DCR Frequently Asked Questions

Q1: Help? I forgot my DCR username and/or password!
A: Below the log in box, click "forgot user name or password?". You can contact BHIS by mail, email or phone call:

- ◦ Go to http://appdir.dhcs.ca.gov/bhis/Pages/default.aspx to send BHIS a note; or
- ◦ E-mail BHIS at BHIS@dhcs.ca.gov; or
- ◦ Telephone BHIS at 1800-579-0874.

Q2: When I open up the DCR, all the pulldown menus are blank. How do I fix this?
A: There appears to be a problem with viewing the DCR in Internet Explorer version 8. You will need to use the Compatibility View.
Go to www.microsoft.com/windows/internet-explorer/features/easier.aspx for more information or search the IE help menu for Compatibility View

Q3: Which ID numbers are required by San Diego County on the PAF?
A: You need to enter:
- CSI County Client Number (CCN) – the Anasazi ID
- ## **Provider number / NPI – format is 37xx or 57xx**
  - o *If this is missing from existing clients, use a KET to add it.*
- The FSP Program ID
- The Partnership Service Coordinator ID

Q4: 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.

Q5: 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).

Q6: 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 #, but if it is correct, you just need to wait for it to update on its own.

Q7: 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 or the Partner's Date of birth. If it is found to be incorrect after the partnership is established in DCR, then the entire partnership must be deleted and recreated with the correct birthdate. You can contact County and/or CASRC staff to assist with this. You will then need to re-enter the PAF.

Q8: We are trying to enter a new client, but 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 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 <u>less than one year ago</u>, 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.

If a client is open to both FSP providers (non-TBS), the former FSP will be responsible for entering the DCR data.

Q9: We took all the correct steps to transfer/close a client but 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 County staff and/or CASRC staff to assist with this problem.

Q10: A client was transferred to my program. However, I could not find him/her on the DCR. What should I do?
A: Contact the former program who did the transfer to double check all transfer information entered correctly in the KET, specifically the Partnership Service Coordinator ID (or PSC). Also, double check that the assigned PSC is added to the DRC under your program.

Q11: 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.

Q12: We need to enter an assessment for a client that was previously discharged from our program, but 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.

Q13: 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.

Q14: 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.

Q15: Our client just turned 16, do we use the Child/Youth (0-15) forms or the TAY (16-25) forms?A: If a Partner "ages up" from one age group to another (e.g., has a birthday and turns from 15 to 16, aging out of Child / Youth group to the TAY group), then all KETs and 3Ms collected after the Partner ages up will reflect the new age group for the Partner.

Q16: 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: The DCR now allows you to enter or update any KET for a closed client.

Q17: I found a 3M 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: The DCR now allows you to enter or update any 3M for a closed client.

Q18: 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.

Q19: 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.

Q20: 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.

Q21: 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.

Q22: 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.

Q23: 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.

Q24: 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.