# Children, Youth and Families (CYF) System of Care
# Full-Service Partnership (FSP) / Data Collection Reporting (DCR)
# Bi-annual Meeting
# Agenda

## December 14, 2022
## 1:00 PM to 3:00 PM

| | | |
|---|---|---|
| 1 | **Welcome**<br>• **Microsoft Teams Housekeeping**<br>• **The DCR System** | **Wendy Maramba** |
| 2 | **Updates**<br>• **FSP/DCR Public Facing Portal**<br>• **Training modules** | **Alfredo Villalba** |
| 3 | **San Diego Center for Children – Wrap Works**<br>• **Primary/Secondary Program Collaboration** | **SDCC Team**<br>**Laura Medina**<br>**lmedina@centerforchildren.org**<br>**Marina Marta**<br>**mmarta@centerforchildren.org** |
| 4 | **DCR Assistance**<br>• **Roles and Responsibilities Program/County/CASRC/State** | **CYF DCR Support Team**<br>**Caryl Montillano**<br>**Eric Camerino**<br>**Reigel Javinal** |
| 5 | **FSP Quarterly Report and Data Entry Review Report** | **Kate McDonald, CASRC**<br>**Anh Tran, CASRC** |
| 6 | **Attendance and Grades Outcome Measures** | **Wendy Maramba**<br>**Kate McDonald, CASRC** |
| 7 | **Reminders and Announcements** | |
| 8 | **FSP/DCR Support Staff**<br>DCR Team Support Fax/Email eFax# (858) 999-8921 BHS.CYF.DCR.Support@sdcounty.ca.gov<br>Caryl Montillano CYF FSP Support Analyst (619) 548-9393 Caryl.Montillano@sdcounty.ca.gov<br>Eric Camerino CYF FSP Support Analyst (619) 854-0203 Eric.Camerino@sdcounty.ca.gov<br>Reigel Javinal CYF FSP Support Analyst (619) 228-4512 Reigel.Javinal@sdcounty.ca.gov<br>Alfredo Villalba CYF FSP Lead Analyst (619) 548-8730 Alfredo.Villalba@sdcounty.ca.gov<br>Wendy Maramba CYF FSP/DCR Lead (619) 417-0873 Wendy.Maramba@sdcounty.ca.gov<br>Kate McDonald CASRC Senior Mental Health Researcher klmcdonald@health.ucsd.edu<br>Anh Tran CASRC Research Associate alt041@health.ucsd.edu | |
| 9 | **Next Meeting – Tentatively May 2023** | |

# CHILDREN, YOUTH AND FAMILIES (CYF) SYSTEM OF CARE FULL SERVICE PARTNERSHIP (FSP) / DATA COLLECTION REPORTING (DCR)

## Bi-Annual DCR User Meeting

May 11, 2022

1:30 PM to 3:30 PM

LIVE WELL SAN DIEGO

# WELCOME!

## TEAMS GROUND RULES

- All attendees have been muted on entry
- After each agenda item, we will have Q&A
  - Ask questions by typing them into the chat box
  - If you would like to ask your question verbally, please "raise your hand" to be unmuted

# DCR SUPPORT TEAM'S EMAIL ADDRESS

BHS.CYF.DCR.Support@sdcounty.ca.gov

# Roles and Responsibilities

## Children, Youth and Families DCR Support Team

The CYF DCR Support Team should be the first point of contact for all DCR related issues and requests, and will address issues regarding, but not limited to:

- Approving Users
- Removing Users
- DCR Initial Access
- DHCS Contact Liaison

- Roster Maintenance
- Bi-annual Meeting
- Special Circumstances Client Transfers

## What if I have other questions?

- DCR User Manual and other program staff that utilize DCR are available for user level troubleshooting
- DCR data collection, data entry, technical assistance, or reporting issues are to be submitted in writing to the CYF DCR Support Team for triage (Response times will vary due to complexity of the issue )

# DCR PASSWORDS

- WHO CAN RESET PASSWORDS
- BHS Support Staff and CASRC do not have the capability to reset password.
- State BHIS will assist with password resets.
- In order to reset passwords, send your requests to State BHIS email address listed below:
  - BHIS@dhcs.ca.gov

# REQUEST FORMS (ADD, TERMINATE USER)

LIVE WELL SAN DIEGO

## Data Collection & Reporting (DCR)
## Behavioral Health Information System (BHIS)
## Add Request Form

**Add DCR access and/or be added to the Partnership Service Coordinator (PSC) Assignment List**

1. Complete the following information:

| | | | |
|---|---|---|---|
| First/Last Name | | | |
| Email Address | | | |
| Phone Number | | | |
| Job Title | | | |
| Full Program Name | | | |
| Program Manager Name | | | |
| **Type of Access:** | | | |
| **DCR Data Entry** | ☐ Read Only ☐ Read/Write<br>☐ Does not need DCR access | **Add to PSC Assignment List** | ☐ Yes<br>☐ No |
| First/Last Name | | | |
| Email Address | | | |
| Phone Number | | | |
| Job Title | | | |
| Full Program Name | | | |
| Program Manager Name | | | |
| **Type of Access:** | | | |
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2. Email the completed form to CYF DCR Support Team: BHS.CYF.DCR.Support@sdcounty.ca.gov. Click on the 'Submit' button below to initiate the email process. The CYF DCR Support Team will process the request in the State BHIS and inform the State Department of Health Care Services (DHCS).
3. DHCS will create username and temporary password and will send an encrypted e-mail to the user's work e-mail address generally within 3-5 business days. User will need to change this temporary password into a permanent password using the link given in the encrypted e-mail. Only after a permanent password is created can the user log onto the BHIS Portal with the username and password.
4. Upon receiving DHCS approval, the user will be able to access DCR through BHIS and conduct data submission responsibilities.

CLEAR SAVE SUBMIT

Revised 05.17.2021

## Data Collection & Reporting (DCR)
## Behavioral Health Information System (BHIS)
## Terminate Request Form

**Terminate – DCR access no longer needed; Remove from Partnership Service Coordinator (PSC) Assignment List**

1. Prior to requesting termination of a DCR User, ensure all **ACTIVE** partners/clients are transferred to other staff within your program. **IMPORTANT:** *Termination requests will not be completed by the CYF DCR Support Team for any PSC or DCR User who has active partner/client assignments showing in the DCR system at the time of request.*
2. Complete the following information:

| | | |
|---|---|---|
| First/Last Name | | |
| Job Title | | |
| Program Name | | |
| Effective Date | | |
| Deactivation Reason | ☐ | User no longer employed in the organization |
| | ☐ | User no longer require access to any of the systems; within BHIS |
| | ☐ | Other |
| **Check box to confirm** | ☐ | DCR User / PSC does not have current partners assigned |
| First/Last Name | | |
| Job Title | | |
| Program Name | | |
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3. Email the completed form to the CYF DCR Support Team: BHS.CYF.DCR.Support@sdcounty.ca.gov. Click the 'Submit' button below to initiate the email process.
4. Unless notified by the CYF DCR Support Team, the request will be processed and completed action should be verified through review of the DCR system by the requesting program within 3-5 business days.

CLEAR SAVE SUBMIT

Revised 05.17.2021

# REQUEST FORMS (ADD USER)

LIVE WELL SAN DIEGO

Data Collection & Reporting (DCR)
Behavioral Health Information System (BHIS)
Add Request Form

**Add DCR access and/or be added to the Partnership Service Coordinator (PSC) Assignment List**

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| First/Last Name | | | |
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| Job Title | | | |
| Full Program Name | | | |
| Program Manager Name | | | |
| **Type of Access:** | | | |
| **DCR Data Entry** | ☐ Read Only ☐ Read/Write<br>☐ Does not need DCR access | **Add to PSC Assignment List** | ☐ Yes<br>☐ No |
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3. DHCS will create username and temporary password and will send an encrypted e-mail to the user's work e-mail address generally within 3-5 business days. User will need to change this temporary password into a permanent password using the link given in the encrypted e-mail. Only after a permanent password is created can the user log onto the BHIS Portal with the username and password.

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CLEAR SAVE SUBMIT

Revised 05.17.2021

# REQUEST FORMS (TERMINATE USER)

Data Collection & Reporting (DCR)
Behavioral Health Information System (BHIS)
Terminate Request Form

**Terminate – DCR access no longer needed; Remove from Partnership Service Coordinator (PSC) Assignment List**

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CLEAR SAVE SUBMIT

Revised 05.17.2021

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LIVE WELL SAN DIEGO

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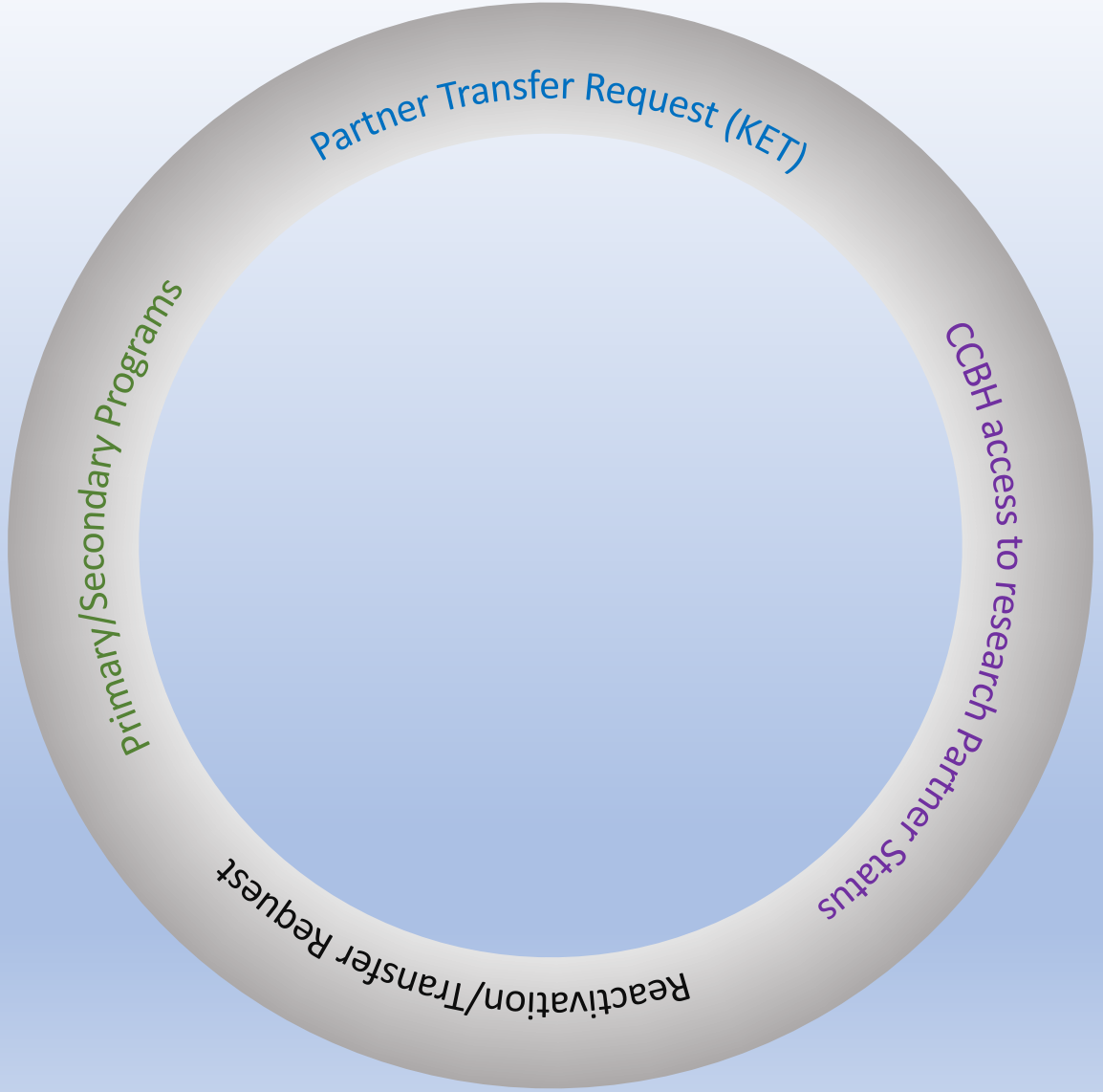
CLEAR SAVE SUBMIT

Revised 05.17.2021

# Communication Between Programs



Partner Transfer Request (KET)

# Communication Between Programs

*Documenting multiple attempts to transfer the client helps the DCR Support team determine the next step in resolving the issue*

Primary/Secondary Programs

# Communication Between Programs

*When a client/partner has two active programs, the primary program is responsible for entering the partner's information in the DCR*

Reactivation/Transfer Request

# Communication Between Programs

*Determine which program is the primary;*
*Inactivity within 1 year: Send KET transfer request directly to last provider*
*Inactivity beyond 1 year: Send request to DCR Support Team email*

*Always confirm Client name, CCN#, and DOB is correct prior to submitting*

CCBH access to research partner status

# Communication Between Programs

*It is best practice for a program to check CCBH to research partner status to determine next steps mentioned in the previous slide*

# KEY EVENT TRACKING (KET) FORM

LIVE WELL SAN DIEGO

Clear Form

## Full Service Partnership (FSP) KET Form – Page 1/8

Child KET
12/05/19

### Child/Youth: 0-15 Years

Key Event Tracking (KET)

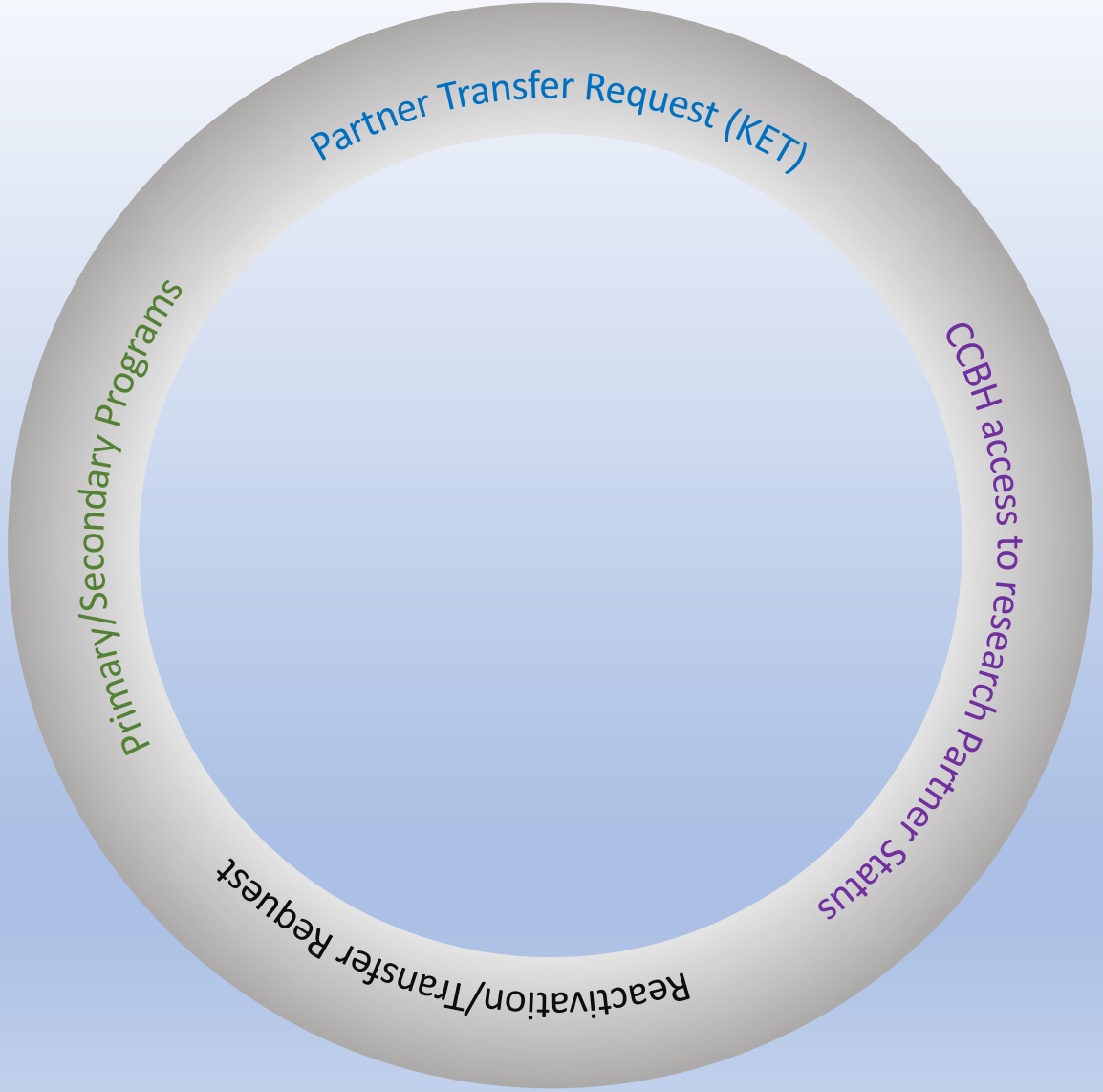
#### Partnership Information

| | |
|---|---|
| * Date Completed (mm/dd/yyyy): | |
| * County: | |
| CSI County Client Number (CCN): | |
| County Partner ID (optional): | |
| * Partner's First Name: | |
| * Partner's Last Name: | |
| * Partner's Date of Birth (mm/dd/yyyy): | |

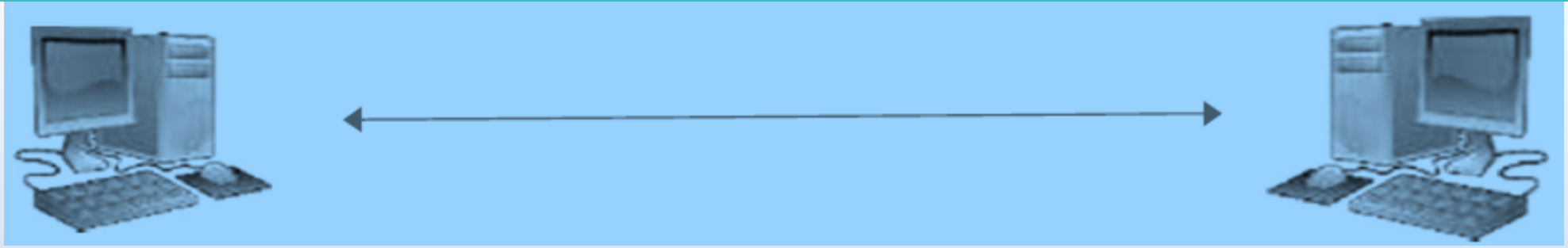
#### Changes in Administrative Information -- Skip this section if there are no changes

| | |
|---|---|
| **Date of Provider Number/ NPI change** (mm/dd/yyyy): | |
| NEW Provider Number/NPI: | |
| **Date of Full Service Partnership (PSP) Program ID change** (mm/dd/yyyy): | |
| NEW Full Service Partnership (PSP) Program ID: | |
| **Date of Partnership Service Coordinator (PSC) change** (mm/dd/yyyy): | |
| NEW Partnership Service Coordinator (PSC) ID: | |

# Communication Between Programs



# COUNTY TLS EMAIL ENCRYPTION



The County has established a secured email connection called Transport Layer Security (TLS) email encryption between the Business Partner/Legal Entity and the County. This means that all email sent between the County staff and the business partner staff will automatically be encrypted in transit over the Internet.

County TLS email encryption works only between the County and the County approved Business Partner/Legal Entity. If you are sending emails between agencies other than the County the email will not be encrypted. Therefore, if you need to send an email that contains confidential information to another agency, please ensure that your email account is set up with email encryption services (mandatory or optional) to be able to send an encrypted email.

For more information on TLS, please send an email to BHS.CYF.DCR.Support@sdcounty.ca.gov

# Data Collection Reporting (DCR)
# Bi-Annual DCR User Meeting

**December 14, 2021**

**1:00 PM to 3:00 PM**

THANK YOU!

LIVE WELL SAN DIEGO

# FSP-DCR Biannual Meeting Data Entry Review Report & Compliance Trend

Presenter: Anh Tran, CASRC-SOCE

Date: 12-14-2022

# Name change

- “Data Entry Review Report” includes:
  - **Clients that have not been entered in the DCR as of MM/DD/YYYY**
  - **Clients with missing Quarterly (3M) Reports as of MM/DD/YYYY**
  - **Clients with missing PAF data as of MM/DD/YYYY**

**Clients that have not been entered in the DCR:** This section lists clients receiving services during the fiscal year who were entered in the CCBH but are not found in the DCR.

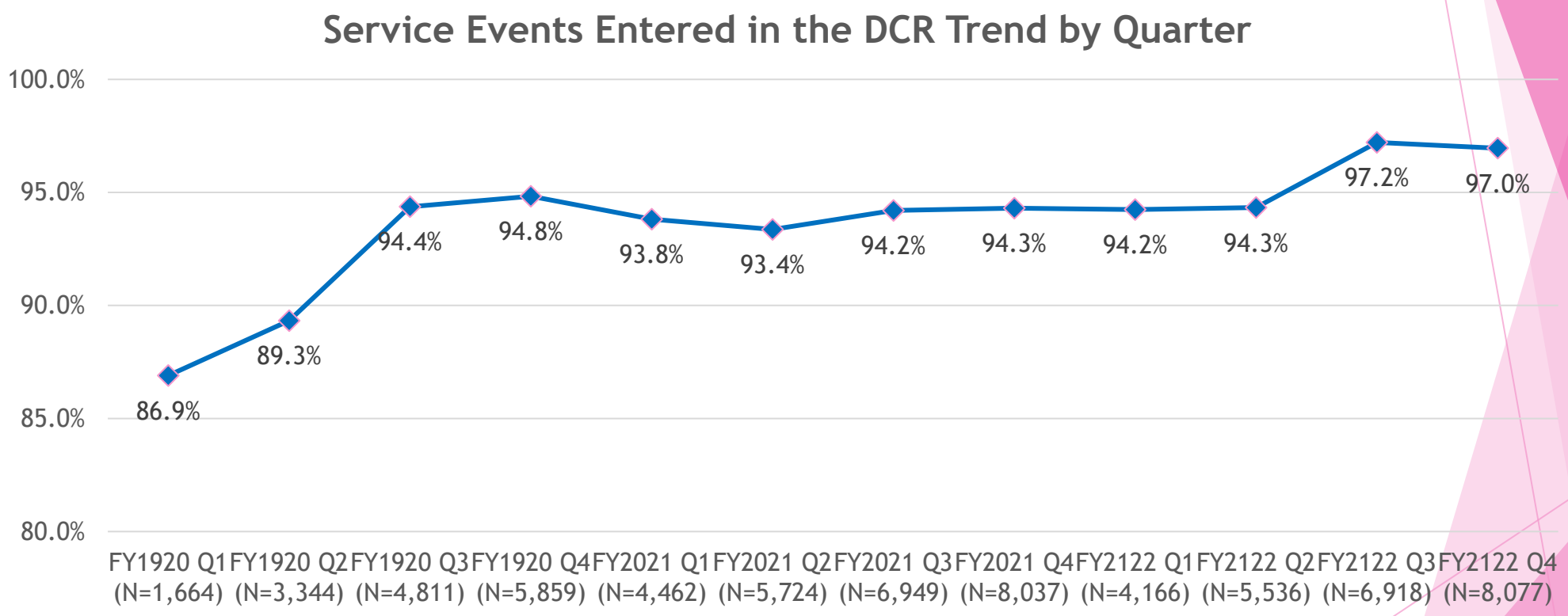
What do you need to do to correct the missing data?

- Enter all missing clients in the DCR. If entered correctly, these clients should not be counted as missing on the next report.

- If you entered clients in the DCR after the download date listed on the DCR report, you can ignore the warning. These clients will not be counted as missing on the next report.

- If you entered a client in the DCR before the download date and they still appear as missing, there may be some discrepancies between the CCBH and DCR data entries.
  - For example, the client's name, DOB, CSI#, PartnershipDate, or ProviderSiteID may be different between the two systems. Please check and correct any discrepancies. Once corrected, the client should not be counted as missing on the next report.

# Service Events Entered in the DCR



**Clients with missing Quarterly (3m) Reports:** This section lists clients who received services during the fiscal year and have at least one missing quarterly report, which could be in the current or previous FY.

What do you need to do to correct the missing quarterly data?

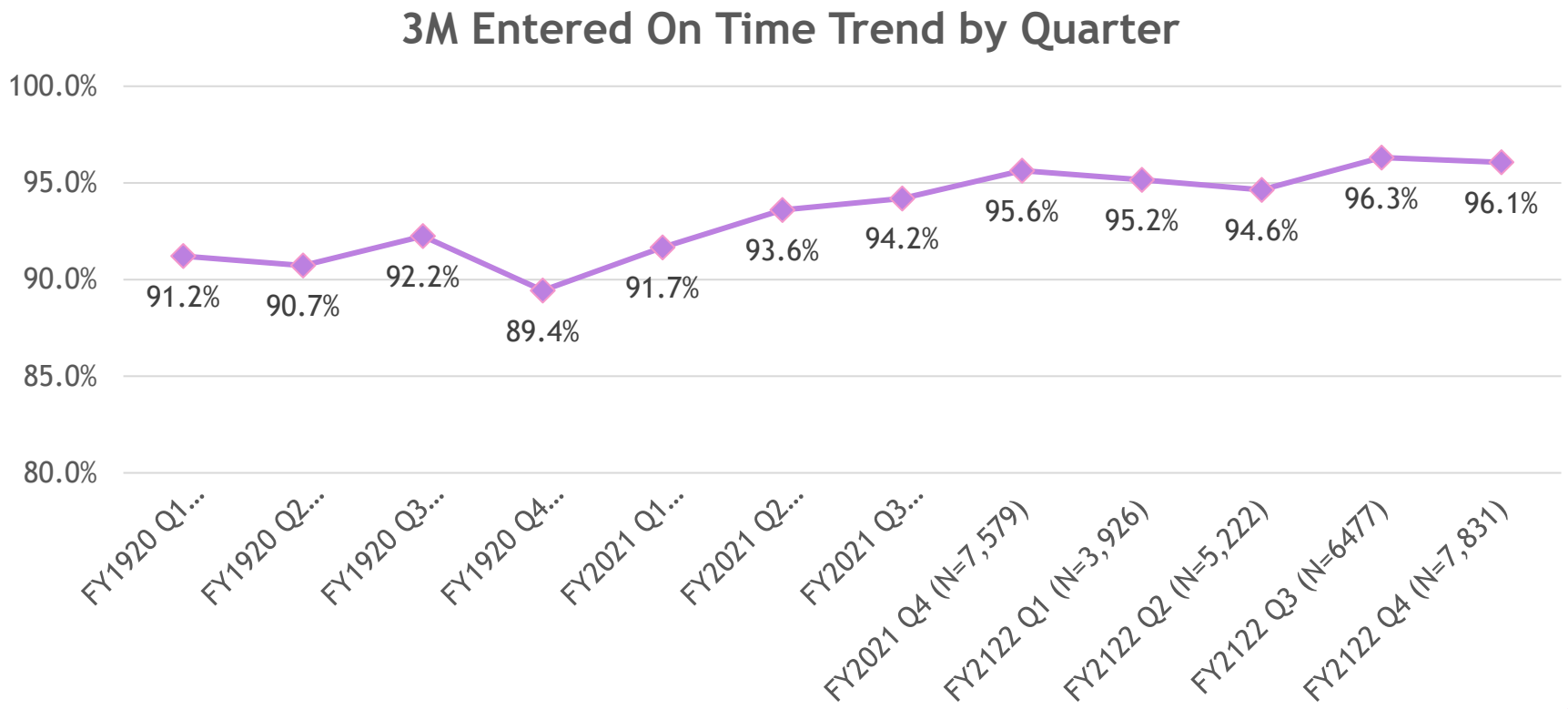
- Collect/enter the quarterly data. If entered correctly, these data should not be counted as missing on the next report.

- If the quarterly report was entered after the download date listed on the FSP report, you can ignore the warning. These data will not be counted as missing on the next report.

- If you are no longer able to collect the quarterly data (e.g., you are no longer in contact with the client), these data will continue to appear as “missing/late” throughout the fiscal year and cannot be corrected.

- If you find any “unusual” cases (e.g. no 3M place holders to enter), please send those lists to the DCR Support Team. They will be excluded from the next missing client data report.

# Quarterly Report (3M) Entered in the DCR




Note:

**Clients with Missing PAF data:** This section lists clients who are missing the following data elements from their PAFs.

Att = Attendance
Fin = Financial Source,
Gra = Grade,
Phy = Physician Info
Ref = Referral Source,
Res = Resiential Status,
SpeEd_Emo = Special Ed for Serious Emotional Disturbance,
SpedEd_Ano = Special Ed for Other Reason,
Sub_Pro = Substance Abuse Problem,
Sub_Ser = Substance Abuse Service

**Clients with Missing PAF data:** This section lists clients who are missing the following data elements from their PAFs.

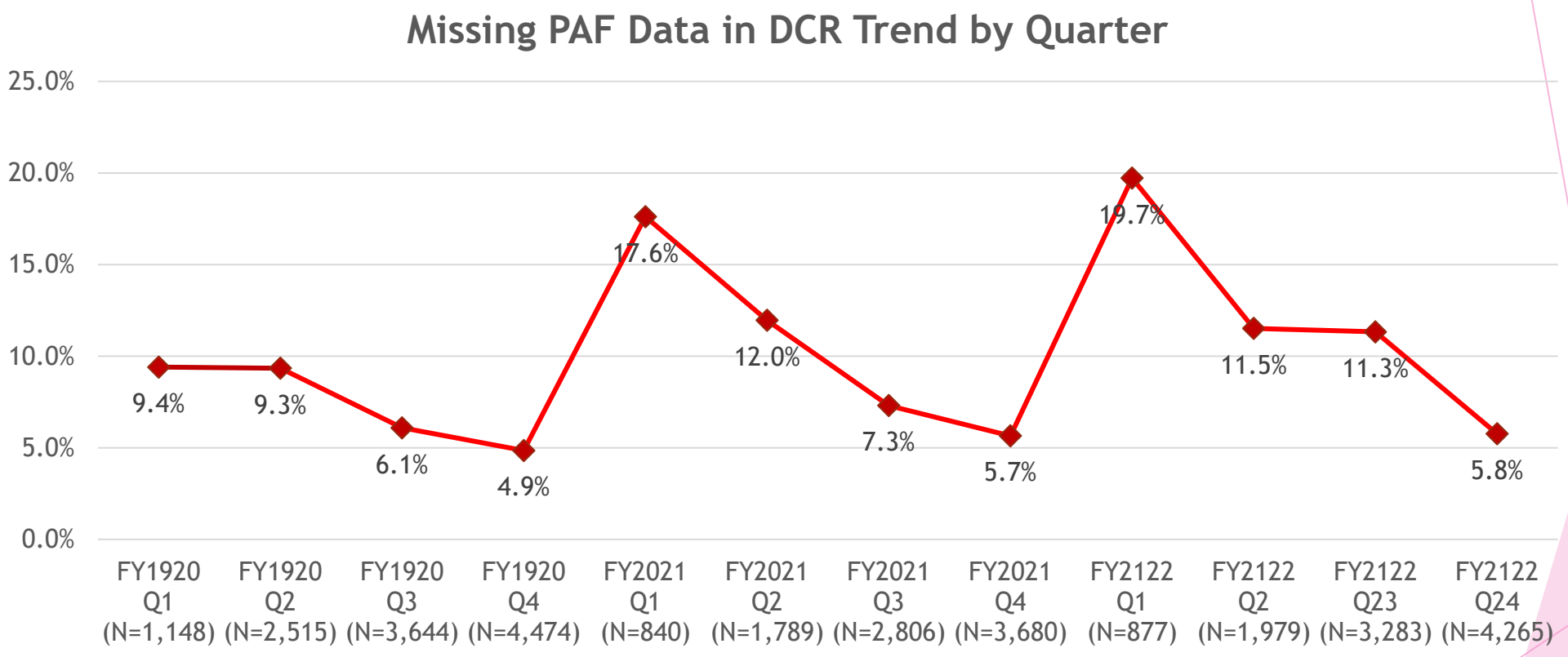
What do you need to do to correct the missing data?

- Complete/enter the missing PAF data. If entered correctly, these data should not be counted as missing on the next report.

- If the data were entered after the download date listed on the DCR report, you can ignore the warning. These data will not be counted as missing on the next report.

- If you are no longer able to collect the data (e.g., you are no longer in contact with the client),these data will continue to appear as “missing/late” throughout the fiscal year and cannot be corrected.

# Missing PAF data in the DCR



# How to improve the DCR data compliance

- **I - When enter the data into the DCR system, please make sure these key data points are correct:**
- 1) CSI Number – Can modify
- 2) Date of birth – Cannot modify
- 3) Partnership Date – Cannot modify
- 4) ProviderSiteID (Use the correct one from roster list. You should see "Provider # Matched")
- 5) Service Coordinator ID (only update the one belonged to your program)
- **You can cross check with CCBH to make sure the data were entered correctl**
- **II - Use the data entry review report (send by the County FSP team) and the validation report (in the DCR system) to correct any missing data**
- **III - Please note that KET and 3M cannot be deleted when entered. PAF can be deleted but it would erase the whole case (including KETs and 3Ms).**
- **IV - Before entering a new client data, check the CCBH to see if there is another program that served this client previously or concurrently. If so, you need to do a client transfer request.**
- **V - Contact the DCR Support Team if you have any questions.**

| Outcomes Assessments for: | |
|---|---|
| PAF | |
| 03/02/2022<br>Pending<br>Validation Report | |
| | |

**7. SCHOOL PERFORMANCE**

School-based FSP program will utilize the DCR report to report academic outcomes.

| ATTENDANCE PEFORMANCE | | | | |
|---|---|---|---|---|
| **Number** | **Outcome Objectives** | **YTD Results*** | | |
| | | **%** | **X** | **Y** |
| 1 | **Attendance** compliance rate | **0%** | | |
| a) | At discharge, **95%** of clients between the **ages 5 and 18**, whose episode lasted 120 days or longer have school attendance data available for both the initial and most recent quartely (3M) assessment | **0%** | | |
| b) | Provide explanation if **compliance rate is below 95%:** | | | |
| 2 | **Percent of clients that sustained "high" school attendance or improved school attendance between intake and discharge.**<br><br>**"High"** School Attendace Sustained: Clients who had ratings of "Always attends school (never truant)" or "Attends school most of the time" at both the initital assessment and the last quarterly (3M) assessment.<br><br>**"Low"** School Attendace Sustained: Clients who had ratings of "Sometimes attends school", "Infrequently attends school", or "Never attends school" at both the initital assessment and the last quarterly (3M) assessment.<br><br>School Attendance **Improved:** Clients who had any improvement in attendance ratings between the initial assessment and the last quarterly (3M) assessment (e.g., moving from a rating of "Never attends school" to "Infrequently attends school").<br><br>School Attendance **Declined**: Clients who had any decline in academic ratings between the initial assessment and the last quarterly (3M) assessment and the last quarterly (3M) assessment ("Infrequently attends school" to "Never attends school"). | | | |
| a) | "**High**" School Attendance Sustained **(2 or fewer unexcused absences a month)** | **0%** | | |
| b) | **"Low"** School Attendance Sustained **(3 or more unexcused absence a month)** | **0%** | | |
| c) | School Attendance **Improved** (movement on the 5-point rating scale) | **0%** | | |
| d) | School Attendance **Declined** (movement on the 5-point rating scale) | **0%** | | |
| | **Total** | **0%** | | |

| ACADEMIC PERFORMANCE OUTCOME OBJECTIVES | | | | |
|---|---|---|---|---|
| Number | Outcome Objectives | YTD Results* | | |
| | | % | X | Y |
| 1 | **Academic Performance** Compliance Rate | | | |
| a) | At discharge, **95%** of clients between the **ages of 5 and 18**, whose episode lasted 120 days or longer have academic performance date available for both the initial and most recent quarterly (3M) assessment | **0%** | | |
| b) | Please provide expanation if **compliance rate is below 95%.** | | | |
| 2 | **Percent of clients that had sustained "high" academic performance or improved academic performance between intake and discharge.**<br><br>"**High**" Academic Performance Sustained: Clients who had academic ratings of "Very Good" or "Good" at both the initital assessment and the last quarterly (3M) assessment.<br><br>"**Average**" Performance Sustained: Clients who had the same academic ratings of "Below Average" or "Poor" at both the initial assessment and the last quarterly (3M) assessment (e.g, moving from a rating of "Below Average" to "Average").<br><br>"**Low**" Performance Sustained: Clients who had academic ratings of "Average" at both the initial assessment and the last quarterly (3M) assessment.<br><br>Academic Performance **Improved**: Clients who had any improvement in academic ratings between the initial assessment and the last quarterly (3M) assessment (e.g. moving from a rating of "Below Average" to "Average").<br><br>Academic Performance **Declined**: Clients who had any decline in academic ratings between the initial assessment and the last quarterly (3M) assessment (e.g. moving from a rating of "Average" to "Below Average"). | | | |
| a) | "**High**" Academic Performance Sustained (**grades of "As", "Bs", or equivalent**) | **0%** | | |
| b) | "**Average**" Academic Performance Sustained (**grades of "Cs" or equivalent)** | **0%** | | |
| c) | "**Low**" Academic Performance Sustained (**grades of "Ds", "Fs", or equivalent**) | **0%** | | |
| d) | Academic Performance **Improved** (movement on the 5-point rating scale) | **0%** | | |
| e) | Academic Performance **Declined** (movement on the 5-point rating scale) | **0%** | | |
| | **Total** | **0%** | | |