correct

**Quick Tip:** If you are 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” page, 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
  - 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 Lookup

- Once you have registered the client, you will be redirected to the Client Lookup screen where you will need to search for the newly registered client using the Client Identifier field and/or the First/Last Name fields
  - If a temporary client number was generated at the time of registration, enter that ID in the Client Identifier field
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 you entered in the search field(s), the bottom of the screen will show the client's record.
You may edit client information entered on the registration screen by clicking the client’s identifier link after you look him or her up using the Client Lookup tool.

Here, you may edit any of the fields, EXCEPT for the CCBH Intake Date and Client Date of Birth.

This is also where you would update the temporary ID number with the CCBH Client ID number.

Fields that cannot be edited by the user, please contact Antonia@ucsd.edu.

Once you are done editing this information, click “Submit”.
Editing Client Information

• After editing client information, the system will redirect you 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 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: Response selected cannot be edited once the Add Assessment button is clicked – Contact SOCE for assistance*
**Current Assessment – Add Assessment**

- A box with all the measures for the Assessment Type that was selected is created
  - Notice that the system will auto-populate the date the assessment was created, and 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, you will still need to click on each measure and enter a Reason for Non-Completion

**Current Assessments**

- A confirmation certificate will show upon completion of a form
- Print this certificate as a receipt of entry, if your program requires it
### Current Assessments

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

### Current Assessments

**Form Status Icons**
- **Continue Form** – form is saved, but NOT submitted
- **Edit Form** – allows staff to make changes to a submitted form
- **Review Form** – opens form in “Print Preview” format
Client Lookup Tool – Client Reports

- To view client reports, look up a client via the “Client Lookup” tool
- Click the “Client Reports” link that corresponds with that client

Client Reports

Coming Soon!
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

Client Level Reports

Client-level Reports
CANS - Individual Progress Report
PSC-P Graph
PSC-Y Graph
CANS Reports

CANS Reports
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

Data Check and Administrative Reports
Client Open Cases
Client Closed Cases
Client Intake Cases
PESQ Open Cases
PESQ Closed Cases
Pending Cases (Data Entry)
Assessments Status Report
Assessment Due By Staff
User Management Tab

Change Password

- Click the “Change Password” link to change your password
- Enter your current password
- Enter and confirm your new password
- Remember that your 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, you may edit your email address, access level, administrator, county, and program(s)
- Once you have made changes, click “Submit”
- Note: Changing account information requires re-approval by the user you registered under (i.e., your administrator)
- If you need to update other account details, email Antonia@ucsd.edu
User Management

- Depending on your access level, you might have the responsibility of approving, activating, or inactivating users registering under you.
- To manage these users, click on the “User Management” link.

User Management – Pending Users

- Here, you 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

- You may 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”.

### User Management – Inactive Users

- You may activate users whose registration is currently inactive.
- To do so, check the box under “Activate”.

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<table>
<thead>
<tr>
<th>Username</th>
<th>First Name</th>
<th>Last Name</th>
<th>Model</th>
<th>Access Level</th>
<th>Programs</th>
<th>Inactivate</th>
<th>Activate</th>
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<td>RESIDENTIAL CMHS</td>
<td></td>
<td></td>
</tr>
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</table>

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**Mental Health Outcomes Management System**

**Active Users**

**Inactive Users**

**Apply changes**
Documents Tab

In this tab, you may access printable versions of the following forms:

- Client Information Sheet
- SD – CANS
- PSC Parent
- PSC Youth
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.
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 you do not reset the five-minute timer, you will be logged out of the system and receive the “Session Expired” warning message
  - This message indicates you have 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

- If you need additional help, we provide phone and email support during regular business hours
  - (858) 966-7703 ext. 3604; Antonia@ucsd.edu
Thank you!

For further assistance, please contact Antonia Nuñez at:
Antonia@ucsd.edu
(858) 966-7703 ext. 3604