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

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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.

### **II. Accessing CYBER**

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



- 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.

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



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.

### 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.

System Admin Name Phone FAQ's Cyber Updates Help Service Desk Form	Quick Search ID Number First Name Last Name DOB		N	<mark>J Childre</mark> ve Welcom	en's Sys RSION=1.44.1 e to CYBE	tem c ®	of C	are		Logout Refresh Total
Youth / Child Search		Adolescent	Housing Hu	b - New to A	нн			Pri	nt	<ul> <li>Adolescent Housing Hub New To AHH()</li> </ul>
Adolescent Housing Hub	Youth/Child ID	First Name	Last Name	Days on AHH	Post Date	Status	Age	Gender	Pare	New To Prov Queue()
Provider Details				3	02/14/2020	OPEN	17	F	Y	Admitted()
				3	02/14/2020	In Process	18	F		Canceled()
System Functions				3	02/14/2020	In Process	18	м		Progress Notes
				4	02/13/2020	In Process	16	F		> Deactivated Users
				4	02/13/2020	In Process	18	F		

#### 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).

Welcome Page Links

#### Adolescent Housing Hub Accordion

New to AHH Link

The New to AHH link displays youth referrals <u>new to the AHH within the last 3 days</u> 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

Adolescent Housing Hub
 New To AHH(10)
 New To Prov Queue(4)
 Scheduled(1)
 Admitted(257)
 Canceled(38)

- **Post Date** the original date the referral was posted to the AHH
- Status the status of the referral on the AHH
  - $\circ$   $\;$  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.

Adoles	scent Housing Hub - New to Provider	Queue		Drint	~	Adolescent Housing Hub
<u>Adore.</u>		Queue		Print		New To AHH(10)
					L	New To Prov Queue(4)
Youth/Child ID	Site Name	First Name	Last Name	Days on AH		Scheduled(1)
						Admitted(257)
Thic grid will in	duda tha columns identified in Now To		a and add.			Canceled(38)

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	t 🗸	Adolescent Housing Hub
the logged in user is attached to in the system.		New To AHH(10)
		New To Prov Queue(4)
Adolescent Housing Hub - Scheduled Print		Scheduled(1)

	Adolescent Housing Hub - Sche	duled			Print	Scheduled(1)	
-				l		Admitted(257)	-
Youth/Child ID	Site Name	First Name	Last Name	Post Date	S	Canceled(38)	

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. Adolescent Housing Hub

Adolescent Housi	ng Hub - Adm	<u>itted</u>		(	Print		New To AHH(10) New To Prov Queue(4)
Site Name	Youth/Child ID	First Name	Last Name	Post Date	Δ	╏┍	Scheduled(1)
This grid will include the columns i	╵╹	Canceled(38)					

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

	Progres	s Notes - I	In Progress	Print	>	Adolescent Housing Hub
					~	Progress Notes
Youth/Child ID	First Name	Last Name	Post Date			In Progress(0)

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 <u>Progress Notes</u>)

#### 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 <u>References</u>).

#### 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 <u>Searching for a Youth Record</u>)
- Adolescent Housing Hub takes the user to the AHH Specific Functions area (See <u>AHH Specific Functions</u>)
- Provider Details takes the user to the Provider Details screen where Security Administrators can access the AHH PIF (See <u>Provider information File</u>)
- 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 <u>References</u>)

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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

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

Last Name Gen Birth Date Age SSN Youth/Child ID Q 🔅 🎢 Click the Magnifying glass to Search or Clear Youth/Search icon to start over.

\*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.



Multiple Recor refine the sea	rds match the s rch.	search	pattern. Se	elect the de	sired reco 34	rd from the records	list below or click Exit	and	Print	Exit
First Name	Last Name	MI	Gender	DOB	Age	SSN	Youth/Child ID	Opened	Program	Read C
			F					1/5/2020		
			F					1/3/2020		
			м					1/3/2020		
			F					1/3/2020		

### 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 Demographics			
Youth Specific Information		Print Print Selection	
Legal Name:	Current Address:		•
Address Type:	Languages Spoken:		
Preferred Name:	Youth Primary Phone:	Youth Marital Status:	All Tabs
Date of Birth:	Youth Secondary Phone:	Active YL:	Dashboard Tab
Age:	Youth Email:		Demographics Tab
Gender:			
Race:			
Ethnicity:			

<u>Dashboard Tab</u> - 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 <u>Printing</u>)

<u>Demographics Tab</u> – 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.

Dashboard Demographics	
First Name MI Preferred Name DOB	Age SSN Gender
	XXX-XX-##### Save
Youth Marital Status Military Status Eye Color Hair Color	Primary Language Spoken In Home
	English Anomalies
Youth Current Address	Demographic Updated Date
	1/3/2020
Apt #, Building #, Floor, etc.	Copy Address Updated By
Special Address & Instructions	Address Type
	Out of Home Treatment Address 🔹
City State Zip County	Other Address Type
Youth Email Address	
Youth Primary Phone Ext Primary Phone Type Relationship of Contact	
	Allow Text Messages Ves No
Youth Secondary Phone Ext Secondary Phone Type Relationship of Contact	
· · · · · · · · · · · · · · · · · · ·	Allow Text Messages Ves No
Preferred Method Of Contact Referral Source	Other Referral Source
▼ School	· · · · · · · · · · · · · · · · · · ·
Race	
<ul> <li>White</li> <li>✓ Black or African American</li> <li>American Indian or Alaska Native - Indicate name of enrolled or principal tribe.</li> </ul>	
Asian Indian     Japanese     Nati       Chinese     Korean     Gua       Filipino     Vietnamese     Sam       Other Asian - Indicate race, for example, Hmong, Laotian, Thai, Pakistani, Cambridian and so on     Other Pacific Islander - Indicate race, for example, Fijian, Tongan and so	ve Hawaiian manian or Chamorro Iotan

Demographics - Care Management involvement - Not editable

#### **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.

<ul> <li>Adolescent Housing Hub</li> <li>New To AHH(11)</li> <li>New To Prov Queue(31)</li> <li>Scheduled(0)</li> <li>In Progress()</li> <li>Quick Search ID Number</li> <li>First Name</li> <li>Last Name</li> <li>DOB</li> </ul>	Refresh Total		
<ul> <li>Adolescent Housing Hub</li> <li>New To AHH(11)</li> <li>New To Prov Queue(31)</li> <li>Scheduled(0)</li> <li>In Progress()</li> <li>DOB</li> </ul>		Refresh Total	Quick Search ID Number
New To AHH(11)     > Adolescent Housing Hub     Last Name       New To Prov Queue(31)     * Progress Notes     DOB	<ul> <li>Adolescent Housing Hub</li> </ul>		First Name
New To Prov Queue(31)          ✓ Progress Notes      Last Name       Scheduled(0)     In Progress()     DOB	New To AHH(11)	Adolescent Housing Hub	
Scheduled(0) DOB DOB	New To Prov Queue(31)	N. David and Matter	Last Name
III Flogress()	Scheduled(0)	* Progress Notes	DOB
Admitted(32)	Admitted(32)	In Progress()	

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.

Return To Main	irst Name	Last Name	Gen Birth Date	Age SSN XXX-XX-#####	Youth/Child ID	Q 🔊	Х <b>х</b>	Logout
	Dashboard	Demographics						
Face Sheet	Youth	Specific In	formation		Print	Print Selec	tion	•
Progress Notes	Legal Nar Address 1	ne: [vpe:		Current Address: Languages Spoken:				
Youth Checklist	Preferred	Name:	,	Youth Primary Phone:		Youth	Marital Status:	
	Date of B	irth:		Youth Secondary Phone	e:	Active	YL:	
	Age:			Youth Email:				
	Gender:							
	Race:							
	Ethnicity:	:						

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

ľ	Progress Notes Os	rogress Notes and Signed Progr	ress Notes	Truncate Notes	Filter Notes Print Selected	Show All Notes Print All	New Progress Note			
	Note Date	Note Type	Note SubType	Created By	Note					
l	2020/01/29 12:00:00	AHH Provider	HH Provider			ider:	Within Dept AHH on 1/30/2020 9 Within Dept CSA on 11/21/2019 10:21 AM			
l	2019/11/21 10:20:00 AHH Auto CSA			Signed by	/L					

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.
- <u>AHH Provider</u> 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.

			Alight of the second sec	VVV> <b>15</b>	Time H	 	💿 AM 🔵 PM	Dur 0 H	0 M
AHH Provider									ABC
ogress Note	Font Size a		12	20 Sav	ve Draft	Commit	t Cancel		elete
	WH AWOL WH Provider	NHH AWOL NHH Provider	WH AWOL WH Provider	VHH AWOL VHH Provider Pagress Note Font Size 10 12	VHH AWOL VHH Provider Under Date Date Date Date Date Date Date Date	vertical and the second	vert AW/d/yyyy2 15 Time Date H M	vertex Note Font Size 10 12 20 Save Draft Commit Cancel	VHH AWOL HH Provider AM O PM Dur O Date H M H H AM PM Dur O H H H H Cancel D

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	Show My Draft Progress Notes	Truncate Notes	Filter Notes	Show All Notes	New Progress Note
	<ul> <li>Show Committed and Signed Progress Notes</li> </ul>		Print Selected	Print All	

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 <u>References</u> 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 <u>amendment</u>. All progress note amendments need to be labeled as an 'amendment'.



### 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 ageappropriate 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)

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.

Provider Search Submit & Refer Referral History	Print
Cancel Copy Cancel Referral	Save

iter a new rou	ui rom.											
Youth Chee	klist	Form										
							Refe	rral Numbe				
asic Information							(	Contact Info		Copy from I	Demographics	
irst Name			M.I.		Last	Name			Phon	e		
outh ID Number		Gender			Dat	e of Birth		Age	Emai	I		
									Г			
ddress					City	Y	State		Zip		County	
		Current Edu	cation	Level:	High S	School diploma	or GED	v	Cou	nties Sought		
	Prim	ary mode of Tr	anspo	rtation:	Public	Transportation				description		
	0	urrent Employr	ment S	Status:	Part-ti	ime				ATLANTIC		
outh is/has:									1	BERGEN		
description										BURLINGTON	N	
Open to CSC	C			DCP&P Contact Information:			n:			CAMDEN		
Open to DCF	98.P		Name:							CAPE MAY		
Parent with	Child		Phone:							CUMBERLAN	ND	
Pregnant				County:				•		ESSEX		
Mental health dia	anosis	No				<ul> <li>Sex off</li> </ul>	ender	No (Default	0		* )	
Accept Denv	Provide	r					Phone	e Number	Add	ress		
0	Bergen	County Con	nmun	nity Acti	on Pro	ogram - PHASE	S 2014	896586	265	State Street H	HACKENSACK (	BERG
	NJ Com	m Dev Corp	- In	depende	ence F	louse	9734	131723	16 5	Spruce St. PAT	ERSON (PASSA	IC)
	Volunte	ers of Amer	ica -	Synera	v 1		7328	272466	95 /	A Donor Ave El	LMWOOD PARK	(BE
							* S	ubmit Incor	nplet	e		
		If submitt	ing th	is form in	comple	te, please specify	a reason.					
						Print	Provide	r Search	Subr	nit & Refer	Referral History	(
						Save	Car	ncel		Conv	Cancel Referra	

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

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.

ł	listory				×
	Date 🔺	Field Changed	Previous Value	Updated Value	Changed By
	12/18/2019         Referral number           12/18/2019         Status           12/18/2019         Submitted date				
			Saved	Open	
				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

AHH ADMIN USER2

Service Desk Form

Youth / Child Search Adolescent Housing Hub Provider Details System Functions

609-6096097

FAQ's Cyber Updates

Help

### 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.

Filter By Location:					1				
Provider Queue	AHH Link Census	Assignm	nent History						
Provider	Queue							Print	
	Referral Number	Status	Youth/Child ID	Youth/Child Name	Gender	Age	Youth Contact Phone	Contact	
Facesheet Map		Assign			м	18		DCP&P	
Facesheet Map		Assign			м	19			
Facesheet Map		Assign			F	19			

- <u>Provider Queue tab</u> 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
- <u>AHH Link tab</u> contains a list of all referrals for youth that are seeking housing and are not currently admitted to a program
- <u>Census tab</u> contains a list of the program's currently admitted youth; also includes Transition functionality, View Historical Data (youth formerly admitted) and Print functionality
- <u>Assignment History tab</u> 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

P	Provider Queue Tab												
	Filter By Location:					•							
	Provider Queue	AHH Link C	Census	Assignm	ent History								
	Provider	Queue								Print			
		Referral Num	ber :	Status	Youth/Child ID	Youth/Child Name	Gender	Age	Youth Contact Phone	Contact			

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:

- <u>Assign</u> 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.
- <u>Awaiting Information</u> 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.
- <u>Schedule</u> 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:

- <u>Admit</u> the status for admitting youth to the program; this status will add the youth to the program's census.
  - <u>Not Accepted</u> 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)

Assign
Assign
Awaiting Information
Schedule
Admit
Not Accepted
Cancel Submit
1

#### Reason Menu

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

Change Status		×
Current Stat	tus	Not Accepted
Reas	on	· · · · · · · · · · · · · · · · · · ·
		No longer in need of housing
		Youth declined program
		Unable to contact via information provided
		Youth characteristics do not match with the PIF/program specifiers
		Youth needs services outside of programs scope (please provide additional information below)
		Other (please explain below)

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.

nter a Progress Note				1
AHH Provider Notation Type Notification Sub Type	▼ 1/6/2020 Date	15 Time 12 00 • H M	AM 🔵 PM Dur I	00 00 H M
AHH Provider: ahhkthor from Ac child via AHHLink on: 1/6/2020 DCBHS: Open DYFS: Educatior	enda - Steps Tc 11:13:43 AM P 1: Employment	wards Independence ad regnant : Parent with Cł : Mental Health:	mitted youth/ iild: Open	ABC
Font Size	12 20	Save Draft Commit	Cancel	Delete

Submit

Cancel

### 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.

Filter By Location:					_		•			
Provider Queue	AHH Link	Census	Assignm	ent History						
AHH Link									Print	
Referral Number	Status	Youth/C	hild ID	Youth/Child N	ame	Gender	Age	Days On AHH	Create Date	County

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. 0
- 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.

information entered on the	Enter a New Youth Form						
Checklist. PerformCare, OAS and	Youth Checklist For	m					
oviders all have the ability to add	Basic Information			Referral Number Contact Info		Copy from	Demographics
information to the Youth st after it has been posted. Is in No Contact Info status will pear on the AHH Link tab. When al has no contact information, it auto assign to any AHH er. Once added, the referral will sign to matching providers ht.	First Name  First Name  Youth ID Number Gend  Address  Current  Youth is/has:   description  Open to CSOC  Open to DCP&P  Parent with Child	M.I. er ent Education Level: H de of Transportation: Pr Employment Status: Pr CDP&P ( Name: Phone:	Last Name Last Name Dete of Birth City Igh School diplor ublic Transportat art-time Contact Informal	I8 Age NJ State ma or GED • ion • tion:	Phone Email 0755 Zip Coun	02 ties Sought descriptio ATLANTIC BERGEN BURLINGTC CAMDEN CAPE MAY CUMBERLAI	PASSAIC County
Contact Information that may be a	Pregnant	* County:		• )		ESSEX	•
Contact information that may be a	luueu muluues.		Sex	Phone Number	() Addr	965	•
<ul> <li>Youth phone</li> <li>Youth email</li> <li>DCP&amp;P Name and phone</li> </ul>	- if Open to DCP&P	Community Action orp - Independer nerica - Synergy	n Program - PHA nce House 1	SES 2014896586 9734131723 7328272466	265 5 16 Sj 95 A	State Street pruce St. PA Donor Ave	HACKENSACK (BERG TERSON (PASSAIC) M ELMWOOD PARK (BEF
• DCP&P Name and phone is selected.	- II Open to DCP&P	mitting this form inco	omplete, please spe	• Submit Incor	nplete	J	
			Drint	Provider Search	Subm	it & Refer	Referral History

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

Change Status tab.

checklist.

Checklist tab and the

The Youth Checklist tab

the information collected

during the creation of the

Youth 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).

Change Statu	s		roady child Hallo		×
Current Stat	us				•
Reas	on	Assign Awaiting Information			
		Schedule Admit			
		Not Accept			
			Cancel	Subm	it

### **Census Tab**

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

Filter By Loca	tion:	ACENDA - STE	PS TOWARDS INDEPE	NDENCE		•				
Provider Qu	eue	AHH Link Cens	sus Assignment His	tory						
Censu	s					Transition		View H	istorical Data	Print
_		Youth/Child ID	Youth/Child Name	Gender	Age	DCP&P Contact	DCP	&P Phone	DCP&P County	Caller Name
Facesheet	Мар			FEMALE	20					
Facesheet	Мар			FEMALE	20					
Facesheet	Мар			MALE	20					
Facesheet	Мар			MALE	20					
Facesheet	Мар			FEMALE	19					

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.

Transition Vie	w Historical Data Print

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:
  - o Own apartment
  - $\circ \quad \text{Shared living arrangement} \\$
  - 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
  - o 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:
  - $\circ$  8<sup>th</sup> grade or below
  - $\circ$  9<sup>th</sup> grade
  - $\circ$  10<sup>th</sup> grade
  - o 11<sup>th</sup> grade
  - o Obtained a High School, diploma or High School Equivalency (HSE)
  - o Obtained a Vocational School/Career technical School Certificate
  - Obtained an Associate's Degree
  - Obtained a Bachelor's Degree

ansition a Youth		_X
MemberID		
Transition Date	15	
roposed living arr	angement at the time of transition	
	•	
Employment status	at the time of transition	
	•	
lighest level of edu	cation achieved at the time of transition	
	•	
nrollment status a	t the time of transition	
	-	
	Cancel OK	
		=

# PerformCARE<sup>®</sup>

- 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:
  - Enrolled in High School
  - Enrolled in High School Equivalency (HSE) Program
  - Enrolled in College
  - Enrolled in Vocational School/Career Technical School
  - o Not enrolled
  - 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 <u>Progress Notes</u>).

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.

Filter By Lo	catior	n:									•				
Provider (	ueue	1	AHH Link	Census	Assign	iment Hi	story								
Cens	us							l.	1	Transi	tion	View Histori	cal Data	Print	
			Youth/Chi	d ID	Youth/Chi	ld Name		Gender	Age	DCF	P&P Contact	DCP&P Phone	DCP&P Co	unty Call	er
Faceshe	t Ma	ар	History							_				×	nt ^
Faceshe	t Ma	ар	Youth I	Name	G	ender	DOB	You	uth/Child	ID	Admit Date	Transition Da	te Lengt	h of Sta	ah
Facesher	t Ma	ap			F						02/10/2016	02/15/2016	5	<b>^</b>	C y
Faceshee	t Ma	ар			F						05/22/2014	05/30/2015	373		eł
Faceshee	t Ma	ар			F						12/12/2019	09/21/2014	507		æε

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

Provider Queue A	HH Link Census	Assignment History				
	From I	Date: 10/8/2019	15 ✓ To Date:	1/6/2020 15	Filter Print	
Referral Number	Referral Status	Assignment Status	Youth/Child ID	Youth/Child Name	Not Accept Status By	Not Accept
	Admitted	Admit				
	Admitted	Schedule				
	Admitted	Assign				
	Open	Not Accepted			CSAADMIN	Other (Plea
	Open	Not Accepted			CSAADMIN	Other (Plea
	No Contact Info	Not Accepted			CSAADMIN	Other (Plea
	No Contact Info	Not Accepted			CSAADMIN	Other (Plea
	Admitted	Not Accepted			CSAADMIN	Other (Plea
	Admitted	Assign				
	Admitted	Not Accepted			CSAADMIN	Other (Plea
	Admitted	Assign				

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)
  - o 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
  - o 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:

- o Admit
- o Assign
- Awaiting Information
- Not Accepted
- o 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'

PerformCA

- 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 <u>dcf\_adolescentservices@dcf.nj.gov</u> 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.



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.

### **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.

				Contact		county		i none	Date	note Last		
3 Cyber Re Youth/ Child ID	eport - AHH Censu Youth/Child Nam	us Ie Gender	Age	DCP&P Contact	DCP&P Phone	DCP&P County	Caller Name	Caller Phone	Admission Date	Progress Note Last		
		NJ Con	J Chile	dren's /stem Adm	System	of Ca rmCare®	re					$\rightarrow$ Save <u>a</u> s
A1	▼ : × ✓ B	f <sub>x</sub> C D	E	F	G	н	I J	к	L	м	-	$\rightarrow$ <u>S</u> ave
Cut aste Clipboar	calibri mat Painter rd rs	• 11 • <u>U</u> •   ⊞ •   <u>∆</u> Font	A A =		Wrap Text	Gen nter - \$	eral * * % * .0 .0 .00 Number 5	Conditional Formatting *	Format as Table *	nal Ba k Cell Ex	-	→ <u>O</u> pen The file won't be saved automatically.
File Ha	लेन् <del>,</del> ome Insert Pag	ge Layout Form	nulas Dati	a Review	View Q Tell r	ne what you v	vant to do			Excel	Si: Fr	ize: 37.5 KB rom: apps.performcarenj.org
											R	Rpt_4262dd12-a9fc-489d-9bea-78afa2f3cfa3.xlsx

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

	Dashboard Demograp	hics							
	Youth Specifi	ic Informatio	on	Print Print Selection					
	Legal Name: FIRSTNAME LASTNAME		ME Current Address:	MEMBERADDRESS1,	MEMBERADDF All Tabs				
	Address Type:	Other - HUB	Languages Spoken:	English (P)	Dashboard	Tab			
	Preferred Name:		Youth Primary Phone	:	Youth Mar Demograph	nics Tab			
Cyber Report - Facesheet Youth/Child Name:	Administered by PerformCare Youth/Child ID:	stem of Care	Run Date: 02/19/2019 Run Time: 2:44:50 PM	Show Document Cyber Report - Facesheet	NJ Children's Sy Administered by PerformCare*	stem of Care	Run Date: 02/19/2019 Run Time: 2:43:46 PM		
YOUTH DEMOGRAPHICS				Youth/Child Name:	Youth/Child ID:				
YOUTH NAME	DOB	GENDER M	AGE	DASHBOARD YOUTH SPECIFIC INFORMATION					
PREFERRED NAME	PRIMARY LANGUAGE SPOKEN ENGLISH	HAIR COLOR	EYE COLOR	Legal Name:	Current Address: hom	less			
CURRENT ADDRESS	APT #, BUILDING #, FLOOR, ETC.	SPECIAL ADDRESS	ADDRESS TYPE	Address Type: Preferred Name:	Languages Spoken: ENG Primary Phone:	GLISH (P) Marital Status	: Never Married		
MARITAL STATUS	MILITARY STATUS	REFERRAL SOURCE	PREFERRED METHOD OF CONTACT	DOB:	Secondary Phone:	Active YL:	No		
PRIMARY PHONE	PRIMARY PHONE TYPE	RELATIONSHIP OF CONTACT	ALLOW TEXT MESSAGE	Gender: M					
SECONDARY PHONE	Demograp	hics Tab Pri	nt	Race: Ethnicity:	Dashboard	Tab Print			

elect Format to	> Print.		
		Select Format to Print	
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	PDF		
	Excel		

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### **IX. References**

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

### PerformCare Customer Service

www.performcarenj.org/ServiceDesk

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