Using the Data Collection & Reporting (DCR) System
MHSA Full Service Partnership (FSP) Forms & Procedure
MHSA FSP FORMS

- Forms by Age group
  - Youth (ages 0-15)
  - Transitional Age Youth (ages 16-25)

- History/Baseline data:
  - Partnership Assessment Form (PAF)
    - Typically completed ONCE, when partnership is established (Exception: interruption in services)

- Follow-Up data:
  - Key Event Tracking Form (KET)
    - Completed when change occurs in key areas
  - Quarterly Assessment Form (3M)
Partnership Assessment Form (PAF)

- Residential (includes hospitalization & incarceration)
- Education
- Employment
- Sources of Financial Support
- Legal Issues/Designations
- Emergency Intervention
- Health Status
- Substance Abuse
Key Even Tracking Form (KET)

*Completed when there are changes in any of the following areas:*

- **Administrative Information:** changes in partnership status (discontinuations or interruptions) or changes in program participation
- **Residential (includes hospitalization and incarceration):** whenever a partner moves from a residential setting or moves from one physical location to another
- **Education:** a partner *completes a grade, is suspended or expelled* or when he/she *enrolls or stops attending* other types of educational settings
- **Employment:** changes in hours, hourly wages, or type of employment
- **Legal Issues/Designations:** a partner is arrested, removed or placed on probation or parole
- **Emergency Interventions:** a partner received any type of physical or mental health/substance abuse related emergency intervention
Quarterly Assessment Form (3M)

*Completed every 3 months to assess:*

- Education
- Sources of Financial Support
- Legal Issues/Designations
- Health Status
- Substance Abuse
Timeline: Form Administration

Quarterly Assessment Form (3M): Completed every 3 months

Partnership Assessment Form (PAF): Completed ONCE - when a partnership is established

KET due: Residential Move

KET due: ER Visit

KET due: Residential Move

Key Event Tracking (KET): Completed each time a change takes place
Returning Clients

- If there has been an interruption in a partner’s services for **less than one year**, then KETs would be completed to indicate the key events that occurred during the lapse in time.
  - **Example:** Client discharges, but returns 8 months later. DO NOT complete a new PAF, use KETs.

- If the interruption in a partner’s services has lasted for **more than one year**, then another PAF would be completed.
  - **Example:** Client discharges, but returns 16 months later. Complete a new PAF.
Recap

Forms available for two age groups:

- Child/Youth (ages 0-15)
- Transition Age Youth (ages 16-25)

Types of forms:

- PAF - Partnership Assessment Form
  - Completed ONCE, when the partnership is established
    - Exception: interruption in services

- KET - Key Event Tracking Form
  - Completed EACH TIME THERE IS A CHANGE in a key event

- 3M - Quarterly Assessment Form
  - Completed EVERY THREE MONTHS, starting from the date the partnership was established
How to access the DCR to enter data
DCR

- The DCR application can be accessed via Behavioral Health Information Systems (BHIS)

- Please note the URL for the DCR application
  - http://appdir.dhcs.ca.gov/bhis/Pages/default.aspx
This is the first page you will see when visiting the URL. Click “Log In” and enter your information to get started. Note the “Forgot Password/Username?” link in the event you ever need assistance.
To access the DCR application, click on the “Applications” tab, then select “DCR Web Application”
Introduction To DCR
Messages and Displays
DCR Home

- First screen you see when you enter the DCR
DCR Home

• Also accessible using the menu by clicking...
  ▫ “Home” → “DCR Home”
### System Messages

<table>
<thead>
<tr>
<th>Message Title</th>
<th>From</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

No items to display

### Pending Partnership Assessment Form(s)

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>CSI CCN</th>
<th>County FSP ID</th>
<th>Age</th>
<th>Partnership Date</th>
<th>Assigned PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No items to display

### 30 Day Key Event Notification(s)

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>
To search for a Partner in the “Search for” box, use the drop-down list to indicate the search criteria:
• Partner’s last name
• CCN / County FSP ID
• Active vs. Inactive
System Messages
• Displays messages from DMH
• Displays messages from County Administrators
<table>
<thead>
<tr>
<th>Partner Name</th>
<th>CSI CCN</th>
<th>County FSP ID</th>
<th>Age</th>
<th>Partnership Date</th>
<th>Assigned PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>apaE2, aptest2</td>
<td>000atest2</td>
<td></td>
<td>27</td>
<td>09/10/2017</td>
<td>TestFN TestLN</td>
</tr>
<tr>
<td>Art, Almond</td>
<td>AA0012345</td>
<td></td>
<td>16</td>
<td>10/01/2017</td>
<td>Fname Lname</td>
</tr>
<tr>
<td>Bunny, Bugs</td>
<td>BB0012345</td>
<td></td>
<td>25</td>
<td>08/15/2017</td>
<td>TestFN TestLN</td>
</tr>
<tr>
<td>cpaE1, cptest1</td>
<td>000cptest1</td>
<td></td>
<td>10</td>
<td>09/09/2017</td>
<td>01234567897 123456789</td>
</tr>
<tr>
<td>Doe, John</td>
<td></td>
<td></td>
<td>18</td>
<td>09/25/2017</td>
<td>TestFN TestLN</td>
</tr>
</tbody>
</table>

All tables are collapsed. Click on individual page numbers, “Next” or “Last” (not shown) to see additional data.

Click on “View All” to see a larger view of the table.
Within forms, domain headings will be collapsed. You can expand a domain by clicking on each domain heading.

You can also click on “Expand All Domains” at the top and bottom of the screen to expand all domains at once.
If you make a small mistake, you can go back and correct the error(s) OR, if you made mistakes throughout the domain, click on the “Clear Domain” link at the top of each domain to ERASE the data entered for that entire domain.
When the DCR is close to timing out, a five minute countdown will be displayed. Click “Yes” to restart the 20-minute timer.
When you are finished entering data for each domain, click on the “Save and Continue” link at the end of each section to ensure that your data are not lost. This will also reset the 20-minute timer.
Pending Partnership Assessment Form(s)

- Displays all PAFs for partners in your group that are not yet complete (e.g., information is missing)
- Click on partner’s name to enter additional data.
- Once a PAF is complete, the partner’s name *should* disappear from this table.

Partner names and CSI numbers in these two columns
DCR Home Screen (cont.)

30 Day Key Event Notification(s)

- Displays all KETs for partners in your group that have been in certain residential settings for 30 days or longer:
  - Emergency Shelter / Temporary Housing
  - Homeless
  - Hospital
  - Juvenile Hall / Camp / Ranch
  - Division of Juvenile Justice
- Click on the partner’s name to view the original KET that generated the notification.
  - ACTION: Check these to be certain client is still in the setting.

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>CSI CCN</th>
<th>County FSP ID</th>
<th>Age</th>
<th>Key Event Date</th>
<th>Reason</th>
<th>Total Days</th>
<th>Assigned PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>27</td>
<td>10/20/2017</td>
<td>Emergency Shelter / Temporary Housing (includes people living with friends but paying no rent)</td>
<td>78</td>
<td>First Last</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>61</td>
<td>10/20/2017</td>
<td>Emergency Shelter / Temporary Housing (includes people living with friends but paying no rent)</td>
<td>76</td>
<td>First Last</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>27</td>
<td>10/20/2017</td>
<td>Emergency Shelter / Temporary Housing (includes people living with friends but paying no rent)</td>
<td>78</td>
<td>First Last</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>61</td>
<td>10/20/2017</td>
<td>Emergency Shelter / Temporary Housing (includes people living with friends but paying no rent)</td>
<td>76</td>
<td>First Last</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>10/09/2017</td>
<td>Acute Medical Hospital</td>
<td></td>
<td>TestFN TestLN</td>
</tr>
</tbody>
</table>
30 Day Key Event Notification(s), continued...

• Ignore the notification if the FSP’s residential status has not changed.

• If the residential status has changed, a KET must be completed indicating the date of the residential change, as well as the new residential status.

• To update the KET with the FSP’s new Residential Information, a new KET must be completed.
  ▫ *This will be covered in a later section, called “Entering a Key Event Tracking (KET) Form.”*
Quarterly Assessment(s) Due

- Displays Quarterly Assessments that are due for partners in your group.
  - Notifications will appear 15 days prior and 30 days after the FSP’s Quarterly Assessment due date.
- Click on the partner’s name to enter Quarterly Assessment data.
- Note: The Quarterly Assessment information must be collected within this 45-day window, however, data entry may still occur after this 45-day window has passed.

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>CSI CCN</th>
<th>County FSP ID</th>
<th>Age</th>
<th>Due Date</th>
<th>Days Past Due</th>
<th>Assigned PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>53</td>
<td></td>
<td></td>
<td>53</td>
<td>12/18/2017</td>
<td>15</td>
<td>Bermuda Bahama</td>
</tr>
<tr>
<td>61</td>
<td></td>
<td></td>
<td>61</td>
<td>12/16/2017</td>
<td>17</td>
<td>Bermuda Bahama</td>
</tr>
<tr>
<td>25</td>
<td></td>
<td></td>
<td>25</td>
<td>12/18/2017</td>
<td>15</td>
<td>Bermuda Bahama</td>
</tr>
<tr>
<td>65</td>
<td></td>
<td></td>
<td>65</td>
<td>12/18/2017</td>
<td>15</td>
<td>Bermuda Bahama</td>
</tr>
</tbody>
</table>
Manage Active Partners

• Accessible by clicking on the menu “Partnerships” tab and then “Manage Active Partners”

• Displays all active partners (current clients) that belong are associated with your program
Partner names and CSI numbers in these two columns
**Manage Active Partners (cont.)**

Partner names and CSI numbers in these two columns.

- Indicates the PSC assigned to the Partner.
- Indicates which Partner’s PAF forms are not complete.
Manage Active Partners (cont.)

Partner names and CSI numbers in these two columns

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Name</th>
<th>Status</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>12/19/2017</td>
<td>IT Analyst1</td>
<td>Pending</td>
<td>Alameda</td>
</tr>
<tr>
<td>27</td>
<td>08/10/2017</td>
<td>TestFN TestLN</td>
<td>Pending</td>
<td>Alameda</td>
</tr>
</tbody>
</table>

Outcomes Assessments for: Jacobsz, Dolly

<table>
<thead>
<tr>
<th>PAF</th>
<th>KEY EVENT TRACKING</th>
<th>QUARTERLY ASSESSMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/19/2017</td>
<td>View / Update Current KET Status</td>
<td>Currently Due: N/A</td>
</tr>
<tr>
<td>Pending</td>
<td>Enter New KET</td>
<td>Days Past Due: N/A</td>
</tr>
<tr>
<td>Validation Report</td>
<td>KET HISTORY N/A</td>
<td>QUARTERLY HISTORY N/A</td>
</tr>
</tbody>
</table>

Click on a partner’s name to view his/her assessment history
Manage Active Partners (cont.)

Access entry screens to submit NEW records.

Access “history” links to VIEW or EDIT previously submitted data. (Note: Information will be overwritten if you make changes to these.)
Entering a partner for the first time

Note: A partner’s PAF form must be entered into the DCR before other assessments can be added.
• Adding a new partner:
  ▫ On Home screen, Go to the PARTNERSHIPS menu option
  ▫ Select “Add New Partner (PAF)”
Adding a new partner:
• Enter the Partner’s Date of Birth (format: mm/dd/yyyy)
Adding a new partner:
• Enter the Partnership Date (format: mm/dd/yyyy)
IMPORTANT!
Confirm that the correct dates were entered. If incorrect, retype the dates or go into the calendar to make corrections. The DCR will select the appropriate form based on the FSP’s date of birth and partnership date that was just entered.
Notice that the age-appropriate PAF was created.

Items marked with a red asterisk (*) are required in order to save the PAF with, at least, a status of “Pending.”
The DCR will notify you if the CSI number you entered matches its records. If it doesn’t, verify that the number you entered is correct. If the number is correct, then DCR records may not have been updated yet. (There is a lag between when a county generates a CCN and when that number is reported to DMH.) DCR will still accept CSI number if a match is not found.
The Provider Number is not Optional!
You must enter this number in order to have an accurate count of clients in reports derived from DCR data.
In the “Residential Information” domain, as the total number of days in each residential setting is entered, a counter in the “Unknown” field displays the number of days that have not been accounted for. The total number of days must equal 365 days.
When you have finished entering data click on the “Submit” button to save all of your work into the DCR.
If the PAF form you are trying to SAVE/SUBMIT is not complete, you will receive the following message:

- “OK” = PAF will be saved with a “Pending” status
- “Cancel” = Will allow you to go back to the PAF and look at the Validation Report
Click on the link to access the Validation Report.

The Validation Report is also available from the “Manage Active Partners” screen.
This is a sample Validation Report. Indicates missing/incorrect Information on a PAF (generally all questions that are not conditional require some type of response). This report will tell you which questions need to be answered before the PAF can be considered “Complete.”
Entering a KET Form
Entering a Key Event Tracking (KET) form:
• Go to the PARTNERSHIPS menu option
• Select “Manage Active Partners”
Partner names and CSI numbers in these two columns

Click on a Partner’s name to access their records.
There are two ways to enter a KET:
1. Click “View / Update Current KET Status”
2. Click “Enter New KET”
Enter the Assessment Date and click on “Get Form”
NOTE: Only enter information for what changed – leave other sections blank.

Exception: Educational and Employment Setting questions are “snapshots” and, if there are changes to these questions, you also need to indicate their complete current situation (which includes new and ongoing statuses).

Example: Client was working 5 hours a week at Job A. Now also working 5 hours a week at Job B. Enter both jobs on KET.
Indicate reactivations, transfers, or reason for discontinuation.
Fill these out whenever you transfer a client. If you do not fill this field out, your client list will be inaccurate.
Click on “Submit” when done.
Partner names

Key Event Assessment for Partner names has been successfully stored. Thank you for submitting your data.

Partner names

Click here to return to Partner names on the Inactive Full Service Partners screen

Click ok to return to the Inactive Full Service Partners screen
Entering a Quarterly Assessment (3M) Form
1) The Quarterly Assessment notification on the DCR Home page indicates who is due for a quarterly assessment (notification appears 15 days prior to the due date and 30 days after the due date.) Click on a name to enter the information.
2) The Quarterly Notification also appears when you access a Partner’s records from the Manage Active Partners screen. Click on the link to enter the information.

<table>
<thead>
<tr>
<th>QUARTERLY ASSESSMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently Due:</td>
</tr>
<tr>
<td>12/09/2017</td>
</tr>
<tr>
<td>Days Past Due:</td>
</tr>
<tr>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUARTERLY HISTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
If the Quarterly Assessment was collected from the partner within the 45-day window (15 days prior to the due date or 30 days after the due date) but was not entered, the link for the past-due assessment may be accessed in the Quarterly Assessment History section.

NOTE: The Quarterly Assessment data must be collected within the 45-day window, but the data can be entered beyond the 45-day window.
Enter the Assessment Date and click on “Get Form”
Unlike a KET, **ALL** domains should be completed for a 3M.
# Child / Youth Quarterly Assessment Form

**FOR AGES 0-15 YEARS**

## Partnership Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
<td>Alameda</td>
</tr>
<tr>
<td>CSI County Client Number (CCN)</td>
<td>000ctest1</td>
</tr>
<tr>
<td>County Partner ID (optional)</td>
<td></td>
</tr>
</tbody>
</table>
| Partner’s First Name          | cdtest1 *
| Partner’s Last Name           | cpaf1   *
| Date Completed (mm/dd/yyyy)   | 12/22/2017 *
| Partner’s Date of Birth (mm/dd/yyyy) | 01/01/2007 *

## Education

**Sources of Financial Support**

**Legal Issues / Designations**

**Health Status**

**Substance Abuse**

**County Use Questions**

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**Click on “Submit” when done.**
Quarterly Assessment Success

Success

Quarterly Assessment for cpf1, cdtest1 has been successfully stored. Thank you for submitting your data.

Click here to return to cpf1, cdtest1 on the Active Full Service Partners screen

Click ok to return to the Active Full Service Partners screen
REVIEW: Entering Data into the DCR

• Enter PAF first.

• Data entry for PAFs must be accessed via PARTNERSHIPS > ADD NEW PARTNER

• Data entry for KET / Quarterly Assessments may be accessed via PARTNERSHIPS > MANAGE ACTIVE PARTNERS
The DCR development team has identified the following requirements and settings to insure a positive experience when using the DCR system:

- Set https://bhis.dhcs.ca.gov as a trusted site with medium settings
- Allow cookies from https://bhis.dhcs.ca.gov
- Allow pop-ups from https://bhis.dhcs.ca.gov
  - Many messages in the DCR are presented in pop-up (e.g., PAF Validation Report)
Strategies for DCR Success

- **Always enter the Provider Number in DCR**

- **Assign one person at your program who is ultimately responsible for overseeing the DCR process**
  - Several people can enter data, but you need one person in charge of tracking when items are due
  - This person will need to work closely with the program manager to address any problems (e.g. clinician not submitting forms)

- **Print out / review the DCR lists weekly**
  - Pending Partnership Assessments
  - Quarterly Assessments Due
  - 30 Day Key Event Notification

- **Review DCR paperwork at staff meetings**
  - Put KETs on the agenda and bring blank forms that staff can fill out
  - After the quarterly FSP reports are distributed, review your program’s summary data

- **Review your list of clients with missing information on the last FSP report and enter the missing information**
Opportunity for Improvement

• Regular reporting on KETs

• Ongoing training for new staff to better understand importance of recording KETs in DCR

• Share challenges and concerns
Opportunity for Improvement

- Two or more KETs submitted for the same event type and date
  - E.g., residential, emergency, etc.

- Multiple KETS most common for residential key events

- Among TAY, duplicate KETs for emergencies have also been an issue
Opportunity for Improvement

- DCR system cannot record more than one KET change for the same type of event in a day

- Challenge of distinguishing between duplicates and true cases where several event changes occur on the same day

- Learn more from providers about data entry process
  - Share challenges and concerns
Opportunity for Improvement

• If percentages don’t seem to be an accurate representation of partners, then PAF assessments may not be capturing all information

• Once PAF is final (after 90 days), it cannot be modified

• Accurate reporting upon entry is important because it influences our ability to accurately monitor progress
Opportunity for Improvement

• Leaving questions blank can lead to uncertainty

• We can’t necessarily distinguish between a true zero and a null value.
  ▫ E.g., Number of arrests left blank - does this mean “zero arrests”? Or was the question skipped?
Frequently Asked Questions
Pending PAFs

• **Q:** A large number of our PAFs are listed as pending due to “CSI # did not match our records.” How do we fix these so they are removed from the list?

• **A:** Once the PAF is submitted, it will update automatically. The amount of time it takes for an update to occur can vary. Double check the accuracy of the CSI #, but if it is correct, you just need to wait for the update.
Changes in residential settings

• Q. We’re concerned that the categories under “Licensed Residential Treatment” include such a wide array of programs from crisis to long term. If a client goes from a short-term program to a stable living situation (long-term), do we need to submit a KET since the category has not changed?

• A. There should be a new KET submitted every time there is a physical residential change, even if the overall category does not change.
  ▫ A new KET form is submitted EACH time there is a change in residence; both changes in residential categories and moves between residences are tracked via the KET.
Education and young children

Q: How do we fill out the Education section for a child who is under 5 and has never been to school?

A: If they are in day care or preschool, you can respond to these sections based on information gathered during assessment.

If they have never attended any sort of school, mark “Level Unknown” and leave the attendance and grades sections blank.
Sources of financial support

• Q: What do we enter in the “Sources of Financial Support” question? Is it the child’s income, the caregiver’s income, or both?

• A: You need to enter all sources of financial support that are used to meet the client’s needs. This may include their own income (e.g. disability, social security) and/or their caregiver’s.
Transfer details

Case 1: Client is currently open to another program.

- The program that is seeing the client completes a KET and indicates which program the client is transferring to.
Transfer details

Case 2: The client was discharged from another FSP less than one year ago.

• The *new* FSP provider should send the *former* FSP provider a KET with the following info:
  ▫ Reactivation Date
  ▫ New Provider number
  ▫ New FSP Provider ID
  ▫ New Coordinator ID

• *The former* FSP must complete two steps.
  ▫ First, reactivate the client.
  ▫ Second, submit a KET to transfer the client.
Transfer details

Case 3: The client was discharged from another FSP more than one year ago.

- The former FSP must complete two steps.
  - The first step is to reactivate the client.
    - Reactivation will trigger a new PAF.
    - The new PAF can be saved as incomplete
  - The second step is to transfer the client via KET

- The new FSP would then need to complete the new PAF.
Enter data on discharged client

• **Q:** I found a KET that should have been entered for a client who has been discharged. Can I enter data for a closed/inactivated client in the DCR?

• **A:** This situation is tough because we do want all available data for the client. However, the DCR does not allow data to be entered for an inactive client. One workaround is to...
  ▫ 1) re-activate the client for the same date of the discontinuation,
  ▫ 2) enter the missed KET, and
  ▫ 3) discontinue again using a KET with the same original discontinuation date.
What if you have other questions?

- Questions about using the DCR regarding passwords, UserID, connectivity, or functionality:
  - Contact BHIS Tech support
    - Email: MHSADCRSupport@dhcs.ca.gov
    - Phone: (800) 579-0874
  - Refer to DCR User Manual
    - Now available within the DCR application under the “Help” tab.
What if you have other questions?

- Questions about data collection, data entry, or reporting:
  - Contact your assigned COR
  - Contact Anh Tran at CASRC:
    - Phone: 858-966-7703 ext. 3582
    - Email: alt041@ucsd.edu