

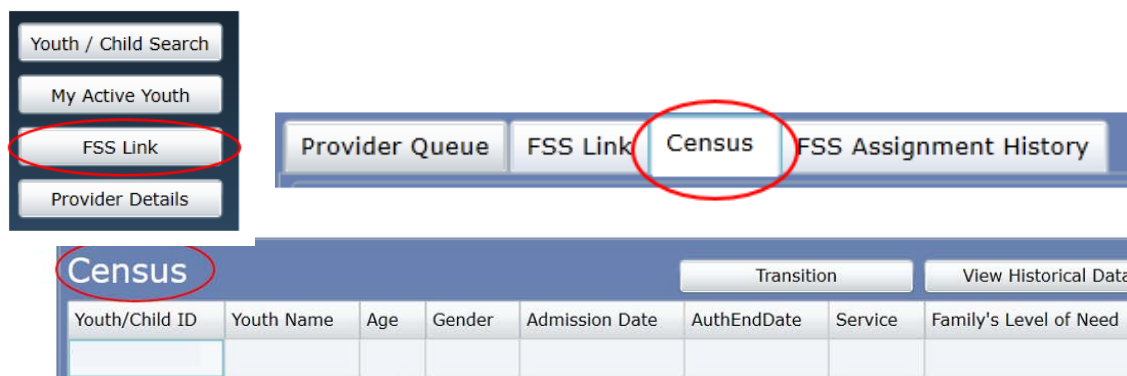
## Family Support Service (FSS) Provider Quick Tips

The purpose of this guide is to provide a quick reference for common questions about the FSS providers' use of CYBER to provide respite services to the Youth and family.

### What features are most useful to me in CYBER?

#### Census Tab in Out of Home FSS Link

- From Welcome Page, click **FSS Link**
- Filter by **specific FSS program** in the dropdown menu
- View the **Census tab** for each program



**The Census Tab** has valuable information about youth currently open to a program.

- Age of youth – If the youth is turning 21, reauthorization can only be set to the day before youth turns 21.
- Authorization End Date – Use this as a reminder to reauthorize
- Family's Level of Need – Level of Need can be an indicator as to whether youth can be readmitted into the same program following 4 consecutive authorizations
- App Needed By Date – Inform the family about this upcoming date as a requirement to enter an FSS application at least every 365 days

## Why am I unable to find a youth on FSS link?

### Search for youth on FSS Link

- Click the **FSS Link**
- Filter by the **specific FSS program** drop down menu
- Review the **FSS Link Tab**
- Sort by column **Youth Child** (name)

The screenshot shows the 'FSS Specific Functions' interface. At the top right is a 'Logout' button. Below it, there are two dropdown menus: 'Status: Active' and 'Filter By Program:'. Below these are four tabs: 'Provider Queue', 'FSS Link' (which is circled in red), 'Census', and 'FSS Assignment History'. Below the tabs, there is a sub-section titled 'FSS Link' with a 'Status: ASSIGN' dropdown and a 'Family's Level of Need: ALL' dropdown. To the right of these are 'Filter' and 'Print' buttons. Below this is a table with the following columns: App ID, Ref ID, Status, Youth/Child ID, Youth/Child, App Type, Family's Level of Need, Service, and Un. The first row of data shows: App ID, Ref ID, Status: ASSIGN, Youth/Child ID, Youth/Child, App Type: Routine, Family's Level of Need: High, Service: Agency After School Respite, and Un: N/A.

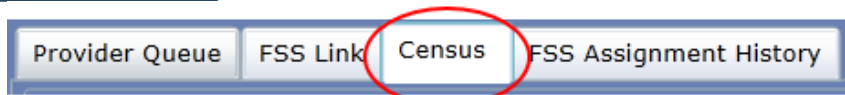
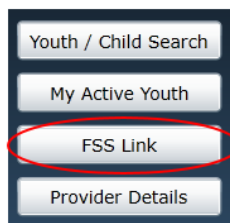
If you are unable to find a Youth on FSS Link tab there are a few reasons:

- The Youth may already be admitted to another agency: If the Youth has been admitted to another agency then they will no longer appear on the FSS Link. Service Desk can confirm this if you cannot find the youth on the FSS Link tab.
- The Youth may be in Schedule status with another FSS agency: A Youth can remain in Schedule status for up to 21 days and while in this status, they will not appear on the FSS Link.
- The family may not have updated their FSS application. The youth may come off the FSS completely.
- The youth may have turned 21. If this occurs, the youth is no longer eligible for respite services.

## How can I assist a family to ensure they have renewed their FSS application annually?

**Identify the date the FSS application will need to be renewed**

- Click **FSS Link** ( left column)
- Click **Census** (center column)
- By clicking on the Census, the User can see Youth that are currently receiving services through the agency.
- The **“App Needed by Date”** displays the date the family will need to submit an updated FSS Application.



Census								Transition	View Historical Data
e	Age	Gender	Admission Date	AuthEndDate	Service	Family's Level of Need	App Needed By Date		
							11/12/2021		

- FSS Applications should be completed prior to their expiration date.
- PerformCare will notify parents by mail 90 days prior to the expiration date of their FSS Application. You can also use this information on the Census link to remind families about the need for an updated application.
- If a family fails to complete an updated FSS application the youth will be discharged at the end of the authorization period regardless of their level of need.
- Once a discharge has been entered into the record it cannot be removed.

## How can I transfer a youth to another program within my agency?

### Completing a Site Transfer

- Open a Youth's record
- Click **Forms**
- Under Document Type select **FSS Site Transfer** and **Add New**
- 

The screenshot shows a software interface with a 'Forms' button circled in red. A dropdown menu is open, showing 'Document Type:' with 'FSS Application' selected. Below this, a list of document types is shown: 'FSS Application', 'FSS ReAuth', and 'FSS Site Transfer', with 'FSS Site Transfer' circled in red. To the right of the dropdown is an 'Add New' button, also circled in red.

The following conditions must be met in order to complete a Site Transfer Form:

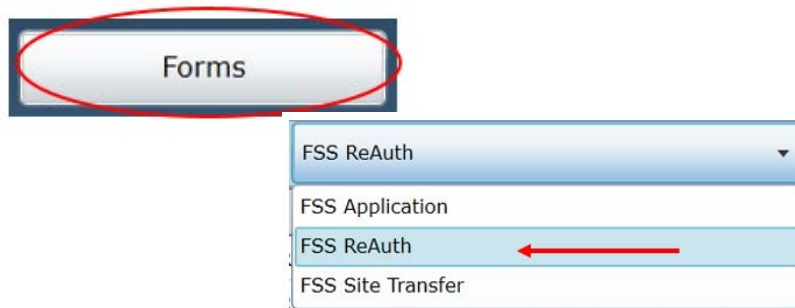
- The transfer can only be done within the agency, between two sites/programs of the same service (i.e. AHR to AHR).
- The youth must be actively admitted into the current program for more than one day; transfers cannot be completed the same day of admission.
- Once the Site Transfer Form is completed, the youth's information will be moved to the Census of the new program. If the user that completed the Site Transfer does not have access to the new program the youth transferred to, they will no longer have access to the youth's information in CYBER.

*The Site Transfer will not change the authorization timeframes, the due date of the reauthorization or the due date of the family's next FSS Application.*

## How do I reauthorize services for a youth?

### Reauthorization

- Navigate to the **Forms** area for the Youth
- Next to select “ **FSS ReAuth**” and “ **Add New**”




Once admitted, a **youth may receive a reauthorization every 90 days**. Reauthorization can be completed by selecting “FSS ReAuth” under Forms in the Youth Record.

- If the user is attached to more than one FSS program in the system, and there is more than one authorization, the user will need to select the service they are requesting for the reauthorization.
- The system will complete validations to ensure the youth is able to receive reauthorization. If a user receives an error message, validations will provide a reason as to why the reauthorization cannot be completed.
- Reauthorizations for a youth that will turn 21 in the near future will have an end date of the day before the youth’s 21<sup>st</sup> birthday.

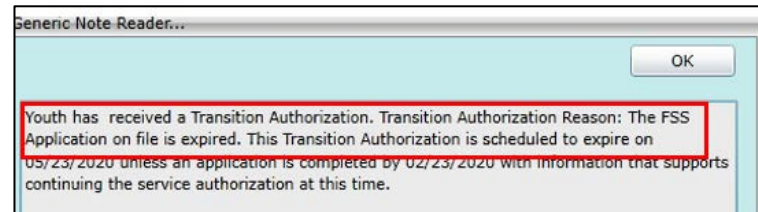
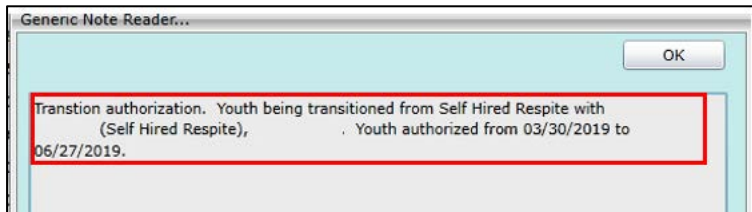
Reauthorizations must be completed **no more than 30 days prior** to the end of the authorization and **no more than 30 days after** the end of the authorization.

The reasons why a reauthorization may not be permitted:

- No active FSS Application on file
- The service is an assistive technology
- A discharge authorization has already been placed in the youth’s record and it is 30 days past the end date of the authorization
- Youth is within 90 days of turning 21 years old
- Reauthorization has already been submitted
- Youth cannot be reauthorized more than 30 days before the current authorization expires

Why is my youth being transitioned (discharged)?		PROVIDER DID NOT REAUTHORIZE
<b>Identifying reauthorization dates</b>	<ul style="list-style-type: none"> <li>• Click <b>Authorization</b> on the right hand column</li> <li>• Click on the <b>Expiring</b> Link</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Expiring authorizations ending in the next 30 days</b> can be found under the <b>Expiring</b> link. Authorizations listed under this link will act as a reminder to submit Reauthorization requests. Users can also utilize the Reauthorization Aging Report that will reflect Reauthorization requests that are due in the next 3 calendar days.</li> </ul> <p><b>If a program neglects to submit a Reauthorization within 30 days after the end of the authorization, access to the youth will end; this will discharge the youth from FSS services. This will cause a disruption in services for the family.</b></p>		

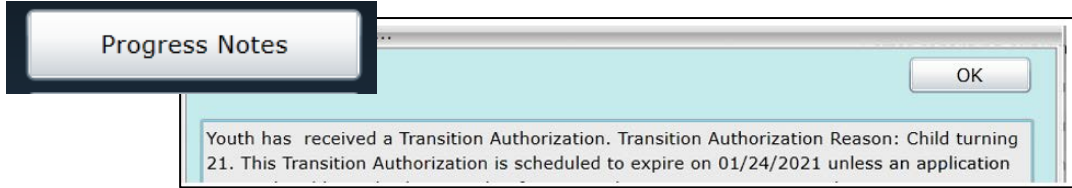
## My youth has received a transition progress note. What should I check?




If the Youth has a transition progress note in their record there are a few ways to determine why this occurred:

- Youth has an expiring or expired FSS Application
- Youth is turning 21
- Youth has not been reauthorized within 30 days of last authorization
- Youth transitioned to another program

*Note: Many of the discharge notes are generic and state that the Youth is transitioned. The user will have to review to determine the reason or contact the Service Desk for assistance.*

Why can't I <i>admit</i> a specific youth into my program?	YOUTH IS AGING OUT
<p><b>Youth is turning 21</b></p> <ul style="list-style-type: none"> <li>Once inside of the Youth's record select the <b>Progress Notes</b></li> <li>Look for a <b>Transition Authorization</b> that details the reason: <b>Child Turning 21</b></li> </ul>	
<ul style="list-style-type: none"> <li>If the youth is turning 21 years old within the next 90 calendar days the program will not be able to admit the youth unless the program is already providing services to this youth</li> <li>The youth can then be admitted and will be authorized for services until the <b>day before</b> their 21<sup>st</sup> birthday</li> <li>If the youth has a current authorization for the same service type, the program will be unable to admit the youth</li> <li>The admission date cannot be prior to the Service Request Create Date , found on the application</li> </ul>	

Why can't I admit a specific youth into my program?	FAMILY LEVEL OF NEED
<p><b>Restrictions on Family's Level of Need</b></p> <ul style="list-style-type: none"> <li>Click the <b>FSS Link</b> button on the left side of the CYBER Welcome Page</li> <li>The <b>Family's Level of Need</b> can be found under the Provider Queue, FSS Link or the Census.</li> </ul>	
<ul style="list-style-type: none"> <li>The rating of the youth's needs based upon the application for service: "H" indicates <b>high</b> needs, "M" indicates <b>moderate</b> needs that are less intensive than those rated as high but are more intense than those rated as low, and "L" indicates <b>low</b> needs.</li> <li><u>Providers will be unable to open a referral for a Youth if there are Youth on the FSS Link with a higher level of need.</u></li> </ul> <p><i>Please note: An application with an "H" rating (high needs) does not necessarily indicate that the youth has high needs; the family may have high needs – the caregivers may be elderly, medically or physically challenged. Providers should not assume that any application with a rating of "H" cannot be served by the program; every referral should be reviewed for potential admission.</i></p>	



## References

PerformCare Training Web Page <https://www.performcarenj.org/provider/training.aspx>

- FSS CYBER instruction Guide  
<https://www.performcarenj.org/pdf/provider/training/family-support-services/fss-cyber-instructional-guide.pdf>

Detailed Instructional Guide for FSS users covering available functionality.

**PerformCare Customer Service**

[www.performcarenj.org/ServiceDesk/](http://www.performcarenj.org/ServiceDesk/)

**1-877-652-7624**