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Instructional Guide to the Adolescent Housing Hub for Adolescent Housing Hub (AHH) Providers

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**Instructional Guide to the Adolescent Housing Hub
for AHH Providers**

Table of Contents

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I. Introduction

The Adolescent Housing Hub (AHH) is the integration of the referral, admission and transition process for youth and young adults into the Permanent Supportive Housing or Transitional Living Program & Supervised Transitional Living Program, administered by the Office of Adolescent Services (OAS).

The AHH process is documented in the CYBER system that is managed by the New Jersey Children's System of Care (CSOC) as the electronic health record for youth and allows OAS and AHH users to track open beds, manage Site census and create a waiting list of youth that are awaiting admission into AHH programs. This functionality allows for the timely placement of youth and young adults by accurately matching their needs with a program that can accommodate them, based upon specifiers, location and available bed count; this functionality creates an efficient process that minimizes delays in service.

CYBER is used to enter housing referrals that are received via phone from youth, Care Management Organizations (CMO), Department of Child Protection and Permanency (DCP&P) workers, AHH providers and third parties. These referrals are automatically posted to the Hub, where providers have the ability to see the housing referral information for youth waiting to be placed into a program. Providers also have the ability to assign referrals to a queue, which allows them to track the youth's status in relation to preparing for admission.

If a youth arrives at a program, the provider should continue with their current intake process. The provider is expected to contact PerformCare within two (2) business days to register the youth (providers should be prepared to supply the youth's name, date of birth or age and a method of contact – phone number, address or email address). Once the youth is registered and the referral is created, the referral is posted on the AHH for the provider to either continue working with the youth to determine eligibility for admission, or to immediately admit the youth into the program. (If it is determined that the youth is not a good fit for the program or vice versa, the provider may also chose to 'Not Accept' the youth. This will remove the referral from the program's queue, and allow other providers to continue viewing the youth's information.)

This document describes the functionality available to the AHH user in CYBER.

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II. Accessing CYBER

Users must first log into CYBER with their Username and Password. CYBER can be accessed via the PerformCare website – www.performcarenj.org . The link is available at the top and bottom of the main page.

Each provider organization has at least one CYBER Security Administrator, and your agency's CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

Before you log in, keep in mind…

- There is no 'back button' use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, **you will be required to enter your Username and Password and Enter, Tab and Enter or click the LOGIN button to continue**.

Above the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

This statement will appear each time you log in.

Please also check the **Providers** section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.

CYBER LOGIN

As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use or disclosure of this PHI by logging in as a CYBER User.

This is in compliance with The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA please go to http://www.hhs.gov/ocr/hipaa/

CYBER contains substance abuse diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). CYBER users are not permitted access to that information without a valid written consent that meets the requirements of 42 CFR Part 2. Users that access such confidential information pursuant to a valid written consent are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

Please CLEAR your browser Cache before using this new version of CYBER

Username

Password

LOGIN

3

III. AHH Welcome Page

The Welcome Page is the initial screen that will display after logging in to CYBER. It acts as a starting point for the basic functionality within the system. It includes:

- Youth/Child Search - options to search for and locate a youth's record
- Links - on the right-hand side of the screen are in an accordion format and depending on the link selected, display current activity in a dashboard on a grid in the center of the page.
- Buttons – on the left-hand side take the user to different areas in the system
- Access to the PerformCare website for assistance
- Security Administrator contact information is listed the upper left corner along with links to the PerformCare website.

By default, each time the user returns to the Welcome page, the center grid will automatically populate with the uppermost link on the right, 'New to AHH' data.

Users can click the Refresh Total button at the top of the links column to populate the parentheses ( ) of each link.

Sorting Welcome Page Grids

Any grid in CYBER can be sorted using up to two columns of data. Here are two examples:

Single Column sort - sort the *New to AHH* grid by the Post Date

1. Single-click on the column heading for Post Date; doing so will sort the entire grid by the Post Date of the referral.

Double Column sort - to sort the *New to AHH* grid by both the Post Date and the Site Name

1. Single-click on the column heading for Post Date
2. Hold down the Shift key on the keyboard
3. Single-click on the column heading for Site Name

This will hold the data sorted by the first column, and then re-sort based upon the second column selection.

For Printing Welcome Page grids (see Printing).

4

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Welcome Page Links

Adolescent Housing Hub Accordion

New to AHH Link

The New to AHH link displays youth referrals new to the AHH within the last 3 days and shows the following information from youth checklists*:

- **Youth/Child ID** – unique identifier attached to every youth's CYBER record; can be used to locate a referral on the AHH

- **First and Last Name** – the first and last name of the youth, as entered into their CYBER record

- **Days on AHH** – a count of the number of days the youth's referral has been posted to the AHH

- **Post Date** – the original date the referral was posted to the AHH

- **Status** - the status of the referral on the AHH
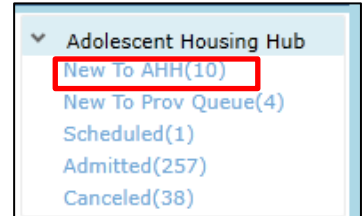
> ○ In Process – referral is active, but has no provider activity
> ○ No Contact Info – referral is active but there is no youth or DCP&P contact information listed for the youth; youth will appear on AHH Link tab until assigned to the Provider Queue
> ○ Open - the referral is active on the AHH Link tab, but is not assigned to any AHH provider

- **Age** – age of the youth as entered into their CYBER record
- **Gender** – gender of the youth as entered into their CYBER record

Specifiers*

- **Parent w/Child** - displays a 'Y' if the Parent w/ Child checkbox is selected
- **Pregnant** - shows a 'Y' if the Pregnant checkbox is selected
- **Homeless** - displays a 'Y' if the Homeless checkbox is selected
- **Open to CSOC** - shows a 'Y' if the Open to CSOC checkbox is selected
- **Open to DCP&P** - displays a 'Y' if the Open to DCP&P checkbox is selected
- **Mental Health Dx** - shows Yes, No, or Unknown as identified
- **Sex Offender** - displays Tier I, Tier II, Tier III, No, Unknown, or Adjudicated/No Tier as identified

*If no selection is made the field will remain blank

New to Provider Queue Link

The center grid will populate with a list of referrals that have been either, automatically assigned to the Provider Queue on the AHH in the last three (3) days or manually assigned by a user. Those referrals that have been automatically assigned have been matched up based upon specifiers from both the referral and the provider information file (PIF) for the program.

This grid will include the columns identified in *New To AHH Queue* and add:

- **Site Name** – the program/site name that the referral is assigned to (if a user's ID is attached to more than one program, they will see the referrals assigned to those programs)

Status is not included because all the referrals new to the Provider Queue are in Assign status

Scheduled Link

This grid acts as the program's 'waiting list' for referrals that were put into *Schedule* status. These are youth whom the program deemed eligible for the program, but have not yet been admitted (waiting for a bed to open, etc.).

This grid will list all of the referrals that are currently in Schedule status for any program that the logged in user is attached to in the system.

Please note that until a youth is admitted into a program and the status of their referral has been changed to 'Admit', they can be on multiple waiting lists and may be admitted to another program at any time.

This grid will include the columns identified in *New To Provider Queue* and add:

- **Scheduled Date** – the date on which the status of the referral was changed to 'Schedule'

Admitted Link

This grid will act as a copy of all the combined programs' census from the AHH for the logged in user. Youth will come off this list once a transition is completed in the system.

This grid will include the columns identified in *New To Provider Queue* and add:

- **Admission Date** – the date on which the referral's status was changed to Admit

Canceled Link

This link will display the Canceled grid showing all the canceled referrals in the last 30 days.

This grid will list all youth from all programs in Canceled status and include the columns identified in *New To Provider Queue* and add the following:

- **Canceled Date** - Date the referral was canceled by either OAS, a DCP&P request, or the batch process
- **Canceled Type** - displays the following - 'Cancel' if OAS canceled the referral, 'Auto Cancel' if canceled via a batch process, and 'Administratively set to Not Accept'

Progress Notes Accordion

In Progress Link

The In Progress link displays any progress note that is in a draft or In Progress status. A hyperlink will allow the user to jump to the youth record and then user can navigate to the draft progress note. (See Progress Notes)

Deactivated Users Accordion (only available to Security Administrators)

Progress/Assigned Work Link

If an AHH at the agency user is deactivated, the user may leave behind unsubmitted progress notes. If a progress note is saved as a draft prior to a user leaving, a reminder will appear to the Security Administrator when the username is deactivated. Security Administrators can address draft progress notes by deleting or committing the notes. Further details are noted in the *Instructional Guide to Security Administrators* (see References).

Welcome Page Buttons

The Welcome Page has buttons on the left-hand column that take the user to other areas of CYBER. These are:

- **Youth/Child Search** – takes the user to the Youth/Child Search screen; users gain access to Active Agency Youth and alternate search fields (See Searching for a Youth Record)
- **Adolescent Housing Hub** – takes the user to the AHH Specific Functions area (See AHH Specific Functions)
- **Provider Details** – takes the user to the Provider Details screen where Security Administrators can access the AHH PIF (See Provider information File)
- **System Functions** – takes users to the Manage Access area; Security Administrators can activate and deactivate users, assist with password resets, etc.; non-Security Administrators can update contact information and reset their own password (See References)

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IV. Searching for a Youth Record

Quick Search

Users may search for a youth by performing a **Quick Search** on the Welcome Screen.

By entering information into at least one of the fields and pressing Enter on the keyboard, the user can perform a Quick Search and find a youth in CYBER. Partial entry is accepted as well (Mary Smith = Mar in First name field and Smi in the Last name field).

Youth/Child Search

An alternate option to search for youth is on the Youth/Child screen. Users can click the Youth/Child Search button on the left side of the Welcome Page. At the top of the screen, there are fields in which the user can search for a youth. Partial entry searches can also be performed and depending on common name spelling, more than one youth could appear. If more than one name is presented, the user should review them for accuracy by double clicking each youth record to open.

The user can click the magnifying glass to run a search. The user can search using any of the following fields*:

- First Name
- Last Name
- CYBER ID
- Date of Birth

*Social Security Number is a read-only, PHI protected field

Show Active Agency Youth icon will display a list of youth open to the agency. Users can select a youth from the list to view.

8

V. The Youth Record

When the user opens a youth record, they are presented with the Face Sheet. The Face Sheet holds all of the youth's essential information.

Face Sheet Tabs

AHH has two Face Sheet tabs, Dashboard and Demographics. The Face Sheet tabs contain data on the youth.
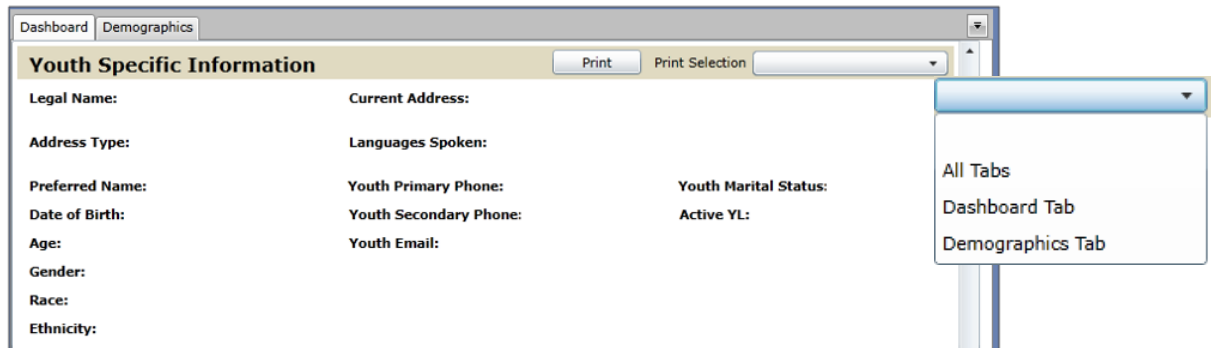
Dashboard Tab - The Dashboard tab is the default starting point, or landing tab for all CYBER users. The Dashboard provides a youth-centered 'snapshot' of the youth's information drawn from different areas and tabs in the youth's record. The Dashboard tab is *read-only* to all providers – it is not editable, nor is the text available to be copied and pasted. However, there is functionality for PDF printing of all the tabs in the Face Sheet, including the Dashboard tab. (See Printing)

Demographics Tab – Demographics tab contains the youth's demographic and identification information. Provider restrictions to editing specific information in a youth record is dependent on whether Care Management or Mobile Response (CMO and/or MRSS) providers are involved and open to the youth in CYBER. When AHH can modify the face sheet, it is an indicator that there is no care management entity involved.


Demographics – Care Management involvement - Not editable

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Progress Notes

After a youth is admitted, the Face Sheet can be accessed in order to create or view Progress Notes. The AHH user can access the youth record in a number of ways:

From the Welcome Page access the youth Face Sheet:

- Clicking on the AHH Admitted link on the right side will display a list of youth admitted to the user's program with links to the Youth IDs displayed in the center gird. Clicking the ID opens the Youth's Face Sheet.
- Progress Notes that are in a draft state (not committed) may be found by clicking the Progress Notes 'In Progress' link, displaying a list of any notes.
- Last, the user can use the Quick Search fields and search for the youth by partial name or Youth ID.
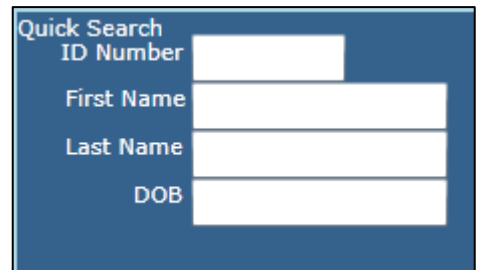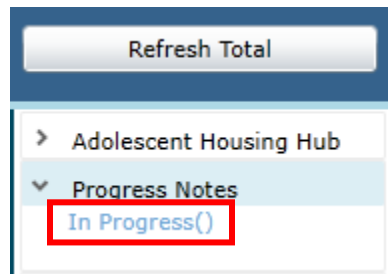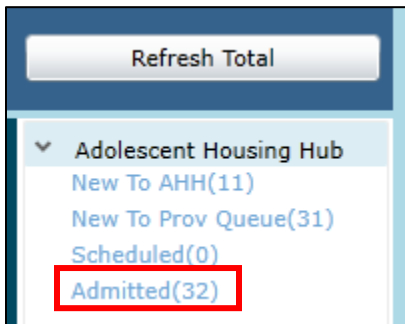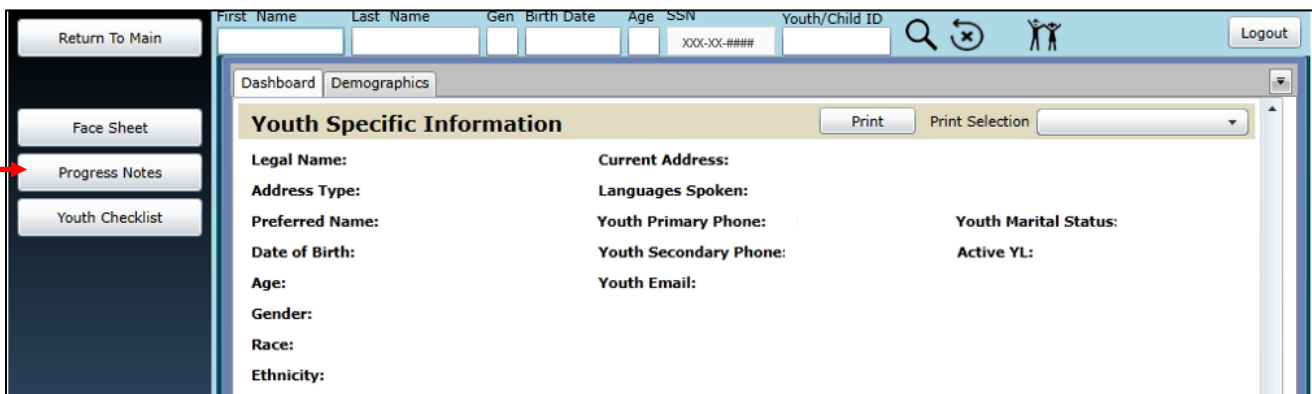

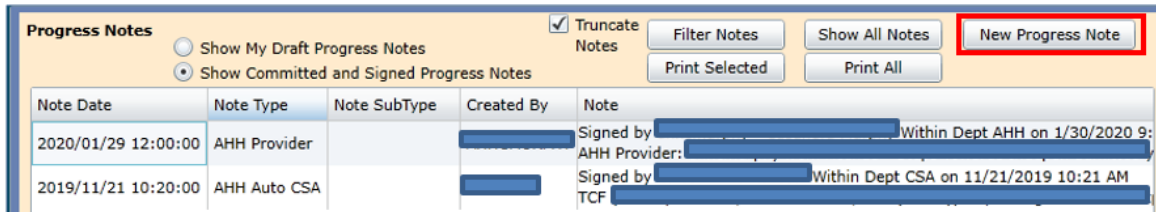**From the AHH Link Census tab access the youth's Face Sheet**:

- Users can also click the Face Sheet button to access an individual youth record.
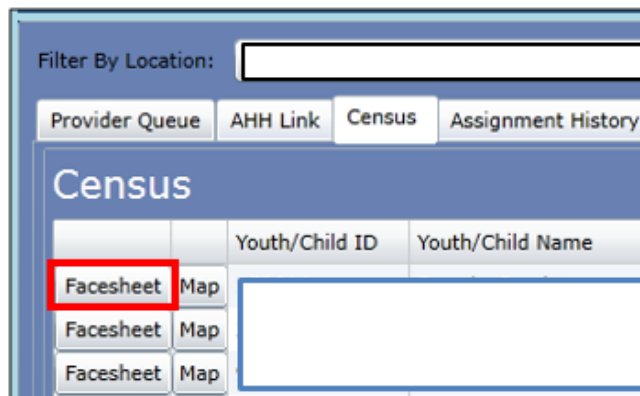
Once the youth's Face Sheet loads, the user will see the Progress Notes button on the left side of the screen.

Clicking the Progress Notes button will bring up the youth's Progress Notes grid.


Users will see Progress Notes that have been committed to the youth's record by users within their own agency that relate to the AHH program; users will also see progress notes committed to the youth's record by the CSA and OAS that relate to the housing program. If a youth is also working with a Care Management Organization or Mobile Response, DCP&P, or other behavioral health providers, those notes will not appear here.

If the youth is admitted into the user's program, the user will have the ability to add a new progress note to the record using the 'New Progress Note' button on the upper-right hand corner of the screen. Clicking here will bring up an *Enter a Progress Note* window.

Housing providers will have the choice of two Notation Types (a Notation type must selected in order to create the note). There are no Notation Sub Types for AHH progress notes.

- AHH AWOL – This notation type should relate to the transition process; if a user chooses to enter an AHH AWOL note, they should still continue to document the youth's status. After a 5-day period, if the youth has not returned, the housing program must transition the youth; if the youth returns after 5 days and is still in need of housing, another checklist (referral) will need to be entered by the CSA.

- AHH Provider – This notation type is a general type generated during an admission collecting the information from the Youth Checklist (referral). The AHH user may enter this notation type during the youth's stay at the program.
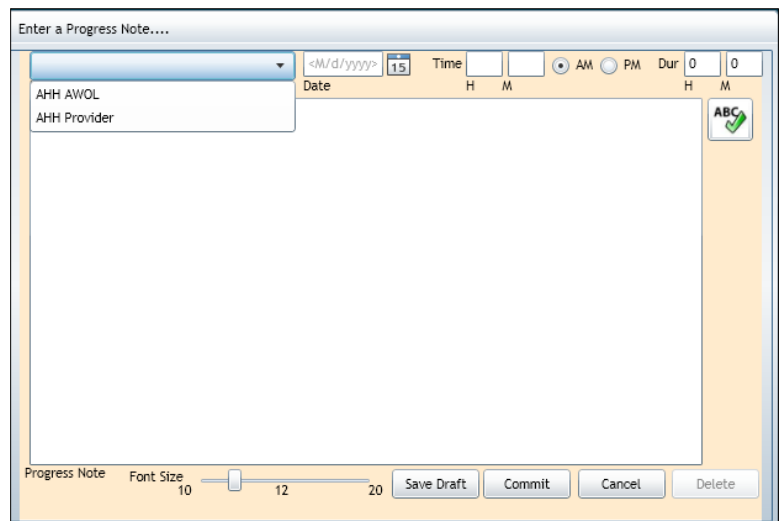
AHH users may also see CSA progress notes that are AHH specific.

- AHH Auto CSA – This notation type should relate to calls to PerformCare from youth, CMO/MRSS or DCP&P and reflect the information collected and programs offered.

The Date, Time and Duration fields are to document when the conversation or action took place; meaning, if the user is entering the progress note to document a conversation regarding a conversation around transition with the youth, the date/time/duration of that conversation would be entered into these fields.

- Date can be selected from the calendar icon and should represent the date of the activity being documented
- Time is entered as separate numbers for hours and minutes separately (example: 10 H 20 M AM for 10:20 AM)
- Duration is also entered as separate numbers for hours and minutes (example: 0 H 30 M for a 30 minute duration)

The white box below is a text field for the description of the activity; there is a spell check button next to the text field that will check the text in the note.

The note can be committed into the youth record by clicking the **Commit** button. Users also have the ability to save the note in draft form (In Progress status). Using the **Save Draft** button allows only the author to view it in the youth's record; it can be reviewed using the 'Show My Draft Progress Notes' radio button which appears above the progress note grid on the left-hand side. All committed Progress Notes are displayed by default.

Progress Notes can only be deleted by the user from a record while they are still in draft form; once a note is committed to a youth's record it cannot be deleted or edited.

Users should complete a Customer Service Request Form to request the PHI be removed only if Protected Health Information (PHI) is entered or uploaded in the wrong youth's record. (See References for the Form link)

If a provider enters or uploads documentation into a youth's record that only requires modification, the user or the user's supervisor must enter an *amended* progress note indicating what information is not correct or entered in error, and should not be further disclosed.

Note: The progress note should indicate the additional progress note is an amendment. All progress note amendments need to be labeled as an 'amendment'.

There is no option for creating a progress note for a youth who is not admitted yet.	

Youth Checklist

The youth checklist may be opened from the youth's record or from the AHH Specific Functions screen.

In the youth's record, the user can open the checklist by clicking the Youth Checklist button, viewing the checklist grid and double clicking on the checklist with most recent created date.

AHH users can click the Youth's Face Sheet button in the Provider Queue tab or the Census tab and can access a checklist from the youth's record.

The Youth Checklist is created when an age-appropriate youth calls PerformCare asking for housing options. PerformCare registers the youth and then collects information about the youth. These include:

- Youth's contact information (if available)
- DCP&P Contact information (if available)
- Education Level
- Primary mode of transportation
- Current employment status
- Counties where youth is seeking housing

And Specifiers:

- Open to CSOC (receiving CMO or MRSS services)
- Open to DCP&P
- Parent with Child
- Pregnant
- Homeless
- Mental Health Diagnosis (Yes, No, Unknown)
- Sex Offender (Tier I, II, III, Adjudicated, No, or Unknown)

Checklist for a youth in the Provider Queue (not admitted)

After information is collected, a random search is performed and the system matches the checklist specifiers. The youth is provided up to three AHH locations. The providers are marked as accept or deny based on youth's reply and the checklist is submitted to the Adolescent Housing Hub.

The checklist becomes the referral document in the Hub and is placed on the matched programs in their Provider Queues. The checklist also is available in the AHH Link tabs of all other providers in case the youth reaches out to any other site.

Checklist Referral History
At the bottom of the Youth Checklist, there is a **Referral History** button. If the AHH user clicks Referral History, they will see the history of the referral from the date it was begun and posted (submitted) to the Hub to the present time.

The referral history displays the changes that have taken place to the referral over time. Who changed it, the previous value it held and the updated changes documented with the dates.

Date ▲	Field Changed	Previous Value	Updated Value	Changed By
12/18/2019	Referral number			
12/18/2019	Status	Saved	Open	
12/18/2019	Submitted date		Dec 18 2019 4:34PM	
12/18/2019	Status	Open		
1/2/2020 2:!	Status	In Process	Scheduled	
1/2/2020 4:!	Status	Scheduled	Open	CSAADMIN
1/2/2020 5:!	Status	Open	Scheduled	CSAADMIN
1/3/2020 1:!	Status	Scheduled	Open	CSAADMIN

VI. Adolescent Housing Hub

The AHH provider uses the Adolescent Housing Hub Specific Functions screen to review housing referrals for admission and manage their census; the referrals are created by PerformCare staff and are posted for AHH providers during the process of determining a youth's eligibility for admittance into their program(s).

To access the Hub, providers will click on the Adolescent Housing Hub button that appears on the left side of the Welcome Page.

The Adolescent Housing Hub Specific Functions screen consists of four tabs each in a grid format. Each row of the grid is a referral documented on a single row.

- *Provider Queue tab* – contains the referrals that were automatically (assigned) matched to the programs' specifiers, as well as those that were manually added by the program's users
- *AHH Link* tab – contains a list of all referrals for youth that are seeking housing and are not currently admitted to a program
- *Census* tab – contains a list of the program's currently admitted youth; also includes Transition functionality, View Historical Data (youth formerly admitted) and Print functionality
- *Assignment History* tab – shows the history of the referrals that have been assigned to the AHH specific program in the past, but were not admitted to that program

The Hub will open by default to the Provider Queue; if the user's ID is attached to more than one program, the user will need to select a program from the Filter by Location above the tabs to populate the grid with data. Otherwise, the Provider Queue will automatically populate with data for the one associated program.

14

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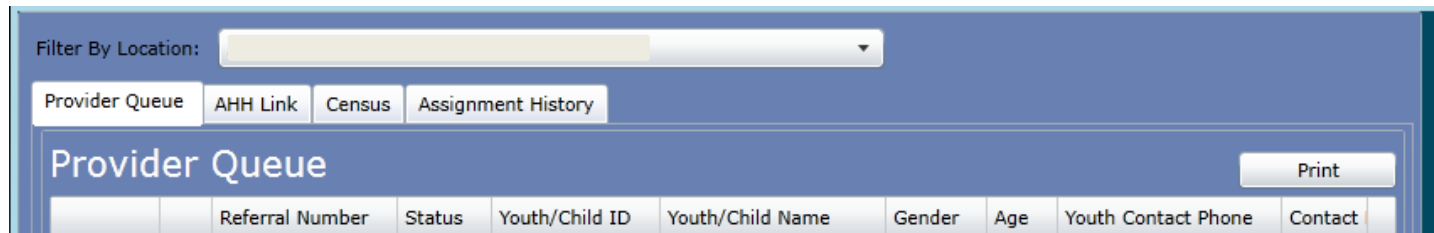
Provider Queue Tab

The **Provider Queue** will appear as a grid and contain the following information:

- **Face Sheet** button – clicking here will bring the user to the youth's Face Sheet (read-only access); the Face Sheet contains additional demographic information for the youth
- **Map** button – clicking here will bring up a Geomap of New Jersey that allows the user to see where the youth is currently located, based upon zip code from the Face Sheet; included is functionality that allows the user to locate their own program, or another housing program, and determine the approximate distance between the youth and the program's location. This functionality will also show the user a housing program's current census, which may help if the provider is assisting the youth in finding a program that has immediate availability
- **Referral Number** – unique identifier automatically assigned to each referral in the system
- **Status** – the current status of the referral on the program's queue

The statuses are:

- o Assign – the default status for a referral assigned to the Queue; this status on the Link indicates that the referral was either manually or automatically assigned to the provider.
- o Awaiting Information – the program has reached out to the youth and/or their Care Management Entity or DCP&P worker and is waiting for information to determine eligibility for admission.
- o Schedule – the program has scheduled an interview with the youth; this may also indicate that an admission date has been scheduled for the future and the youth is on a waiting list.

These statuses will move the referral to other tabs:

- o Admit – the status for admitting youth to the program; this status will add the youth to the program's census.
- o Not Accepted – if the program determines that they are not a good fit for the youth (or vice versa), or if the youth is no longer in need of housing, the referral status must be changed to Not Accept, which will remove the referral from the Provider Queue and return the referral to the AHH Tab. This action will be documented on the Assignment History tab.

Note: If the program discovers that the youth no longer needs housing, the youth or their DCP&P worker should contact the CSA to request the to cancel the referral. Doing so will remove the referral from Hub link. History of the cancellation will appear on the Assignment History tab.

- **Youth/Child ID** – unique identifier attached to every youth's CYBER record
- **Youth/Child Name** – the first and last name of the youth, as entered into their CYBER record
- **Gender** – the gender of the youth as entered on the Face Sheet
- **Age** – the age of the youth as entered on the Face Sheet
- **Youth Contact Phone** – the number at which the youth can be reached (if entered)

- **Contact Relationship** – the caller's relationship to the youth (e.g. Self, Resource Father, Aunt, Care Manager)
- **Youth Contact Address** – the address at which the youth can be reached (if entered)
- **DCP&P Contact** – name of youth's DCP&P worker at the time of referral (if entered and applicable)
- **DCP&P Phone** – phone number of youth's DCP&P worker at the time of referral (if entered and applicable)
- **Days on AHH** – a count of the number of days the referral has been posted to the AHH
- **Days in Prov. Queue** – a count of the number of days the referral has been assigned to the Provider Queue tab
- **Create Date** – the date the Youth Checklist was created
- **Date Assigned to Queue** – the date the referral was auto assigned or manually assigned to the queue
- **County** – requested counties on the youth checklist

Specifier Columns*

- **Parent w/Child** - displays a 'Y' if the Parent w/ Child checkbox is selected
- **Pregnant** - shows a 'Y' if the Pregnant checkbox is selected
- **Homeless** - displays a 'Y' if the Homeless checkbox is selected
- **Open to CSOC** - shows a 'Y' if the Open to CSOC checkbox is selected
- **Open to DCP&P** - displays a 'Y' if the Open to DCP&P checkbox is selected
- **Mental Health Dx** – displays Yes, No, or Unknown as identified
- **Sex Offender** - displays Tier I, Tier II, Tier III, No, Unknown, or Adjudicated/No Tier as identified

*If no selection is made the field will remain blank

- **Auto Assigned** – 'Y' means the referral was auto assigned to providers, 'N' means the referral was manually assigned to the queue Change the Status of a Referral

Change Status Window

In order to change the status of a referral, the user must double-click on the record in their Provider Queue to open the Change Status window.

Current Status Menu

The user may change the status of any referral in their program's queue. Once a referral's status is set to *Admit*, the referral is removed from the Provider Queue and the AHH Link tabs, and moved to the program's Census.

Note: An admission must be entered into CYBER within two (2) business days of the actual admission into the housing program. If the referral's status is set to Not Accepted*, the referral is only removed from the Provider's Queue.*

(See Status definitions above in Provider Queue Tab)

<u>Reason Menu</u>

A reason must be indicated from the Reason drop down menu if *Not Accepted* is selected.

If the user chooses 'Other' as the Reason, the text box must also be completed in order to submit the status change; without text in the box, the Submit button will not be accessible.

If *Not Accepted* is selected the youth's referral will be removed from the specific Provider Queue and return the referral to the AHH Link tab. If needed, it may be re-assigned to a Provider Queue tab.

Admitting a Youth

Only one AHH provider may admit a youth at any time. Once a referral's status is set to *Admit*, the referral is removed from the Provider Queue and the AHH Link, and moved to the program's Census.

Following the admission, an automated progress note will appear. The user need only click *Commit* to save the note to the youth record.

Note: An admission must be entered in CYBER within 2 business days of the actual admission into the housing program. See Requesting Assistance from OAS.

AHH Link tab

The AHH Link tab will house the list of all referrals for youth that are seeking housing and have not been automatically assigned to a program.

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The AHH Link tab will have the following columns:

- **Referral Number** – unique identifier automatically assigned to each referral in the system

- **Status** – the current status of the referral; will display the same statuses that users will see on their Provider Queue, except the following;
    - Open – the referral is currently not assigned to a provider queue (no one is working with this youth for admission into a housing program)
    - No Contact Info – the referral will not match to a Provider if there is no contact information.

- **Youth/Child ID** – unique identifier attached to every youth's CYBER record
- **Youth/Child Name**
- **Gender** – gender of the youth as entered on the Face Sheet
- **Age** – age of the youth as entered on the Face Sheet
- **Days on AHH** – a count of the number of days the referral has been posted on the AHH
- **Create Date** – the date on which the referral was created in the system by the CSA
- **County** – the county of the youth's address listed on the youth's Checklist/Face Sheet
- **Specifier Columns** (see **Specifiers**)
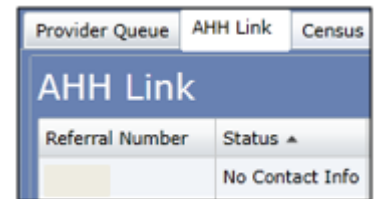
Add Missing Youth Contact Information

Referrals may be posted to the Hub for review even if there is no youth or DCP&P contact information entered on the Youth Checklist. PerformCare, OAS and AHH providers all have the ability to add contact information to the Youth Checklist after it has been posted. Referrals in No Contact Info status will only appear on the AHH Link tab. When a referral has no contact information, it will not auto assign to any AHH provider. Once added, the referral will auto assign to matching providers overnight.


Contact Information that may be added includes:

- **Youth phone**
- **Youth email**
- **DCP&P Name and phone – if Open to DCP&P is selected.**

Click Submit & Refer after adding contact information.

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Assign Referral from AHH Link to the Provider Queue
To consider a referral for admission the user must decide which program the youth will be considered for by selecting the name of the program from *Filter by Location*. Then the user must move the referral into the Provider Queue.

The user can click the **AHH Link tab** and locate the referral in the AHH Link, double-click on the row of the referral to open the **Youth Checklist and Change Status** window.
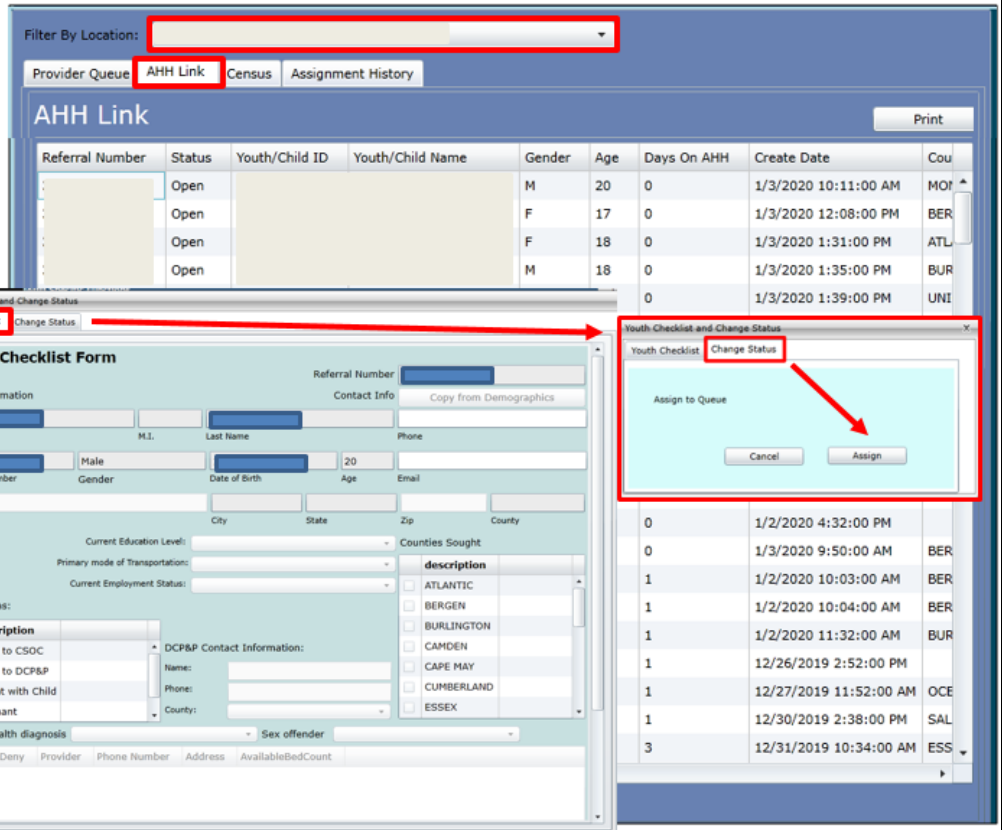
There will be two tabs in the top left corner for both actions, *Youth Checklist tab* and the *Change Status* tab.

The **Youth Checklist** tab has a read-only view of all the information collected during the creation of the checklist.

The **Change Status** tab allows the user to change the referral status to *Assign* which moves the referral into the selected Provider Queue.

Note: Once 'Assign' is selected, the referral will no longer appear on the AHH Link tab. It will appear on the Provider Queue. This action does not remove the referral from the AHH for all providers; it will remain for other providers to see and assign until the status is set to Admit.

Change the Status of a Referral in the Provider Queue
In order to change the status of a referral in an AHH Provider Queue, the AHH user should again select the program using *Filter by Location*, then click on the **Provider Queue tab** and then double click on the row of the youth referral in the grid.

The Change Status window will open allowing the user to change the Current Status of the referral. (See Status for definitions of each status).

19
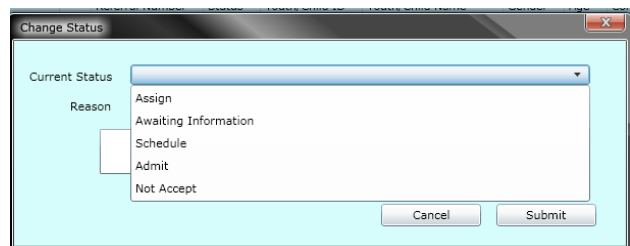
Census Tab

The Census tab will list the youth that are currently admitted into the user's program.

The Census will contain the following information:

- **Face Sheet** button – clicking on this button will bring the user to the youth's Face Sheet; users will have the ability to add to the youth's record and make changes to the Face Sheet
- **Map** button – clicking on this button will bring up the Geomap function, which will give the user the ability to see the current location of the youth (based upon the zip code on the Face Sheet) and information on other housing providers in the state (including their admissions contact and current admissions information)
- **Youth/Child ID** –unique identifier assigned to every youth's CYBER record
- **Youth/Child Name** – First and Last Name of the youth
- **Gender** – Gender of the youth as it is entered on the Face Sheet
- **Age** – Age of the youth as it appears on the Face Sheet
- **DCP&P Contact** – Name of the youth's DCP&P Worker (if applicable and entered into the record upon registration)
- **DCP&P Phone** – Phone number of the youth's DCP&P Worker (if applicable and entered into the record upon registration)
- **DCP&P County** – County of the DCP&P Worker (if applicable)
- **Caller Name** – name of the caller who was documented by CSA during checklist process
- **Caller Phone** – the phone number for the caller
- **Admission Date** – Date which the admission was entered into CYBER
- **Progress Note Last Posted Date** – Date of the last progress note added to the youth's record by this program

The Census tab also contains the functionality used when transitioning a youth from the program.

Transitioning a Youth from an AHH Program

In order to complete a transition, the user must first click on the appropriate record (row) in the Census grid to select it. The Transition button (located above the grid) should then be clicked.

Doing so will bring up the Transition a Youth screen.

In order to complete the transition and open up a bed in the program's census (which will allow for another admission), all of the required fields must be completed. The information that is needed follows:

- Youth ID – will be automatically populated in the selection
- Transition Date – can be entered manually or by using the calendar tool; transition must be entered in the past and cannot be future dated
- Proposed living arrangement at the time of transition – will include a number of reasons including:
  - Own apartment
  - Shared living arrangement
  - Secured services from another program/agency where youth resides (e.g. Inpatient SU/BH treatment, medical facility)
  - Another Adolescent Housing Hub Program
  - Missing/left without notice or plan
  - Incarcerated/detention
  - Moved into college/dorm
  - Military
  - Homelessness/shelter
  - Youth did not disclose (planned departure)
  - Other (please explain) If Other is chosen, the text box must be completed in order to complete the transition
- Employment at the time of transition – will include options such as Full-Time, Part-Time and Internship, Unemployed; if Other is chosen, the text box must be completed in order to complete the transition
- Highest level of education achieved at the time of transition includes:
  - 8th grade or below
  - 9th grade
  - 10th grade
  - 11th grade
  - Obtained a High School, diploma or High School Equivalency (HSE)
  - Obtained a Vocational School/Career technical School Certificate
 - Obtained an Associate's Degree
  - Obtained a Bachelor's Degree

- o Other (please explain) If Other is chosen, the text box must be completed in order to complete the transition
- Enrollment status at the time of transition includes:
  - o Enrolled in High School
  - o Enrolled in High School Equivalency (HSE) Program
  - o Enrolled in College
  - o Enrolled in Vocational School/Career Technical School
  - o Not enrolled
  - o Other (please explain) If Other is chosen, the text box must be completed in order to complete the transition

Once the user selects **OK**, the transition will be submitted; the program will no longer have access to the youth's CYBER record once the transition has been processed and the referral will come off the program's Census, which will open a bed in the program. In addition, the user will be presented with a draft progress note after clicking OK, which will include all of the information that was entered into the screen; the user will have the ability to add information to the progress note prior to saving it to the youth's record. (See Progress Notes).

The Census tab will also house the *View Historical Data* button, which will allow a user to pull up a list of all youth that have been transitioned from the program.

View Historical Data
Clicking on the View Historical Data button, will bring up the list of formerly transitioned youth.
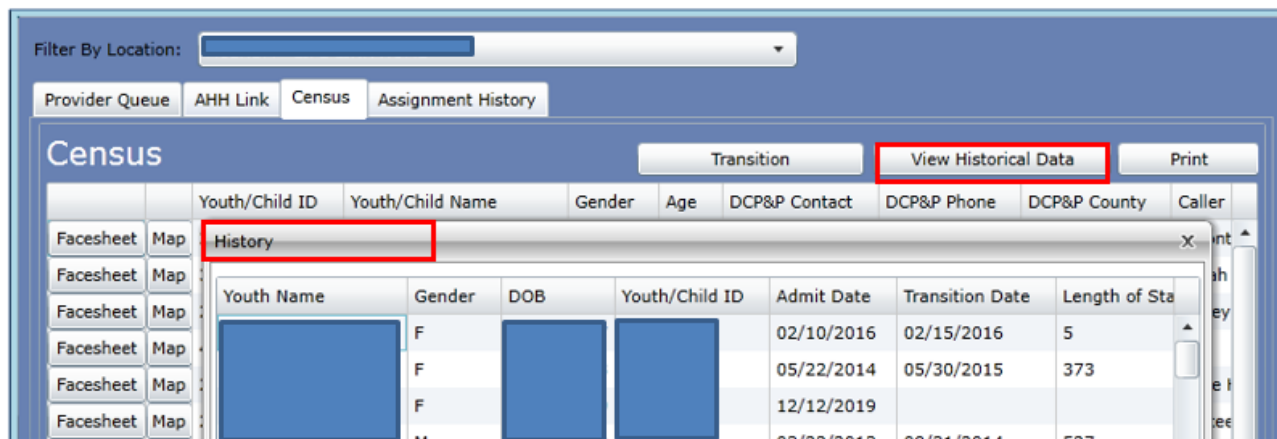
The user can sort this grid, just as all other grids within CYBER, by clicking on the column headings. The data included in History will be read-only and as follows:

- **Youth Name** – First and Last Name of the youth that was admitted to the program in the past
- **Gender** – gender of the youth as documented in their CYBER record
- **DOB** – Date of Birth for the youth as documented in their CYBER record
- **Youth/Child ID** – unique identifier attached to every youth's CYBER record
- **Admit Date** – the date that the youth's admission was entered into CYBER
- **Transition Date** – the date of transition that was entered into CYBER by the program
- **Length of Stay** – based upon the admission and transition date; the length of time the youth was admitted to the program

Assignment History Tab

The Assignment History tab allows an AHH user to see the referrals that have previously been assigned to a specific program Provider Queue but have been cancelled or have had a status change that has taken the referral off that Queue.

By default, the system will display those referrals that were assigned to the Provider Queue for the program in the past 3 months, however users have the choice of entering a specific date range in the filter area above the grid.

The Assignment History tab will show the history of the referrals assigned to the program. The Assignment History grid will display youth information if one of the following scenarios occurs:

- The Youth was admitted to another AHH Program
- The Referral was put into an *Awaiting Information* or *Schedule* status by another AHH Program
- The Referral was put into a *Not Accept* status by the logged in user
- The Referral was put into a *Canceled* status

The Assignment History Grid will contain the following information:

- **Referral Number** - unique number of the referral.

- **Referral Status** – the current status of the referral:
  - Admitted – youth was admitted to another program
  - Canceled – referral is in canceled status (users may refer to the 'Not Accept Status By' column. If 'CSAADMIN' is displayed, this indicates an automatic cancellation)
  - In Process – the referral is in *Assign* or *Awaiting Information* status for at least one provider
  - No Contact Info – the referral is missing contact information
  - Open – the referral is not assigned to any provider
  - Scheduled – the referral is in the Scheduled status with at least one provider

- **Assignment Status** - final status of the referral when it was in the logged in user's Provider Queue for the inquiring program:
  - Admit
  - Assign
  - Awaiting Information
  - Not Accepted
  - Schedule
- **Youth/Child ID** - unique CYBER Youth/Child ID.
- **Youth/Child Name**
- **Not Accept Status By** – Last User who selected the reason for Not Accept
- **Not Accept Reason** – the reason entered when the referral was not accepted

- **Not Accepted Date** – the date the Not Accept reason was entered
- **Gender and Age**
- **Referral Date** – the date the youth checklist was completed
- **Date Assigned to Queue**
- **Assigned By** - the ID of the individual that assigned the referral to the Queue. If done automatically the ID will be 'CSAADMIN'
- **Days in Provider Queue**
- **Canceled By** – the ID of the person who canceled the referral will appear in this column, or if the ID is CSAADMIN, this indicates that the referral was cancelled automatically by the system
- **Canceled Date** – the date the referral is canceled

Requesting Assistance from the Office of Adolescent Services

The Office of Adolescent Services has been granted access to assist AHH users with specific functions in the Adolescent Housing Hub in CYBER. These are:

- AHH user has admitted youth on the wrong date
- AHH user has transitioned youth on the wrong date
- AHH PIF needs the capacity or specifiers changed
- Updating the Demographics tab of the youth if CMO/MRSS are providing services

In any of these situations, please contact the Office of Adolescent Services for assistance. Please provide as much information as possible, including Youth ID and youth name.

New Jersey Department of Children and Families
Office of Adolescent Services
dcf_adolescentservices@dcf.nj.gov
1-609-888-7100

VII. Provider Information File

Security Administrators for Adolescent Housing Hub providers have the ability to edit the contact information for their agency in CYBER via the Provider Information File (PIF). This area of CYBER also houses information regarding the program's details and specifiers (capacity, age range, specifiers, gender served and site type); this area can only be edited by OAS staff as it pertains to the program's contract.

To reach the PIF screen, Security Administrators will first click on the Provider Details button on their Welcome Page. This will bring them to Provider Details, where they can click on the AHH PIF button. Clicking here will bring the Administrator to the PIF screen.

Managed by OAS

The user will have to click on the Location drop down menu to select the program to review; doing so will populate the capacity, specifier and program type fields. The user should click Submit when done. Changes will be reflected in CYBER immediately.

Note: The only fields that can be edited by an AHH Security Administrator are the Site/Program Name, Mailing Address, and Admissions Contact fields. The OAS can edit all other fields (that are grayed out in the example above); if changes need to be made, someone from the provider agency must contact OAS directly.
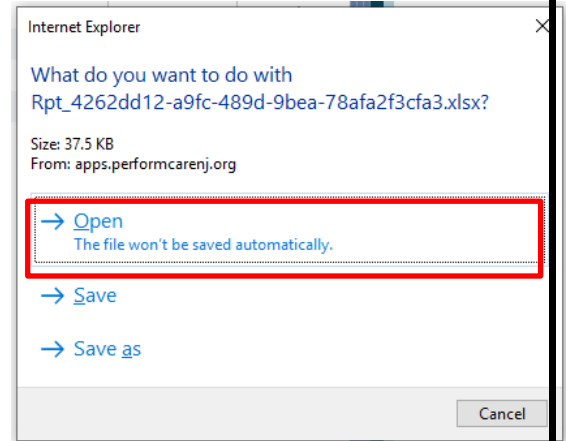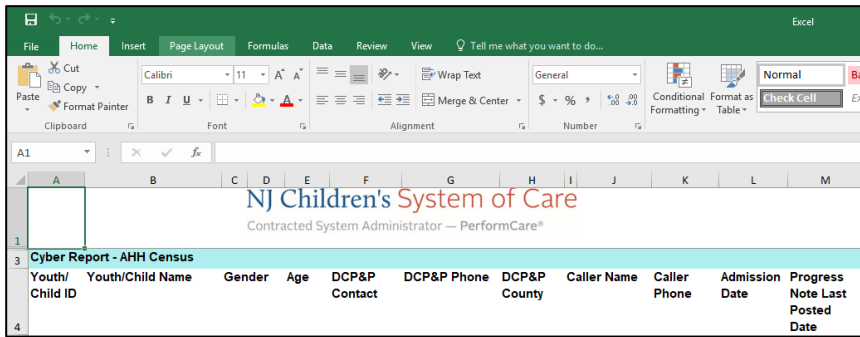
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VIII. Printing

Users will have the ability to print information from different areas within CYBER and the AHH. These areas include:

- Welcome Page grids
- Face Sheet Tabs
- Progress Notes
- AHH Tabs (Provider Queue, AHH Link, Census, Assignment History)
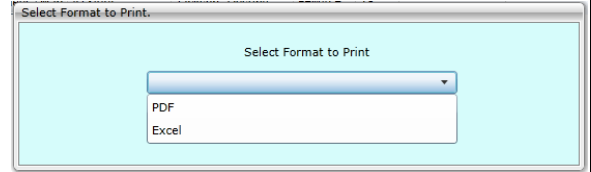
Once the user clicks 'Accept, an Internet Explorer window will open. Choose the option to *Open the file*. The file will open the selected format in either PDF or Excel.

Face Sheet Tabs - Dashboard Tab and Demographics Tab will only print in PDF format when the Print button is selected.

Demographics Tab Print

Dashboard Tab Print
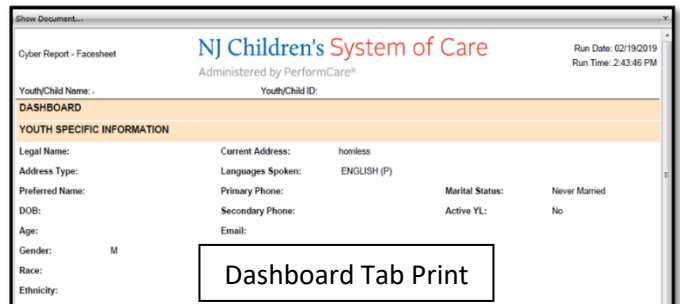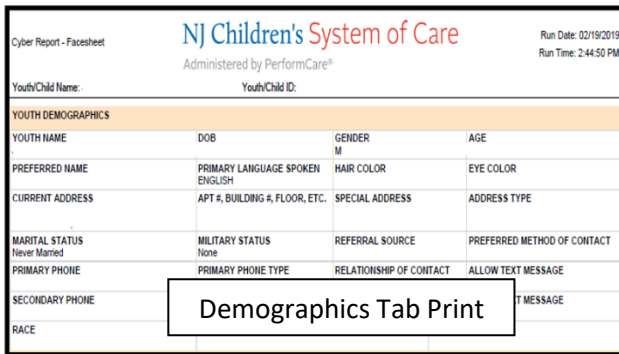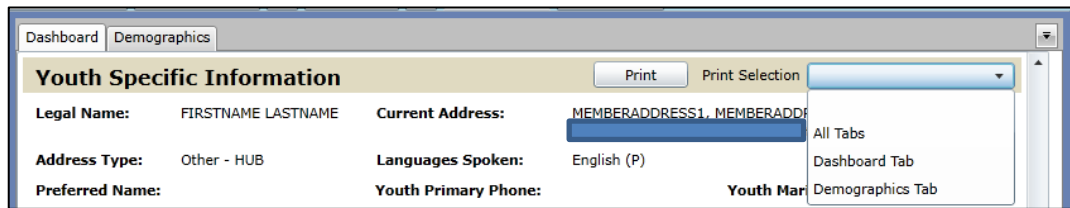
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IX. References

- PerformCare Website Training Page: https://www.performcarenj.org/provider/training.aspx
- Adolescent Housing Hub Section: https://www.performcarenj.org/provider/training.aspx#ahh
- AHH Resources for Youth: https://www.performcarenj.org/youth/resources/adolescent-housing-hub.aspx

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624