

PerformCARE[®]

Instructional Guide to YouthLink for Out-of-Home Providers

Instructional Guide to YouthLink for OOH Providers

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I. Introduction

YouthLink is the area of CYBER that houses referrals for Out-of-Home (OOH) treatment. The youth's OOH referral information in YouthLink will appear in one of the following ways:

- 1) OOH Referral Request: The OOH Referral Request document is created by either Care Management Organizations (CMO), or Mobile Response and Stabilization Services (MRSS) or by PerformCare associates working with the Division of Child Protection and Permanency (DCPP) when the youth is not in a CSOC OOH treatment setting at the time of the request.
- 2) Transition Joint Care Review (TJCR): The TJCR is completed by an OOH provider who is treating the youth at the time of the OOH request. This document is completed when a youth needs to transition to another CSOC OOH treatment program, whether it is at a lower, lateral, or higher Intensity of Service (IOS).

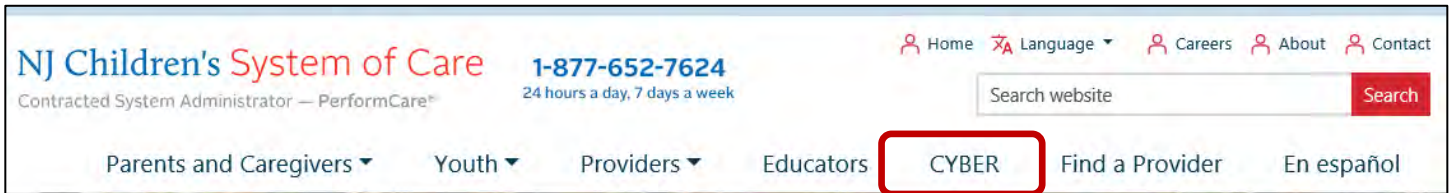
In addition to the provider submitting one of the above-mentioned documents, PerformCare also requires supporting clinical documentation. The documentation requirement checklists for the OOH Referral Request and the TJCR are available on the PerformCare website (See [Reference Documentation](#)).

Upon receipt of the required referral information, a PerformCare Clinical Care Coordinator (CC) will review the information and render an Intensity of Service (IOS) determination and will post the referral on YouthLink. Based on the program's identified Intensity of Service (IOS), OOH referrals are either auto-assigned by YouthLink or manually assigned by the Office of Residential Services (ORS) at the New Jersey Children's System of Care (CSOC). Additional information related to the function of ORS is available on the document, "Access to ORS", which may be accessed on the PerformCare website (See [Reference Documentation](#)).

This guide will only review the YouthLink functionality that is specific to **OOH providers**. YouthLink functionality for Care Management Entities (CMO and MRSS) is described in the document, "Instructional Guide to YouthLink for Care Management Entities".

II. Accessing CYBER

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



Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary password. Access will be based upon login type and security levels.

Before logging in, keep in mind...

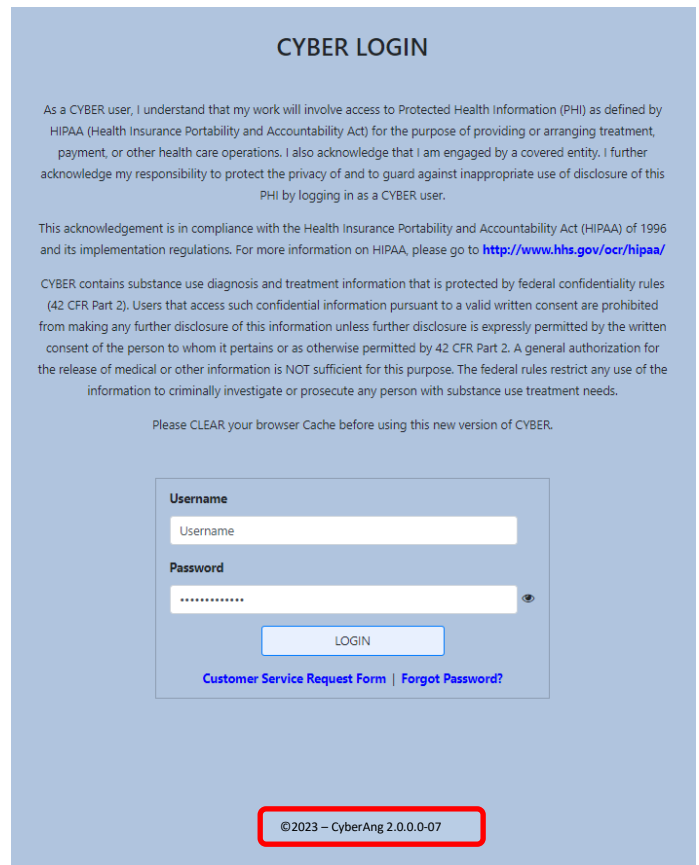
- Every time CYBER is launched, the **Username and Password is required, then click the LOGIN button to continue.**
- Users are required to **change their password every 90 days.**

Above the login area is a statement that, CYBER users acknowledge their responsibility to protect the privacy of and to guard against the inappropriate use or disclosure the Protected Health Information (PHI) contained within the system.

This statement will appear during each log in.

Please also check the link: [CYBER Access Requirements](#) page on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) needed to access CYBER.

At the bottom of the login page is the version of CYBER. The server number is the last 2 digits at the end (-XX). This is helpful to note when requesting assistance.



For technical support, please use the [Customer Service Request Form](#) link under the login.

III. Accessing YouthLink

All Out-of-Home providers may access YouthLink from the Welcome Page by clicking the button labeled 'Out-of-Home'.

The screenshot shows the PerformCARE system interface. On the left is a blue sidebar with navigation links: System Admin, Youth / Child Search, My Active Youth, **Out Of Home** (highlighted with a red box), Provider Details, Message Functions, and System Functions. The main content area features a 'Quick Search' section with a dropdown menu set to 'Youth/Child ID' and input fields for First Name, Last Name, and a date picker for DOB (MM/DD/YYYY). Below this is a section titled 'Joint Care Review - In Progress' with a table header containing 'Site Name', 'Youth/Child ID', and 'First Name'.

YouthLink may also be accessed from a youth's record. Once in a youth record, users may click the Out-of-Home Treatment on the left-side button bar, once the user has entered a youth's record:

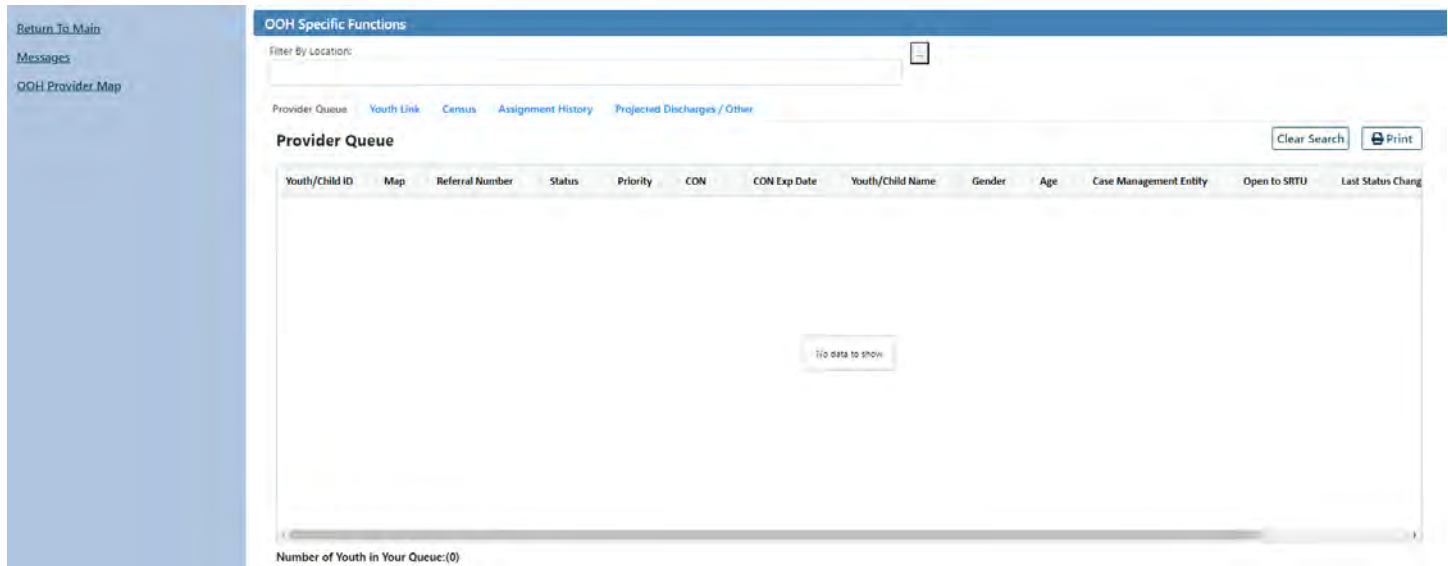
The screenshot shows a youth record page. The left sidebar contains links: Return To Main, Face Sheet, **Out of Home** (highlighted with a red box), My Active Youth, Plan Approval (0), Progress Notes, Treatment Plans Assessments, and Authorizations. The main content area has tabs for 'Dashboard' and 'Demographics'. A teal button labeled 'Youth Specific Information' is visible, followed by fields for 'Legal Name:', 'Address Type:', and 'Preferred Name:'.

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Clicking on the Out-of-Home button will bring you to the YouthLink screen.

IV. Navigating YouthLink

YouthLink is comprised of a small column of buttons on the left side and a set of tabs that display information in the center of the screen.



On the left side column, there are three links:

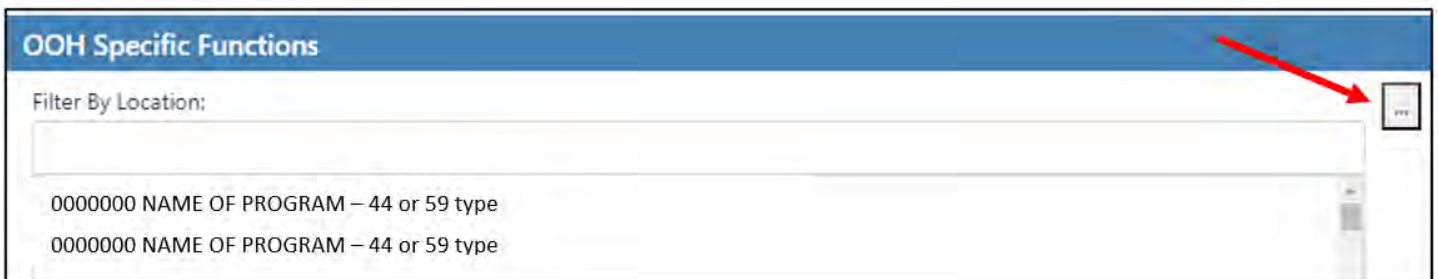
[Return to Main](#) – when clicked, this link returns the user back to the Welcome Page.

[Messages](#) – this link displays OOH Specific Functions messages from the system in order by Created Date with the most recent date at the top. After selecting this link, click **Return to Out-of-Home Treatment** to return to YouthLink.

[OOH Provider Map](#) – this button will display the overall Provider Geo Map defaulting to no youth selection and allowing for any Youth ID, Zip code, or any program type selections to be made (see description below). Click the X in the upper right corner to close the window.

When YouthLink opens, the **Provider Queue** tab will display by default. If the user is open to only one program, the Provider Queue will automatically populate with referrals. If the user is assigned to multiple programs, the Provider Queue will be blank, and the user will need to select a program from the **Filter by Location** menu above the grid.

To see the menu of more than one program, click the box with the three dots to the right and the menu will drop down.



The filtered OOH location will dictate what referrals display in each of the tabs. All referrals will be specific to the program displayed (each program may serve a different population, so each program may have a different set of referrals).

Note: If the user does not see an expected program in the Filter by Location drop down, please contact the Security Administrator of that program.

Provider Queue Tab

The Provider Queue will display referrals that were matched to the provider in one of the following ways:

- 1) **Auto Match:** Upon IOS determination, the referral is automatically matched based on the needs of the youth and the specifiers for that particular program. Only certain IOS's will auto-match referrals.
- 2) **Manual Match:** Upon IOS determination, referrals at certain IOS's are manually assigned to the provider by the ORS or any referrals that are displaying on the provider's Youth Link tab were manually placed into the Provider Queue.

Each row in the Provider Queue represents an individual referral with a unique Referral Number.

OOH Specific Functions

Filter By Location: [Dropdown Menu]

Provider Queue | Youth Link | Census | Assignment History | Projected Discharges / Other

Provider Queue [Clear Search] [Print]

Youth/Child ID	Map	Referral Number	Status	Priority	CON	CON Exp Date	Youth/Child Name	Gender	Age	Case Management Entity	Open to SRTU	Last Status Chang
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Provider Queue Grid

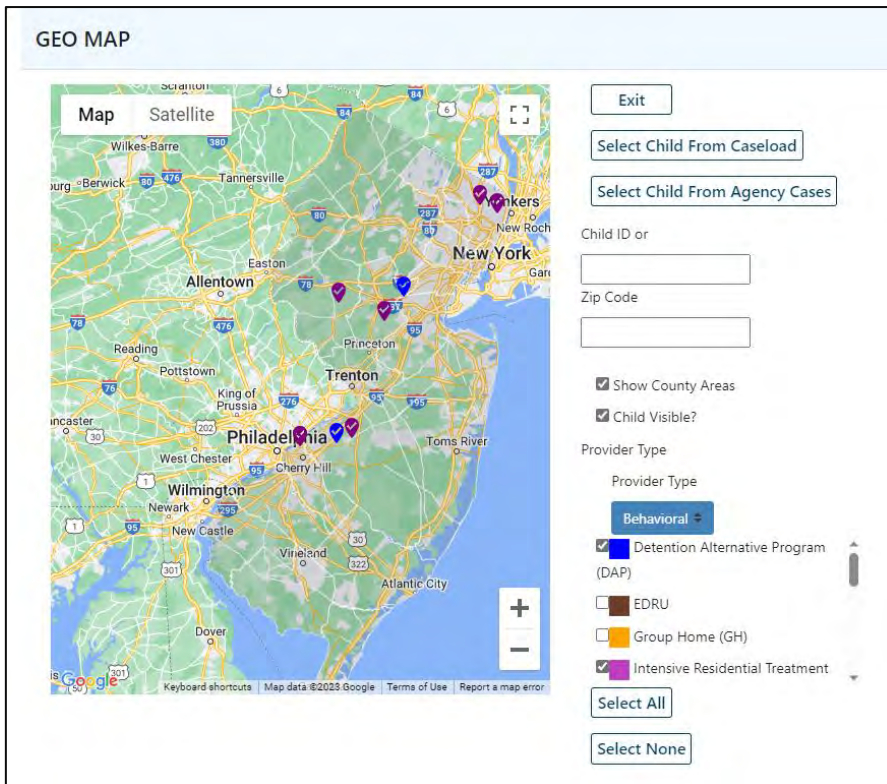
Columns found in the Provider Queue grid include the following:

- Youth/Child ID - Users may access a youth's Face Sheet by clicking on the "Youth/Child ID" hyperlink on the far left of each row. This gives users read-only access to the youth's record to see demographic information as well as review available documentation uploaded by the agency requesting OOH. In addition, specific documentation is required to be uploaded into a youth's record when an OOH Referral Request or TJCR is submitted into CYBER (See [References](#) for required documentation). The documentation is used to assist in determining the appropriate IOS for the youth. The documents can be found on the Doc tab within the youth's Face Sheet.
- Map - Each referral row also has a "Map" hyperlink, which will bring up the **Geo Map** functionality when clicked. The Geo Map will plot the youth on a map of New Jersey, based upon the zip code of the Youth's address on the Demographics tab of the Face Sheet.

The user can then select a Provider Type from the menu on the bottom of the window. This will populate the map with flags for the location of each agency for that Provider Type. In some instances, the location may be an administrative location and not the physical location of the treatment program (as is the case with Treatment Homes).

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When the user hovers over the flags with their mouse, a box will appear with information that includes the admissions contact information, the gender served by the program, the current number of open beds and how far the program is from the youth's location, based upon the zip code of the program and the zip code of the youth. This information is being updated in real time – if the program was at capacity and submitted a transition or discharge that was approved, the number of open beds would change to “1”.



The Geo Map is especially helpful if a youth is transitioning from one program to another Provider Type.

The distance calculation feature can assist the Child Family Team (CFT) when exploring out-of-home programs, especially in regard to the program's proximity to the family's home.

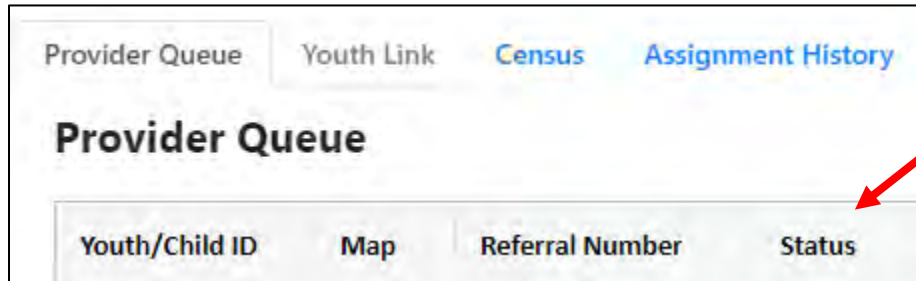
Users can utilize the Geo Map to find a new program for the youth by looking at the number of open beds and general program information for other Provider Types.

- Referral Number – each referral is given a unique number for identification.
- Status – the classification of referral as it progresses toward admission in YouthLink (See [Referral Status](#) below for more information)

- Priority – Used specifically by CSOC staff to identify certain referrals considered a “priority” for OOH users to review for admission. Referrals with Priority should be opened and reviewed immediately. OOH users should review the entire referral including the Provider Assignment Comments accordion in order to determine if the youth is appropriate for the program, and vice versa.
- CON – (Certification of Need) will display status of the Certification of Need document (See “Instructional Guide for CON” for additional information related to CON requirements).
- CON Exp Date – will display expiration date of the CON.
- Youth/Child ID – each youth's record is given a unique ID number.
- Youth/Child Name
- Gender and Age
- Case Management Entity
- Open to SRTU – will show Yes or No to indicate if CSOC/SRTU is active or not on Provider tab.
- Last Status Change Date – allows a program to track when the last status change was made to a referral in the Queue.
- Last Comment Date – the date of the last comment made by SPEC and PCH programs.

Referral Status

Each referral will also display a Status. Users can change the status of a referral from within the document itself. By default, the status of a referral is “Assign” after it is assigned to the Provider Queue. The OOH provider may open and manually change the any status by modifying the Current Status at the bottom of the referral. The available statuses are defined as follows:



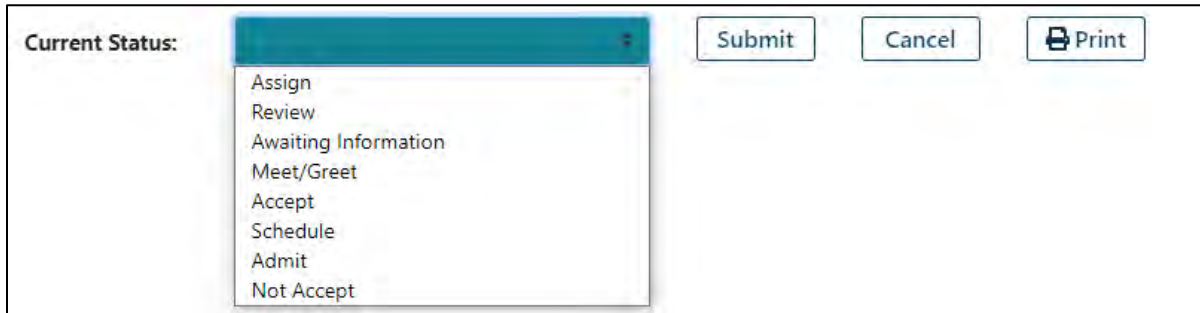
- Assign – the referral is assigned to at least one Provider Queue in the system.
- Review – the program is reviewing the youth’s referral and supporting documentation.
- Awaiting Information – the program is waiting to receive additional information to support the decision to move forward in the admission process.
- Meet/Greet – a meeting has been scheduled with the youth, legal guardian, Care Manager, DCPD worker, etc.
- Accept – the youth has been accepted into the program; an admission date is not set.
- Schedule – the youth has been accepted into the program; an admission date IS set for the near future; this status should only be used when an official admission date is scheduled.
- Admit – admits the youth into the program. The referral is removed from the Queue, and the youth’s information will now appear on the program’s census. An initial authorization for services is automatically created for the program. The program now has read-write access to the youth’s record.
- Not Accept – the program was determined as not a good fit for the youth and/or vice versa. When this is the selection made, the user must include a reason as to why the program cannot accept the youth (See **Changing the Status of a Referral – Not Accept**).

Opening a Referral

The user may double click on any row in any queue to open the referral document. When the referral opens, it can be identified at the top as one of two types. Out-of-Home Referral Request Document or a Treatment Plan. The entire document is available for review and may be printed the OOH program.



Changing the Status of a Referral



Review, Awaiting Information, Meet/Greet, and Accept - the referral status will change to the selected status and the youth will remain available on YouthLink for all other matched providers.

Schedule - will restrict the referral from view by all other providers except the user scheduling the youth. This status is used in preparation for admission. If the program is accredited and identified as a program type 59, it is very important for the provider to change the status to Schedule at least five days prior to a youth's scheduled admission so that the Certification of Need (CON) may be processed and approved.

Admit - will open up a Select Admit Date, date selector. The date will automatically default to the current date and may be modified to identify the actual admission date (See [Admitting a Youth](#)).

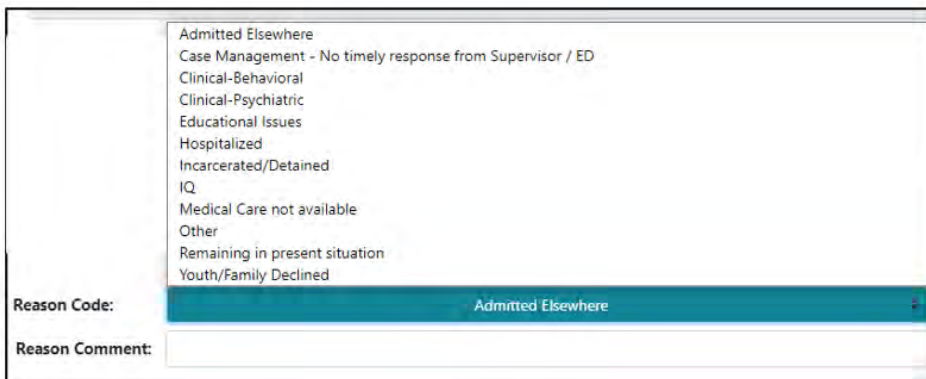
Not Accept - After reviewing referrals, OOH providers will find that some youths are not appropriate for their program* and vice versa. This determination may be made by reviewing the referral or by speaking with the youth's Care Manager, the youth themselves, or the family/legal guardian. When this occurs, the OOH program can choose to set the referral status to Not Accept.

**Please note that if a program is identified by contract as "No Eject/No Reject", the program must first seek CSOC approval to "Not Accept" a referral before proceeding to change the referral status in CYBER.*

Selecting Not Accept will open up a new menu and required text box.

Users must select from the Reason Code menu and provide a Reason Comment of at least 50 characters.

Once the user submits the Not Accept status, the referral will be removed from the program's Provider Queue. If needed, the referral may be found in the Assignment History tab. There, the referral will show that it was Not Accepted by the user's program and



the current status of the referral will also appear.

Note: SPEC, SPEC-IDD, and PCH, and PCH-IDD OOH providers will be required to enter comments into a referral when changing the status of the referral. This information is monitored by ORS to ensure that the agency and family/legal guardians for the youth are moving through the admissions process and there are no barriers to admission. (See [Warning Messages](#))

Admitting a Youth

Once a program is ready to admit a youth, the following steps are completed:

1. The admission should not be entered into CYBER until the youth has physically entered the program
2. A user will open the referral in YouthLink by double-clicking on it in the Provider Queue grid and go to the Current Status menu at the bottom of the referral
3. Select status “Admit”. This will open the Select Admit Date box. This is required and must be accurate as it will be the admission date for the youth and the start date of the program’s authorization. (The admission cannot be dated in the future.)



The screenshot shows a web interface for admitting a youth. It features a 'Current Status' dropdown menu with 'Admit' selected. To the right of the dropdown are three buttons: 'Submit', 'Cancel', and 'Print'. Below the dropdown is a 'Select Admit Date' field containing the date '07/28/2023' and a calendar icon.

4. The youth will now appear on the program’s Census tab and the program will have access to the youth’s record to create progress notes, treatment plans, and assessments.
5. The initial authorization is automatically created, and the Episode of Care begins for the OOH program with the admission date as the Episode start date.

How a Referral Becomes Cancelled

Referrals may be cancelled manually, or automatically by CYBER. Referrals may be cancelled for a number of reasons. A referral may be cancelled manually by a Care Manager or PerformCare, due to a change in the youth’s need, (e.g., the youth will remain at home, youth moved out of state) etc.

In addition, a referral may be cancelled automatically by CYBER. This occurs when the youth’s Care Management Entity fails to enter a **Continued Need for OOH** progress note in a timely manner. This note is required to be entered every 45 days. If the note is not entered, the system will automatically cancel the referral, removing it from YouthLink.

If the referral has been on YouthLink for less than 90 days, the CME has the ability to “repost the referral” by entering a **Return to YouthLink** progress note.

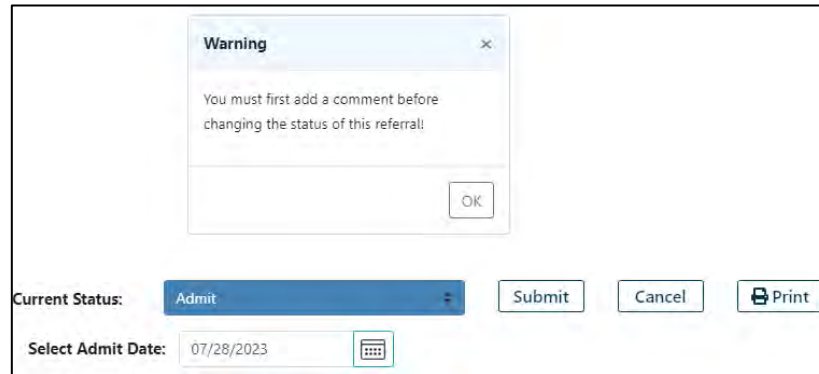
If the referral has been on YouthLink for more than 90 days and the CME does not enter the Continued Need for OOH progress note, a new document may need to be generated: either an Out-of-Home Referral Request or a new Transition JCR Treatment Plan.

When OOH providers find a referral is no longer in their Provider Queue, OOH users are encouraged to review the **Assignment History tab** to locate the referral which either may have changed status with another program or may have been cancelled.

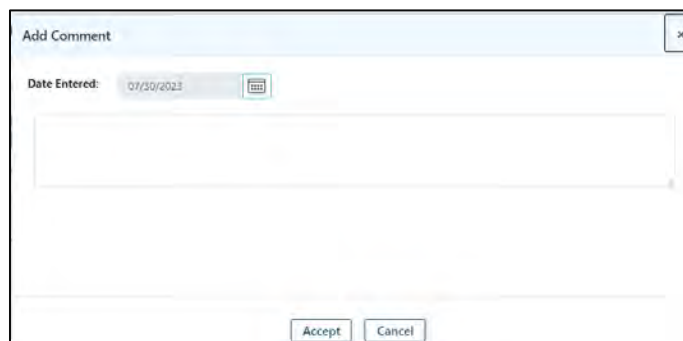
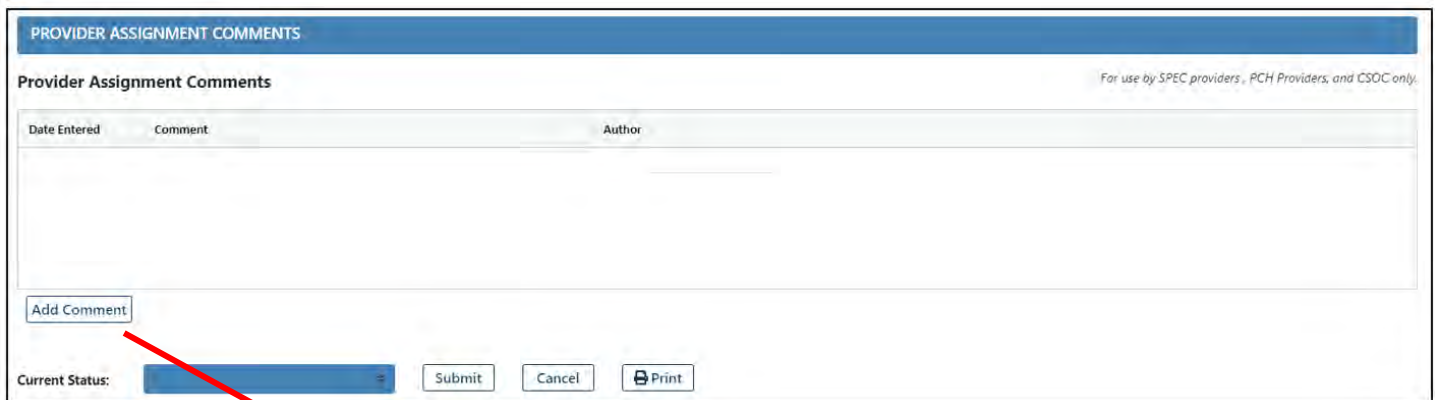
Warning Messages

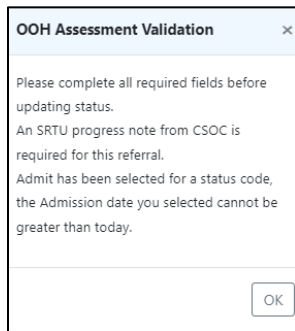
There are validation messages and warnings that appear depending on selections that are made in YouthLink.

Scenario: If an OOH user attempts to admit a youth to a SPEC, PCH, SPEC-IDD, or PCH-IDD programs, a warning will appear that the user must enter a comment prior to selecting admit.



How to resolve: The user should click Provider Assignment Comments tab. The user can click the Add Comment button and enter a comment in the text box.





Scenario: ORS staff must enter an SRTU progress note If the referral is for one of the programs being managed by ORS. If the OOH user attempts to admit a youth from PCH, SPEC, PCH-IDD or SPC-IDD, a warning will appear: “An SRTU progress note from CSOC is required for this referral”.

How to resolve: Contact staff at ORS to request a SRTU Placement progress note.

Scenario: If the program type is Medicaid provider type 59, when the user clicks Accept, they will receive a warning message, “Youth cannot be admitted without an approved Certification of Need (CON). If you have not already done so, please ensure the referral is in

a Schedule status to generate a request for an electronic Certification of Need.”

How to resolve: Change the referral status to Schedule and click Submit and the CON process will begin (refer to *Instructional Guide for the CON*).

Scenario: If the user attempts to backdate the Admission Date before the start date of the referral, a warning will appear: “...the Admission date you selected cannot be less than the Referral Created date.”

How to resolve: Change the admission date to a date after the referral creation date.

Scenario: The admission date may not be set to a date in the future. If the user attempts to set the Admission Date in the future, the user will receive this warning: “...the Admission date you selected cannot be greater than today.”

How to resolve: The user cannot admit in the future. Use Scheduled status to hold the youth in the Provider Queue until the admission date.

Scenario: If there are no available beds, the user will receive a warning. “You do not have enough beds available, child has not been admitted.”

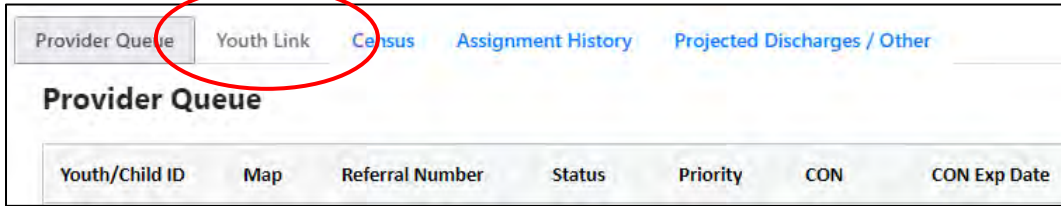
How to resolve: The user should review the program Census and check to make sure all youth admissions are accurate. Transition youth who are no longer in the program. The ORS can assist if the youth must be admitted. Contact CSOC.

If any warnings cannot be resolved, contact PerformCare Service Desk at 1-877-652-7624 to make sure there are no technical issues.

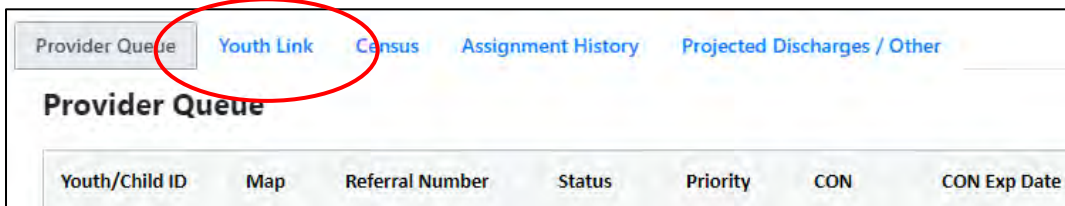
Youth Link Tab

The Youth Link tab shows all active referrals on YouthLink which match the corresponding provider criteria by Intensity of Service but may not be an exact direct match to the Provider Queue for that specific program. When referrals are displayed in this queue, a user can review a referral and move it from the Youth Link tab and assign it to their Provider Queue if they feel they can provide services to the youth.

The exception to this function is the SPEC, PCH, SPC-IDD and PCH-IDD programs. SPEC and PCH providers cannot access the Youth Link tab. CSOC/ORS assigns referrals directly to the Provider Queues for these programs.

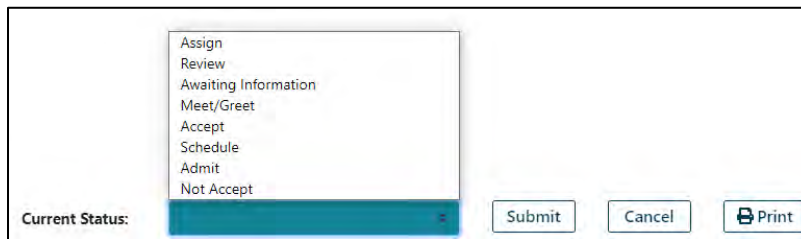


View of no access to the Youth Link tab



View of access to the Youth Link tab

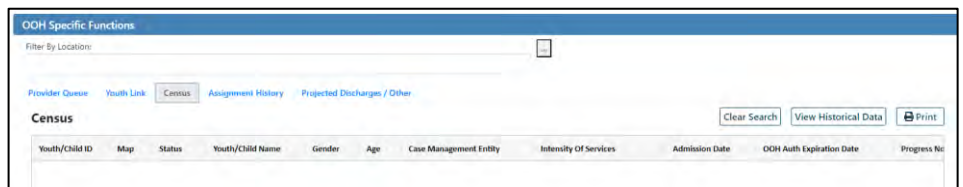
OOH users have access to the full referral when viewing it from the Youth Link tab. When a user opens a referral for review and assignment to their Provider Queue, they will find all the available options: Assign, Review, Awaiting Information, Meet/Greet, Accept, Schedule, Admit and Not Accept, etc.



After selecting a status and clicking Submit, the referral will move to the program's Provider Queue where the user can change to a different status anytime depending upon where the program is in the admission process with the youth/family.

Census Tab

The Census tab will house a list of the currently admitted youth for each program, based upon the program selected from the **Filter by Location** menu at the top of the screen.

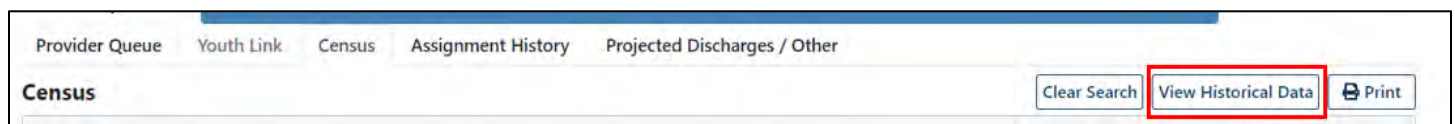


The Census will include the following information for each admitted youth:

- Youth/Child ID
- Map
- Status
- Youth/Child Name

- Gender
- Age
- Case Management Entity
- Intensity of Services
- Admission Date
- OOH Auth Expiration Date – end date of the current authorization for the OOH provider.
- Progress Note Last Posted Date – date the most recent note was posted by the provider.
- JCR Status – the due date of the current Joint Care Review (JCR).

The Census tab also includes the “View Historical Data” button, which allows a user to pull up a list of all of the youth discharged from the program in the past.



History

ADMISSION HISTORY

Child Name	Gender	DOB	Youth/Child ID	Admit Date	Discharge Date	Length Of Stay
	F			04/26/2023		95
	F			05/05/2023		86
	F			05/09/2023		82
	F			06/02/2023		58

Print Clear Search

This list is filtered by the specific OOH program and includes a link to the youth record. The program users will have historical access to all the youth records appearing as they did on the date of discharge. As a reminder, Historical Access to all formerly admitted youth is available from the Welcome Page.

Assignment History Tab

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

OOH Specific Functions

Filter By Location:

Provider Queue Youth Link Census Assignment History Projected Discharges / Other

From Date: 05/02/2023 To Date: 07/31/2023 Filter Clear Search Print

Assignment History

Referral Number	Referral Status	Assignment Status	Priority	Youth/Child ID	Youth/Child	Last Comment By	Last Comment	Last Comment Date	Gender	Age	Case

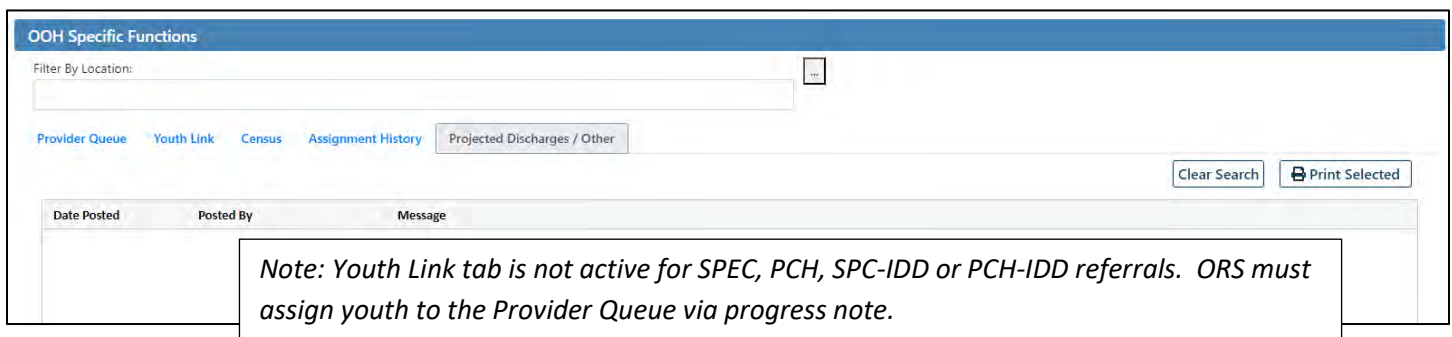
Users have the choice of entering a specific date range in the filter area above the grid, but by default, the system will display those referrals that were assigned to the Provider Queue for the program in the past 3 months.

The following columns can be found in the Assignment History grid:

- Referral Number – unique number of the referral.
- Referral Status – current status of the referral (on another provider’s Queue).
 - When this column reads “Cancel”, users should refer to the “Removed By” column. If “CSAADMIN” is displayed, this indicates an automatic cancellation.
- Assignment Status – final status of the referral when it was in the Provider Queue for the inquiring program.
- Priority – will only display “Priority” if entered by ORS.
- Youth/Child ID – unique CYBER Youth/Child ID.
- Youth/Child Name
- Last Comment By – User who entered the last Comment.
- Last Comment – will display the text of the last comment entered in a referral when changing status, generally only used by SPEC and PCH IOS programs.
- Last Comment Date – Date of Last Comment.
- Gender and Age
- Care Management Entity
- Intensity of Service
- Create Date – date that the referral was created.
- 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 – the number of days the referral has been in the specific program’s Provider queue
- Removed By – if the ID is CSAADMIN, this indicates that the referral was either cancelled or removed by a change in status by another program (i.e., the referral was posted to the Queues of two programs, one of them changed the status to Admit which removed the referral from the Queue of the other program).
- Removed Date

Projected Discharges / Other Tab

SPEC, SPEC-IDD, PCH, and PCH-IDD are the highest-intensity programs that serve the highest needs youth and are required to document upcoming discharges in this tab for ORS to review. This information is critical in planning future admissions for youth. Information is added here from the current OOH when a discharge is anticipated, or when an anticipated discharge date is changed. It is important for ORS to have the most current information regarding open beds - this helps ORS plan for future admissions, and youth can begin services as soon as possible once the referral for OOH is posted.



OOH Specific Functions

Filter By Location: [Dropdown]

Provider Queue Youth Link Census Assignment History Projected Discharges / Other

Clear Search Print Selected

Date Posted	Posted By	Message
<i>Note: Youth Link tab is not active for SPEC, PCH, SPC-IDD or PCH-IDD referrals. ORS must assign youth to the Provider Queue via progress note.</i>		

Example of PCH user view. Note: Youth Link tab is inaccessible.

The OOH user can click **Add Message** at the bottom of the screen, and then add a comment listing the youth with projected discharge details. Clicking Accept will enter the Message into the grid.

V. Troubleshooting

ISSUE	RESOLUTION
<p>A youth I was going to admit has disappeared from my Provider Queue.</p>	<p>The youth's referral may have been put in Schedule status in another program or the referral may have been cancelled. Review the How a Referral Becomes Cancelled section in this document. Also contact the referring agency. If you are not sure which agency to contact, call the Service Desk for assistance.</p>
<p>I am not seeing the program I work with in the Filter by Location drop down.</p>	<p>Contact your Security Administrator and request access to the program.</p>
<p>I am getting an error that I do not have enough beds to admit a new youth.</p>	<p>Review the Warning Messages section of this document. You may have a youth on your census that was discharged from your program, but the Discharge JCR was not submitted.</p>

VI. References

- PerformCare website
 - Provider Forms section: <http://www.performcarenj.org/provider/forms.aspx>
 - Transitional Joint Care Review Checklist: <http://www.performcarenj.org/pdf/provider/tjcr-referral-checklist.pdf>
 - Access to ORS Information: <https://www.performcarenj.org/pdf/provider/access-to-ors.pdf>
 - Training section:
 - Instructional Guide for the Certification of Need (CON): <https://www.performcarenj.org/pdf/provider/training/care-management-organization/instructional-guide-for-certification-of-need-con.pdf>
 - Security section:
 - Instructional Guide for Security Administrators: <http://www.performcarenj.org/pdf/provider/training/security/role-based-security-system-admin.pdf>

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

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