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Instructional Guide to the Needs Assessment

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Needs Assessment Instructional Guide

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I. Introduction

The Children's System of Care (CSOC) Needs assessment is a variation of the Child and Adolescent Needs and Strengths (CANS) assessment for specific provider types.

The Needs assessment is available to four different types of CSOC providers of the following services:
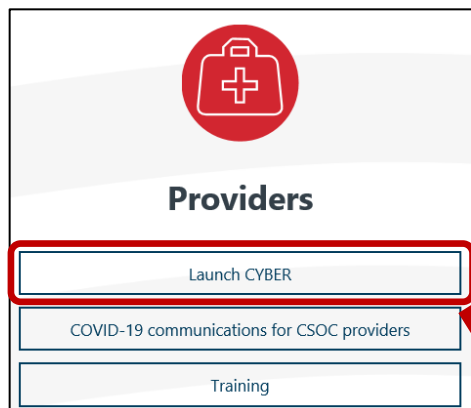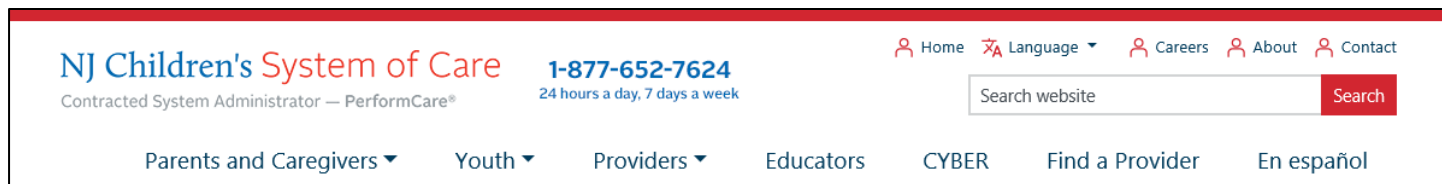
- Partial Hospital Providers (PHP)
- Children's Crisis Intervention Services (CCIS)
- Multisystemic Therapy (MST)
- Family Functional Therapy (FFT)

There are two assessments types, the **Initial NA** and the **Update NA**. A selection of one of the two types is required for submission. In addition, much of the content of the assessment is required including the recommendations in order to make recommendations and request services.

Needs assessments are reviewed by PerformCare and may be returned if additional information is required. Reviewers will document the reason for return in a progress note in the youth record.

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II. Accessing CYBER

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

NJ Children's System of Care
Contracted System Administrator — PerformCare®

1-877-652-7624
24 hours a day, 7 days a week

Home   Language   Careers   About   Contact

Search website   [Search]

Parents and Caregivers ▾   Youth ▾   Providers ▾   Educators   CYBER   Find a Provider   En español

Providers

Launch CYBER

COVID-19 communications for CSOC providers

Training

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

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

Before you log in, keep in mind…

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

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

CYBER LOGIN

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

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

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

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

Username
[Username]
Password
[Password]

[LOGIN]

Customer Service Request Form | Forgot Password?

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.
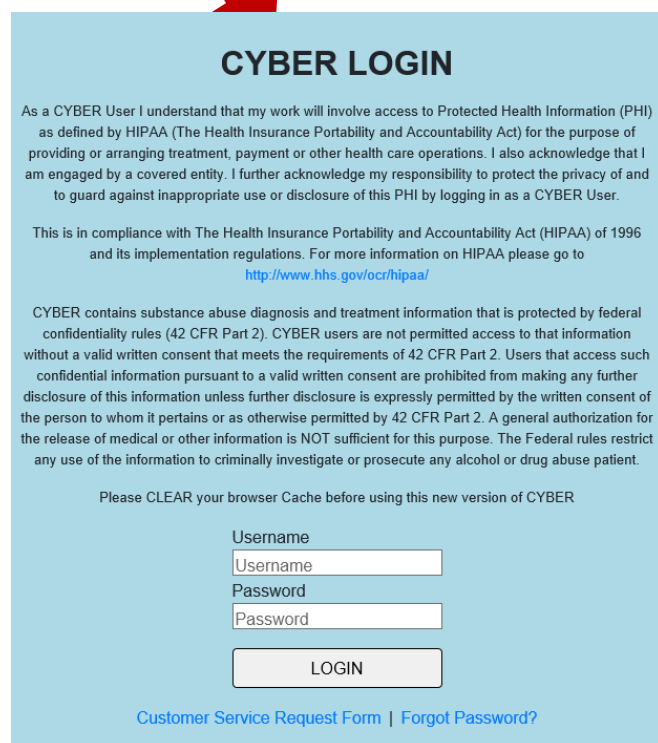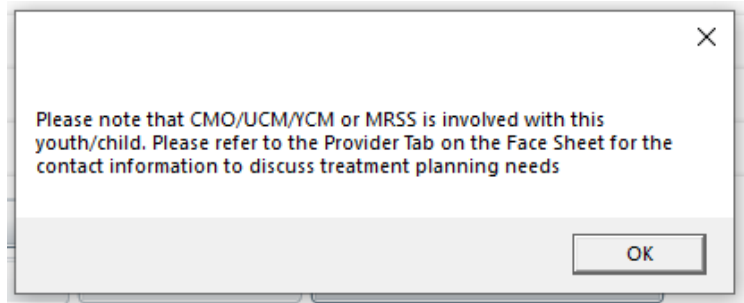
III. Creating a Needs Assessment

In order to create a new Needs assessment, a user must first navigate to the Treatment Plans and Assessments screen within a youth's CYBER record.

Once the Treatment Plans and Assessments screen loads, the user will be able to create a new assessment by selecting the **Needs – Assessment** from the *Treatment Plan or Assessment type **drop down** menu* and then clicking Add New.

> *Attention: It is possible to create more than one Needs assessment for the same youth. Please use the Plan Approval window to determine if an existing assessment can be reassigned.*
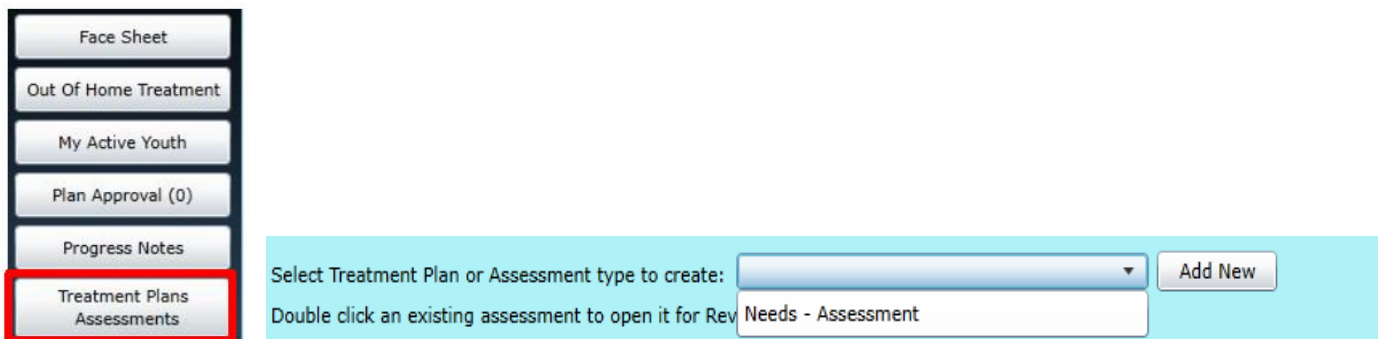
Upon opening the assessment, if the youth is open with Care Management (CMO) or Mobile Response (MRSS), a pop up message will appear. Review the Provider tab for CMO or MRSS care manager contact information.

Assessment Type

After selecting and opening the Needs Assessment, the user can select the type of assessment, the user will need to complete by using the drop down menu at the top of the document.

The user can choose from two assessment types:

- *Initial NA* should be the first assessment created for the youth.
- *Update NA* should be selected for any other assessment after the first. It should be selected anytime the provider needs to document a change to the recommendations or request continued stay authorizations.
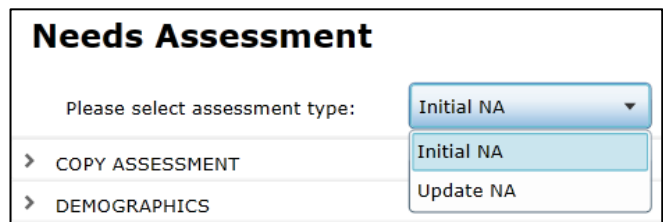
The assessment is structured in an accordion format – in order to navigate throughout the document, the user may click on the individual accordions. The user may also click on the plus (+) and minus (–) to expand or collapse the domains on the Needs Assessment.

Needs Assessment

Please select assessment type: Initial NA ▼

- > COPY ASSESSMENT
- > DEMOGRAPHICS
- > CHILD BEHAVIORAL/EMOTIONAL NEEDS
- > PSYCHOTROPIC MEDICATION MODULE
- > CHILD RISK BEHAVIORS
- > LIFE DOMAIN FUNCTIONING
- > CAREGIVER NEEDS
- > CAREGIVER STRENGTHS
- > DIAGNOSIS
- > RECOMMENDATIONS

| Save | Save & Close | Submit | Transfer |
| Print | Cancel | Delete | Return | View Needs Review History |

Copying a Prior Assessment

The user has the ability to copy prior Needs Assessment that were previously submitted to PerformCare. If a prior assessment exists, the user can select the assessment inside the grid and then select "Copy Assessment". The current assessment will be populated with the ratings and comments of the copied assessment.

✓ COPY ASSESSMENT

Select an Assessment/Service Plan to copy.

ID	TYPE	CREATED DATE	AUTHOR	SUBMITTED DATE
○	NEEDS	2020/09/15		2020/09/15

Click the button that corresponds with the assessment you want to copy and then click the Copy Assessment button

Copy Assessment

IV. Needs Assessment

Demographics

The demographics accordion pulls information directly from the youth's Face Sheet.

If the Face Sheet information changes after the assessment has been created (prior to submission), the user can update this information by clicking the "Refresh" button at the bottom of the accordion.

The Assessment Date and the Assessment Completion Date are required to submit the assessment.

Child Behavioral/Emotional Needs

This domain will include questions on the youth's needs about their behavioral and/or emotional health.

Note: Entering only a youth's diagnosis in the comments area for any question in this domain rated a 1, 2, or 3 may result in the return of the assessment and associate plan. For example, rating the Depression question, a 2- Clear evidence of depression associated with either depressed mood or significant irritability, and entering "Youth has a diagnosis of depression." is not sufficient information. The user should document how the youth is exhibiting the symptoms of depression and what evidence supports that rating.

The rated questions include:

- Psychosis
- Impulsivity and Attention
- Depression
- Anxiety
- Oppositional Behavior (Compliance with Authority)
- Conduct
- Exposure and Response to Explicit Trauma
- Anger Control
- Substance Use

Psychotropic Medication

This domain requires that the user indicate and past or current use of psychotropic medications.

The medications include:

- Anxiolytics
- Anti-depressant
- Antipsychotics
- Anti-convulsant
- Stimulants
- Anti-depressants-SSRI
- Sleep Aids
- Mood Stabilizers
- Anti- depressant- Tricyclic

Child Risk Behaviors

This domain will include questions on the youth's needs about their behavioral symptoms.

Note: Documenting only a youth's diagnosis in the comments area for any question in this domain rated a 1, 2, or 3 may result in the return of the assessment and associate plan.

The rated questions include:

- Suicide Risk
- Self- Injurious Behavior
- Other Self-Harm
- Danger to Others
- Problematic Sexual Behavior
- Flight Risk
- Delinquency
- Judgement
- Fire Setting
- Social Behavior
- Bullied by Others
- 3560 Application

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Life Domain Functioning

This domain will include domains on the youth's life and functionality

The rated questions include:

- Family
- Living Environment
- School
- Social Development
- Recreation
- Developmental Delay
- Vocation
- Legal/Juvenile Justice
- Medical
- Physical
- Sexual Health
- Relationship Stability

Caregiver Needs

This domain looks at the youth's caregiver(s), where they may have challenges and may need additional supports or assistance. The rated questions include:

- Physical/Medical
- Mental Health
- Substance Use
- Developmental
- Child/Adolescent Protection

Caregiver Strengths

This domain looks at the youth's caregiver(s), where they are successful and where they may need additional supports or assistance. The rated questions include:

- Supervision
- Involvement with Care
- Knowledge of the Youth's Strengths/Needs
- Organization
- Natural Supports
- Residential Stability

Diagnosis

This domain looks to gather any clinical diagnosis that the Youth may have received. You have the ability to either enter a diagnosis, copy an existing diagnosis or edit a diagnosis

Entering a Diagnosis

- **Diagnosing Clinician:** This is a required open text field for the diagnosing clinician's name. Enter first and last name.
- **Date Diagnosis Rendered**: This field is automatically pre-populated with the current date. User is required to enter the date the diagnosis was actually rendered.
- **Diagnosis Details:** Displays the selected diagnoses. Click the " +" button to bring up the **Search Diagnosis** window

If you make an error or incorrectly enter a diagnosis you can hit the red "X" located to the right.
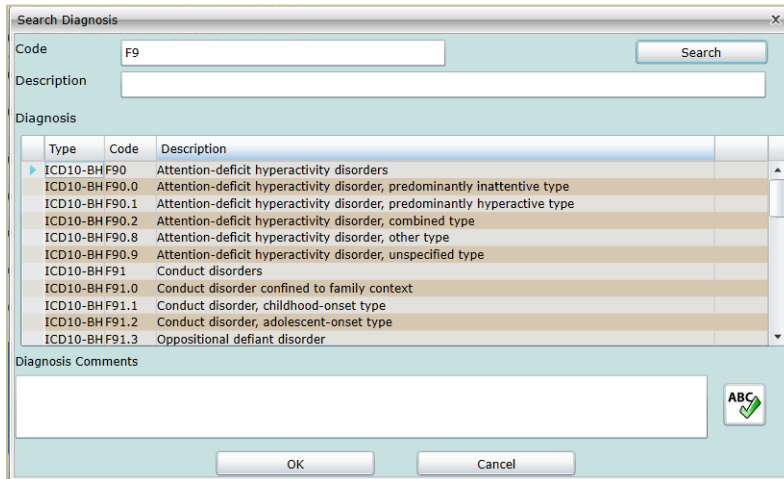
Searching for a Diagnosis

Begin a search by entering an ICD-10 code or partial code into the **Code** field or a partial DSM-5 description into **Description** field.

- Partial searches are allowed, for example, a user can enter " F9" into the Code Field and a list of all Diagnosis Codes that contain " F9" will appear in the Diagnosis grid


- Click the **Search** button and the Diagnosis grid will populate with results that match the search parameters.
  - ○ Type will display the code type ICD10 (medical codes, ICD10-BH (behavioral health codes) or ICD10-BH+PH (substance use codes)
  - ○ Code will display the actual ICD-10 code
  - ○ Description will be the DSM-5 description
  - ○ Diagnosis Comment field at the bottom of the window allows for additional user entry for each code
- Click OK and the diagnosis selections will be added to the Diagnosis Details grid

Copying a Diagnosis
Prior diagnoses for the Youth will appear in the **Existing Diagnosis Entries on File** grid.
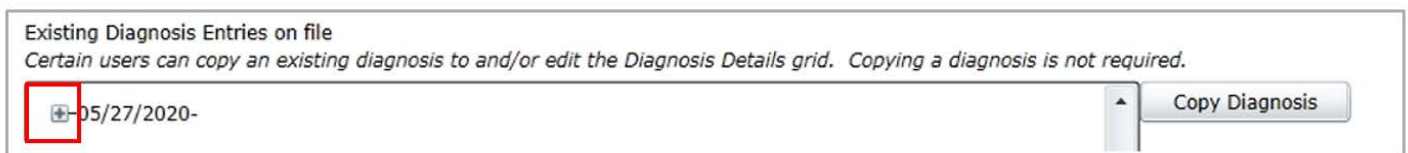
Clicking on the "+" button next to each completed diagnosis will expand it so that the details can be seen
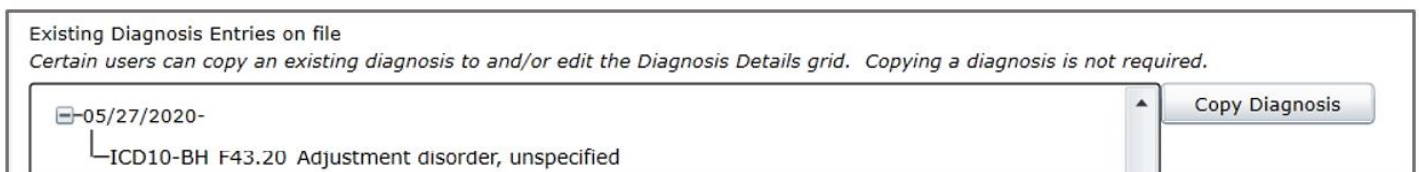
Once the user has identified the Existing diagnosis they would like to copy, they can single click on the record in the Existing diagnosis grid and then click " Copy Diagnosis"

- Once a user choses to copy a previously existing diagnosis record , they will be alerted that copying a record into the assessment will overrri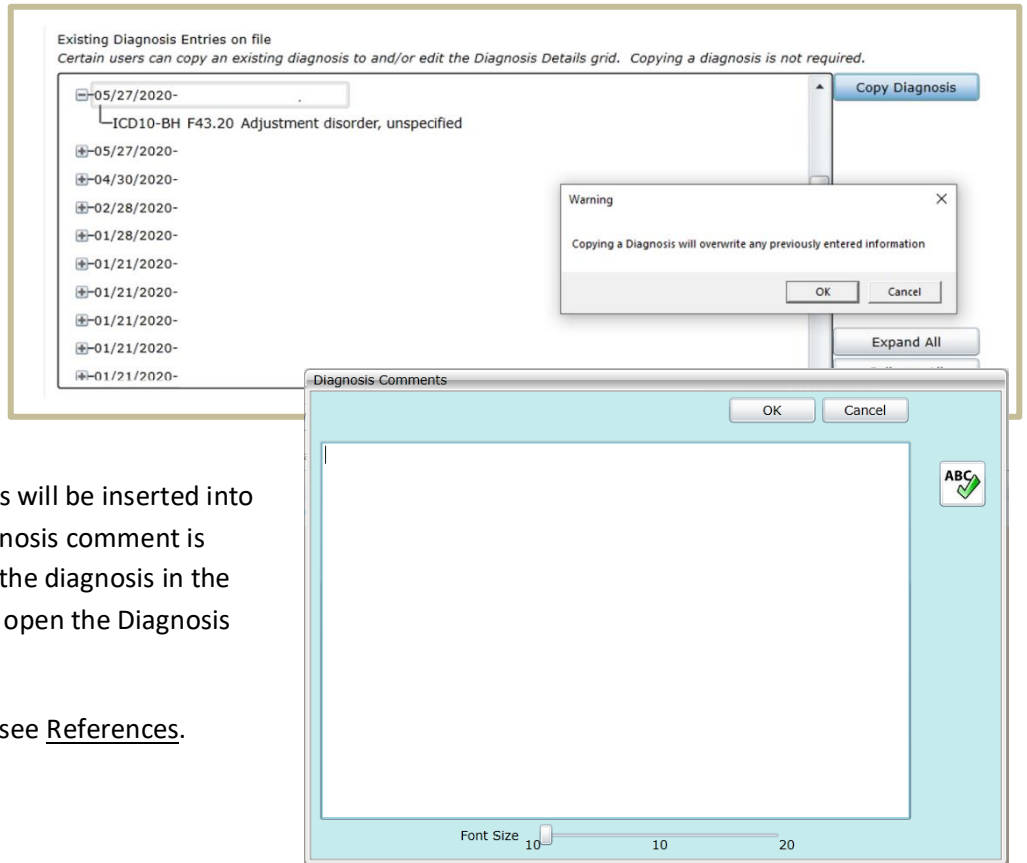de any other diagnoses thaymay have already been entered into the document. Any information that has been recently entered will be automatically deleted.

Existing Diagnosis Entries on file
Certain users can copy an existing diagnosis to and/or edit the Diagnosis Details grid. Copying a diagnosis is not required.

- 05/27/2020-   .   **Copy Diagnosis**
  └ICD10-BH F43.20 Adjustment disorder, unspecified
+ 05/27/2020-
+ 04/30/2020-
+ 02/28/2020-
+ 01/28/2020-
+ 01/21/2020-
+ 01/21/2020-
+ 01/21/2020-
+ 01/21/2020-
+ 01/21/2020-

Warning   ✕

Copying a Diagnosis will overwrite any previously entered information

                                    OK   Cancel

Expand All

Diagnosis Comments   OK   Cancel

Click OK and the selected diagnosis will be inserted into the Diagnosis details grid. If a diagnosis comment is needed, the user can double click the diagnosis in the Diagnosis Details grid and this will open the Diagnosis Comments box.

For more details about Diagnosis, see References.

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Recommendations

This domain contains two questions, one from the perspective of the youth and one about the recommended services that should be offered to the Youth and Caregiver(s).

The questions are as follows:

- Describe the youth's understanding and concern about the challenges described in present challenges for youth.
- Describe the service requested in this Needs Assessment

⌄ RECOMMENDATIONS

Describe the youth's understanding and concern about the challenges described in present challenges for the youth.
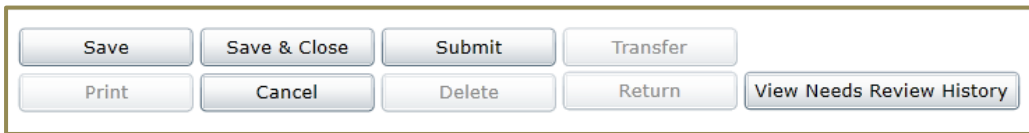
Describe the services requested in this Needs Assessment

V. Action Buttons

The functionality buttons at the bottom of the assessment will remain locked at the bottom of the screen and will not move when the user scrolls the document.
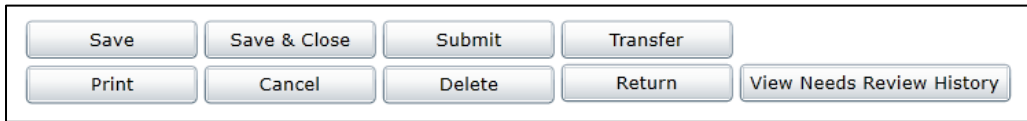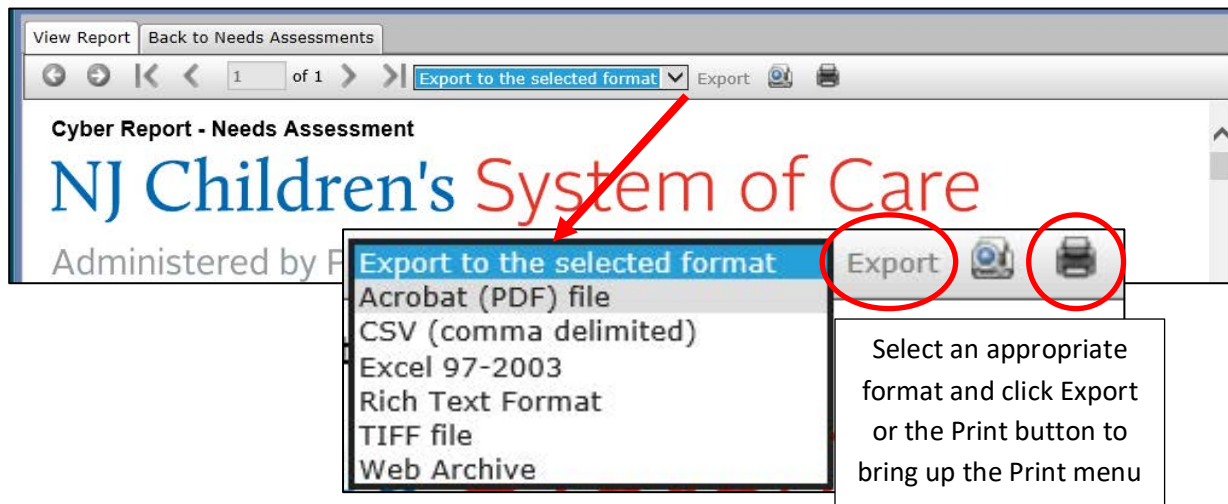

Action buttons for an assessment in progress (full edit access)

Action buttons for submitted assessment (cannot be edited)

Button functions are as follows:

- Print- A user can use the Print button to export or print the assessment. All fields will be included.

Select an appropriate format and click Export or the Print button to bring up the Print menu

- Cancel- Cancels any actions taken within the assessment and takes the user back to the Treatment Plans and Assessment grid.

Note: Cancel does not delete the assessment; the system will not automatically save the assessment upon creation. To delete an assessment, the user will need to open the assessment and select the Delete button.

- Save / Save & Close- This assessment does not have an automatic save feature. When working on an assessment, the user should remember to save often as any disruption in internet connection or work may cause a loss of information.
- Submit- Submits the assessment either to an internal reviewer or to the CSA for review and approval.
- Transfer- Transfers a draft assessment to another user within the agency for review.
- Delete- A saved assessment can be deleted prior to submission to CSA.
- Return- Used when the current owner of the assessment needs to return it to the original author; typically used after the assessment has been submitted for internal review prior to final submission to CSA.

- View Needs Review History – This button opens the **Needs Assessment Review History** window that allows the user to trace the path of the assessment from creation to approval.
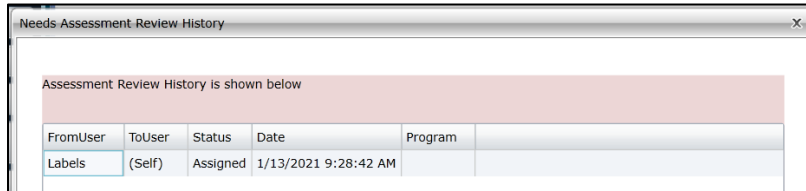
VI. Plan Approval Window

If a Needs assessment is returned by CSA to the provider, it can only be located in the Plan Approval window to be accessed, reassigned as needed and resubmitted.

Clicking the **Plan Approval** button displays the Plan Approval window.
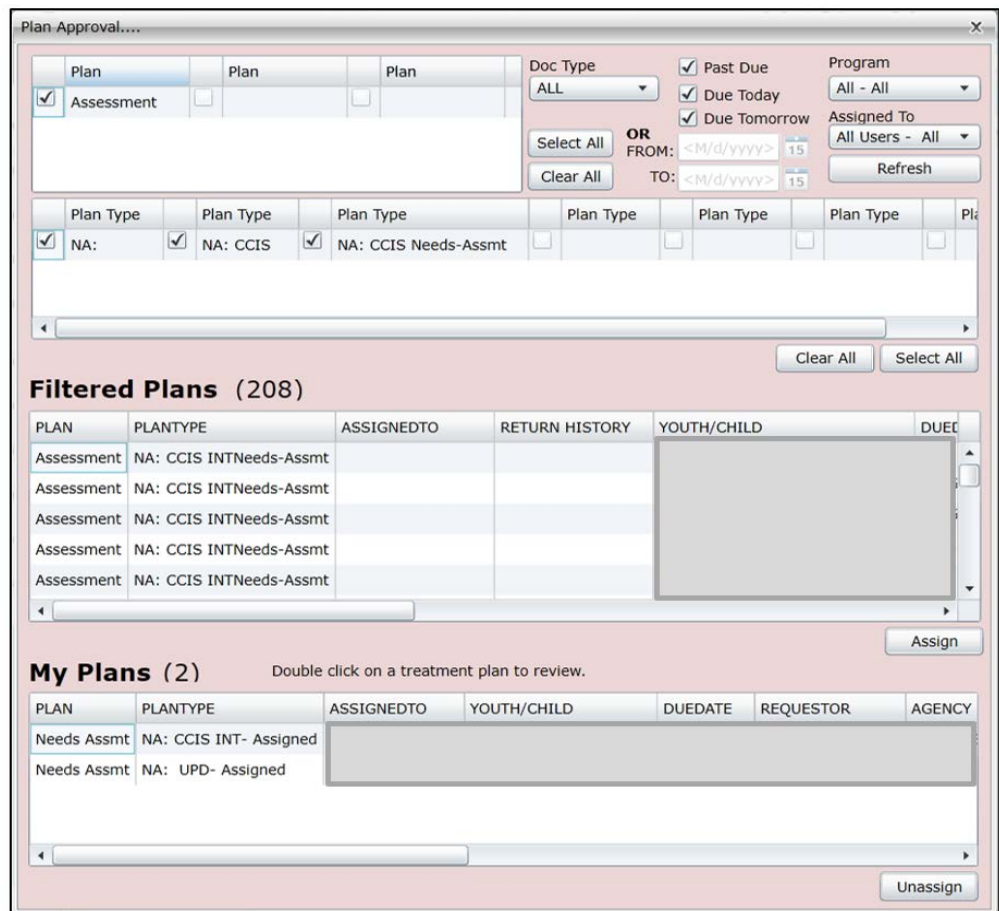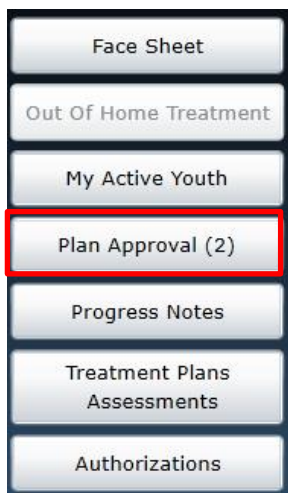
The Plan Approval window shows the assessments that are in the system for the user's agency. These are the current documents that are housed within your agency that have either not been submitted to CSA, or have been submitted and have been returned to the user's agency and have not yet been resubmitted.

Users may utilize this window to manage their work. The *My Plans* portion of the window displays the assessments that are currently assigned to the logged in user. These may be items that are in draft and have not yet been submitted, or items that have been submitted but have been returned back to the agency (internally or by CSA) and have yet to be resubmitted.

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References

PerformCare Website Training page http://www.performcarenj.org/provider/training.aspx

- Instructional Guide for the Use of ICD-10 in CYBER
    - https://www.performcarenj.org/pdf/provider/training/general-csoc/icd10-instructional-guide.pdf
      Provides steps to entering the appropriate diagnosis codes

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