DCR Frequently Asked Questions found in HSRC DCR Help Desk (ucsd.edu)

Q1: Help? I forgot my DCR username and/or password!
A: Below the log in box, click "forgot username or password?". This will take you to the DHCS Extranet Password Manager where you can click on "Forgot Password," "Forgot username," or "Forgot Security Question" to use the automated password recovery system. Or you can email BHIS@dhcs.ca.gov for additional assistance.

Q2: Which ID numbers are required by San Diego County on the PAF?
A: You need to enter:

- CSI County Client Number (CCN) – the Cerner/CCBH ID
- **Provider number / NPI – format is 37xx or 57xx**
  - *If this is missing from existing clients, use a KET to add it.*
- The FSP Program ID
- The Partnership Service Coordinator ID

Q3: For the programs that converted to FSPs, what is the appropriate date to enter as the Partnership Date? Is it the date we originally opened the case in the FSP subunit OR the date the PAF was completed?
A: You should enter the Partnership Date as the first time the client received a service after your program became an FSP.

Q4: Our FSP Program ID was recently changed by the state? How do we change this in the DCR?
A: For each active client, you will enter a KET reflecting the FSP Program ID change. The date should be the first time you see the client after the FSP Program ID was changed (e.g. 1/1/2010 for the recent change).

Q5: A large number of our PAFs are listed as pending due to "CSI # did not match our records or CSI # is blank." How do we fix these, so they are removed from the list?
A: Once the PAF is in, it will update automatically. It does take a while for the CSI to come up (up to 6 months). Double check the CSI #, although if it is correct, you just need to wait for it to update on its own.

Q6: Can you change dates in the PAF, either the Partnership Date or the Partner's Date of birth, after the data has been submitted? If so, how do we do that?
A: Programs cannot edit the Partnership Date. If you need to change the partnership date (e.g. you entered 1/5/2009 instead of 1/5/2010), you need to contact Avecita Roach. She has Administrative Read/Write access and can delete the PAF. You will then need to re-enter the PAF with the correct date.

You can edit the client's DOB although we do not recommend it because this date determines what forms come up. If there is a big difference, it may result in the wrong forms appearing (e.g. TAY client has Child 2 PAF). If you need to change the date and it will affect the form type, contact Linh Leger to delete the PAF. You will then need to re-enter the PAF with the correct birth date.

Q7: We are trying to enter a new client, although keep getting the following error message when entering the CSI # on a PAF: "CSI # already exists in system." What does this mean?
A: This client has been or is already open to another FSP. You should check in Cerner/CCBH to see whether they are currently open to an FSP. The program manager should have a list of FSP subunits.

If they are not currently open to another FSP and discharged from the FSP less than one year ago, you do not need to submit a PAF. Instead, have *the former FSP* enter a KET with the date the FSP Program ID changed.

If they discharged from the FSP more than one year ago, have *the former FSP* reactivate them and enter a KET with the date the FSP Program ID changed. In this case, you do need to submit a PAF.

If a client is open to both a TBS provider and another FSP, the regular FSP (non-TBS) will be responsible for entering the DCR data.

Q8: We took all the correct steps to transfer/close a client, although the client continues to show up on our active case list. What should we do?
A: Wait two weeks. It may take the DCR some time to update your active case list. If two weeks have passed, contact Kya at kfawleyking@ucsd.edu. If leaving a message, give her the client number, and whether the client was closed or transferred. Kya cannot remove the client from your case list, although she will make sure that the client is not listed under your program when she creates the quarterly report.

Q9: If a client has gone to ESU, then immediately after moved to the hospital, do we need to do two KETs?
A: Yes. Those are two separate Key Events and need to be tracked individually.

Q10: We need to enter an assessment for a client that was previously discharged from our program although is now back. How do we enter a new assessment for the client, since the system states the CSI number already exists for another partner?
A: You need to go to the Inactive partner list (under the Partnerships tab) and reactivate that partner.
The system will either generate a PAF (if the break was one year or longer) or generate a KET (if break was less than one year) to track changes during the break time.

Q11: If we reactivate a client, do we need to enter quarterly assessments for the time period in which the client was not in the program?
A: No.

Q12: If we reactivate a client, do we enter quarterly assessments based on their original partnership date or the date the client was reactivated?
A: The original partnership date, even though this means the first quarterly assessment may be due within one or two months of the reactivation date.

Q13: 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 using a KET 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.

Q14: We made an error on a KET and want to re-enter the data correctly. Can a KET be deleted?
A: You do not need to delete the KET. As long as there is no discontinuation or re-establishment indicated on the KET, just open the KET, enter the correct information, and then re-submit.
If the KET contains a discontinuation or re-establishment, you cannot edit these KETs. If you accidentally discontinued a client, then re-establish using a KET with the same date.

Q16: How do you correctly report a crisis situation for a client? On the KET, we entered the data under Residential Information (hospital) and also entered it under Emergency Intervention. Is this the correct process?
A: YES! You are correct in reporting it as both a residential status change and as an emergency intervention. Emergency interventions and residential statuses are analyzed separately, so it will not be counted twice.

Q17: 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?
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. This is described in the "Companion Guide for Full Service Partnerships" on page 9.

Q18: 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.

Q19: What do we choose for the Sources of Financial Support question for children who are dependents of the court (e.g. living in foster or group home)?

A: The best choice is Other, as there is no category to reflect the support that Child Welfare provides.

Q20: 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 mark these.
If they have never attended any sort of school, mark "Level Unknown" and leave the attendance and grades sections blank.

Q21: How do we fill out the grades and attendance section for a youth who is on summer vacation?

A: Enter the information based on their most recent grades and attendance while he or she was in school.

Full Service Partnership (FSP) Data Collection & Reporting (DCR)

https://hoap.ucsd.edu/fsphelp/pdfs/DCR_UserManual_v10.pdf

Q: Who do we contact if we don't have access yet?

A: Contact your approvers. If you are not sure who your approvers are, send an e-mail to MHSData@dhcs.ca.gov

Q: Can I get the link for me to log in?

A: Once your approver has enter you in to BHIS and BHIS has granted permissions and created your User ID, then follow the instructions in the encrypted e-mail for logging in to https://bhis.dhcs.ca.gov . If you don't know your approver, contact DHCS at: MHSdata@dhcs.ca.gov

Q: I am looking for the BHIS User Manual. Where can I get that manual on the website?

A: Log into the BHIS website (BHIS@dhcs.ca.gov) and select 'Help' on the navigation bar.

Q: how do you extract reports from the DCR?

A: Use the Download feature. The person with the CA-RW role for your county has this level of access.

Q: Will we be able to edit any of the information entered after it is submitted?

A: In the online PAF, the County, Partnership Date and Partner's Date of Birth are NOT editable fields. All other information can be edited. If the date of birth is wrong, you will need to Discontinue/Delete the PAF and any corresponding KETs and 3Ms then re-enter the information with the correct DOB.

Q: Which role allows you to extract data from the DCR?

A: CA-RW

Q: A new Partner has been entered into DCR with the wrong CSI number. What do I do?

A: Delete the Partner. Open a new PAF and enter the correct CSI number. Note: if the Partner has been assigned an incorrect CSI number, you will have to contact your CSI person to have it corrected.

Q: When entering a CCN number for a Partner, the DCR system shows me "No items to display".

A: It could be that the Partner you are looking for is "Inactive". When entering the values in the search area, you should make sure that the "-Select Page-" option is set to: 'Inactive Partners.

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General DCR

Q: Is there a way to justify missing 3M assessments when information cannot be collected?

A: No, there is not a way to currently record reasons associated with missing 3Ms. For example, when a 3M is missing due to a partner not being located within the timeframe when the 3M is due, the 3M cannot be annotated such that the missing 3M can be justified.

Q: When two partnerships for the same partner are at different providers, if the second partnership is submitted to the DCR before the first partnership is submitted, the DCR will not allow the first partnership. How can we add a prior partnership for a partner who has a later partnership already registered in the DCR?

A: The DCR will not allow partnerships to be submitted out of order. The second partnership must be deleted and then both partnerships must be entered in the correct order.