

# PerformCARE<sup>®</sup>

## CYBER Release 1.17: Instructional Guide for Case Management Entities (CMO/YCM/UCM) and MRSS Users

## CYBER 1.17 – Instructions for Use for AHH Users

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## I. Introduction

The Adolescent Housing Hub (AHH) is the integration of the referral and discharge process for youth and young adults into the Youth Supportive Housing or Independent Living program, administered by the Office of Adolescent Services (OAS). This new CYBER functionality allows providers to track their open beds, manage their census and create a waiting list of youth that are awaiting admission into their program. This new functionality allows for the timely placement of youth and young adults by accurately matching their needs with a housing program that can accommodate them; this functionality will allow for a smoother and more efficient process and will minimize delays in service.

CYBER will be used by the CSA to enter housing referrals that are received via phone from youth, Case Management Entities (CMEs), DCP&P (DYFS) workers, housing providers and third parties. These referrals will be automatically posted to the AHH, where providers will have the ability to see the housing referral information for youth waiting to be placed into a program. CME and MRSS users will have the ability to view the referrals that are posted on the AHH for youth they are currently working with and the provider activity that has been taken against them (much like how YouthLink currently operates), as well as the progress notes that are entered into the youth's CYBER records.

\*Please note that CME and MRSS users will **only** see the referrals of the youth that are currently assigned to their agency (i.e., the agency has an open Tracking Element in the youth's CYBER record).

**\*In order to cancel a referral** for a youth that is currently open to the CME or MRSS, CME/MRSS can contact the CSA directly (via 1-877-652-7624) and the CSA will cancel the referral in CYBER. Cancelling the referral will remove the youth's checklist information from the AHH and they will no longer be contacted by housing providers.

## II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – [www.performcarenj.org](http://www.performcarenj.org).

**NJ Children's System of Care**  
Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

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**Families Youth Providers About CYBER**

**We develop and manage Behavioral Health Solutions that are Member and Family Focused**

**Launch Cyber**  
For technical assistance, with the Cyber System, call 1-877-736-9176 or email [servicesdesk@performcarenj.org](mailto:servicesdesk@performcarenj.org).

**Help for Youth**  
If you are between the ages of 5 and 21 and need help with daily life challenges.

### CYBER LOGIN

Enter Login Name Here

Enter Password Here

Login

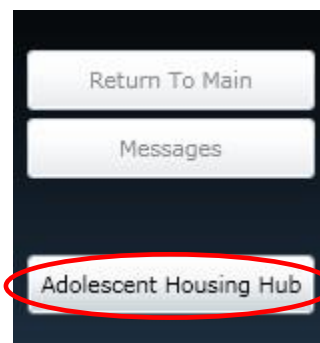
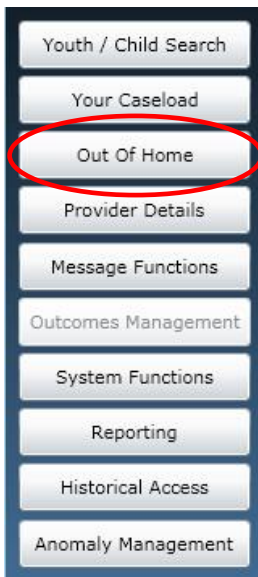
As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment or other health care operations. I also acknowledge that I am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

## III. The Adolescent Housing Hub (AHH)

The AHH is the area that organizes the referrals for housing; the referrals are created by CSA staff and are then posted for AHH providers to view and use during their process of determining a youth's eligibility for admittance into their program(s). Referral information can be viewed by CME and MRSS, as well, in a format that is similar to YouthLink.

To access the AHH, users will click on the Out of Home button that appears on the left side of the Welcome Page (see example below).



Clicking on the Adolescent Housing Hub button on the left will bring up the AHH Link and Provider Status grids.

Provider Status      Youth/Child ID      Referral#

All Active      Search      Print

### AHH Link

		Referral Number	Referral Status	Youth/Child ID	Youth/Child	Created Date	Created By	Date Last U
Facesheet	Map	30675	Open	194223	Robertson, Bobby	2012/04/16	THarris	2012/04/16
Facesheet	Map	30676	Open	194223	Robertson, Bobby	2012/04/16	THarris	2012/04/16
Facesheet	Map	30711	Open	194234	Caller, AHH	2012/04/17	THarris	2012/04/17
Facesheet	Map	30687	Open	194229	caller, carol	2012/04/17	SGee	2012/04/17
Facesheet	Map	30097	Inprocess	194098	crompton, Mike	2012/02/28	THICKS	2012/02/28
Facesheet	Map	30098	Inprocess	194098	crompton, Mike	2012/02/28	THICKS	2012/02/28
Facesheet	Map	30099	Inprocess	194098	crompton, Mike	2012/02/28	THICKS	2012/02/28
Facesheet	Map	30712	Sched	194235	Golitely, Holly	2012/04/17	LWiggins	2012/04/17
Facesheet	Map	30715	Open	194235	Golitely, Holly	2012/04/17	LWiggins	2012/04/17
Facesheet	Map	30624	Sched	55557	LASTNAME, FIRSTNAME	2012/04/17	bbonds	2012/04/17
Facesheet	Map	30625	Inprocess	82137	LASTNAME, FIRSTNAME	2012/04/16	bbonds	2012/04/16

Number of People on AHH Link: 12      Print

### Provider Status

Referral Number	Status	Reason Description	Site Name	Avail Beds	Contact Name	Contact Phone	Contact Email	Youth/Child
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The AHH Link will house the list of those referrals for youth that are seeking housing and have not been admitted to a program; the Link will have the following columns;

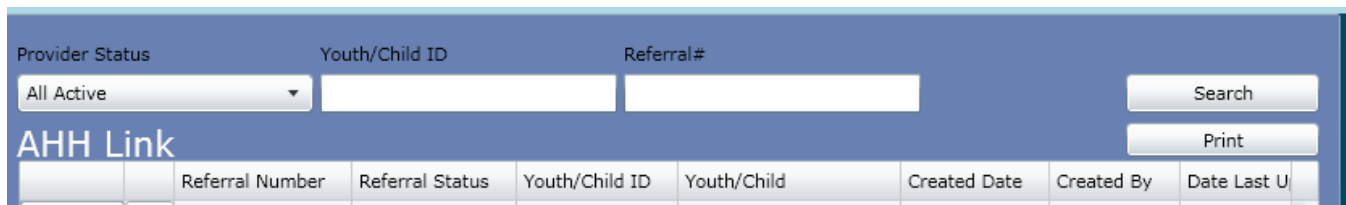
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- Referral Number – unique identifier automatically assigned to each referral in the system
- Status – the current status of the referral
  - In Process – this referral is assigned to at least one provider’s queue; single-clicking on the record will populate the Provider Status grid at the bottom of the screen with details (see page XX for more information)
  - Open – the referral is currently not assigned to a provider queue (no one is working with this youth for admission into a housing program)
  - Scheduled – the program has scheduled an interview with the youth; this may also indicate that an admission date has been scheduled for the future
- Youth/Child ID – unique identifier attached to every youth’s CYBER record
- Youth/Child – Last and First Name of the youth
- Create Date – original date the referral was created by the CSA
- Created By – User ID of the individual that created the referral in CYBER
- Date Last Updated – the date of the last update to the referral
- Gender – gender of the youth as entered on the Face sheet
- Age – age of the youth as entered on the Face sheet
- County – the counties in which that the youth is seeking housing; may list up to three
- Parent with Child – if the youth has a child that also needs housing, the user will see a “X” in this column
- Pregnant – if the youth is currently pregnant, the user will see a “X” in this column
- Homeless – if the youth is currently homeless, the user will see a “X” in this column

There are also two buttons available for each referral – Face sheet and Map.

- Face sheet – this button will bring the user to the youth’s Face sheet in CYBER
- Map – this button will bring up the geomapping function (similar to that in Youth Link) and will show the location, admissions contact and current admission information for each housing provider in the program

Each column of the grid can be sorted by clicking on the column heading; the AHH Link grid can also be filtered using the functions above the grid. (The grid can also be printed by clicking on the Print button at the upper right-hand corner of the screen.) (See page 8 for more information on printing)



The Provider Status menu allows the user to filter the grid to show only referrals that are in a certain status – In Process, Open or Scheduled. The user also has the option of searching for a specific youth/child by name or by referral number; clicking on the Search button will apply the filter to the grid.

Double-clicking on a referral in the grid will bring up the Youth Checklist in read-only form; the checklist is the electronic document that the CSA completes in order to create a referral for the AHH. (The Checklist can also be accessed from the youth’s CYBER record; see page 8 for more information.)

The screenshot shows the 'Youth Checklist Form' in the PerformCARE Adolescent Housing Hub. The form is titled 'Youth Checklist Form' and includes a 'Referral Number' field with the value '30687'. The form is divided into several sections: 'Basic Information' (First Name: carol, Last Name: caller, Youth ID Number: 194229, Gender: Female, Date of Birth: 03/10/1994, Age: 18, Email: myemail@email.com), 'Contact Info' (Phone: 3216543), 'Address' (City: TRENTON, State: NJ, Zip: 08618, County: MERCER), 'Current Education Level' (Highschool or GED), 'Primary mode of Transportation' (Public Transportation), 'Current Employment Status' (Unemployed), 'Youth is/has:' (checkboxes for Open DYFS Case, Open DCBHS Case, Parent with Child, Pregnant, Homeless), 'DYFS Contact Information' (Name, Phone, County), 'Mental health diagnosis', and 'Sex offender'. There is also a 'Counties Sought' section with a list of counties and checkboxes. At the bottom, there are buttons for 'Accept', 'Deny', and 'Provider', and a grid for 'Phone Number', 'Address', and 'AvailableBedCount'.

The bottom of the screen houses the Provider Details grid. This area will populate with the status information related to each housing program that has had the youth's referral assigned to their queue once the referral is single-clicked on in the AHH Link grid.

Facesheet	Map	30624	Sched	5557	LASTNAME, FIRSTNAME	2012/04/17	bbonds	2012/04/17
Facesheet	Map	30625	Inprocess	82137	LASTNAME, FIRSTNAME	2012/04/16	bbonds	2012/04/16
Facesheet	Map	30460	Sched	411	LASTNAME, FIRSTNAME	2012/04/06	THicks	2012/04/06

Number of People on AHH Link: 12

**Provider Status** Print

Referral Number	Status	Reason Description	Site Name	Avail Beds	Contact Name	Contact P
30625	ASSIGN		Catholic Charities Diocese of Newark - Strong Futu	5	Art Indpark	1-609-55

Any referral with a status of "In process" in the AHH Link grid will show more detailed status information in the Provider Details grid; any referral in the AHH Link grid may have additional status information available in the Provider Status grid. Each row in the grid will represent a different status with an individual housing program. The data that will appear will be in the following columns;

- Referral Number - unique identifier automatically assigned to each referral in the system
- Status – the status of the referral with the provider's program; the statuses that will appear here are;
  - Assign – the referral has been assigned to the provider's queue on the AHH (manually or automatically by the system)
  - Awaiting Information – this program has reached out to the youth and/or their CME/DYFS worker and is waiting for more information
  - Scheduled – the program has either scheduled an interview with the youth or has a scheduled admission date for the youth in the future

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- Not Accept – the program has determined that placement is not appropriate; a reason must be entered and will appear in the Reason column
- Reason Description – will display text when Not Accept is the selected status for a program
- Site Name – the name of the program that the referral is/has been assigned to
- Avail Beds – the current number of available beds at this program (real-time, based upon the program's current admissions and number of contracted beds as listed in the PIF)
- Contact Name/Phone/Email – the contact information for the Admission Contact at the program
- Youth/Child – Last and First Name of the youth
- Days in Provider Queue – a count of the number of days the youth's referral has been in the provider's queue (will stop increasing once the status is set to Not Accept or Admit)
- Date to Provider Queue – the date that the referral was assigned to the provider's queue

CME and MRSS users may find the Provider Status grid useful when they are working with youth that are in need of housing, and the programs that are currently looking at the youth's referral are currently at capacity (a zero in the Avail Beds column indicates that the program is currently full). Using the Map button on the referral in the AHH Link grid will allow the user to search for other programs that may meet the youth's need that have beds currently available.

\*Please note – shortly after this release is deployed, new functionality will be added to the system which will give users additional information from the Provider Status grid. Double-clicking on a record in that grid will bring up a window which will list the entire history of the referral with that individual housing program.



## IV. Youth Checklist

CME and MRSS users will have access to the Youth Checklist (which creates the referral on the AHH) via the youth's Face sheet. CSA staff complete the Checklist based upon information received via phone from youth, housing providers, CMEs, DYFS and other third parties. The Checklist can be accessed via the Youth Checklist button, located on the left-side button bar of the youth's record.

The screenshot shows a sidebar menu on the left with various options: Progress Notes, Treatment Plans Assessments, Authorizations, Claims, Medications, Diagnosis, Messages, Triage Form, Youth Checklist (circled in red), and 3560 Request. The main content area has tabs for Demographics, Admissions, and Providers. The Demographics tab is active, showing fields for AHH, Caller, First name, Last name, Address 1, Address 2, Address 3, City, State, Zip, County, and Youth's Email.

Clicking here will bring the user to the Youth Checklist grid, which will house a history of all checklists created for the youth.

AHH list for the youth/child							
New Youth Checklist	Created Date	Referral Number	Form Status	CSA Staff Member	Submitted Date	Gender	Age
	2012/04/17	30711	Open	THarris	2012/04/17	F	16

\*Please note – only the CSA can create new checklists; the New Youth Checklist button will be disabled for all other users. Each checklist in the grid will have a status attached to it; users will see the following statuses here –

- Open – indicates that a referral has been created and posted to the AHH and has not been automatically assigned to a Provider Queue; no housing providers are currently reviewing the referral.
- Saved – the checklist has been saved by the CSA and no referral has been posted to the AHH.
- Incomplete – the checklist was saved to the youth's record without all of the necessary information and the referral was not created.
- In Process – this reflects the same status users will see on the AHH Link; this referral is currently being reviewed by at least one housing provider and they are either waiting for more information to determine eligibility for admission or the referral has been assigned to at least one Provider Queue.
- Schedule – the youth is in "Scheduled" status with at least one housing provider; the provider has either set-up and interview or admission date in the future for the youth.
- Admit – the youth is currently admitted into a housing program.
- Cancelled – the referral has been cancelled by the youth, their CME or their DYFS worker.

Double-clicking on a record in the grid will open the Checklist in read-only form.

## Youth Checklist Form

Referral Number: 30711

Contact Info: Copy from Demographics

Basic Information: AHH (First Name), M.I., Caller (Last Name), 5555555 (Phone)

Youth ID Number: 194234, Gender: Female, Date of Birth: 01/01/1996, Age: 16, Email: ahhcaller@ahh.haa

Address: \_\_\_\_\_, City: \_\_\_\_\_, State: \_\_\_\_\_, Zip: \_\_\_\_\_, County: \_\_\_\_\_

Current Education Level: Some Highschool

Primary mode of Transportation: Public Transportation

Current Employment Status: \_\_\_\_\_

Youth is/has:

description	
<input type="checkbox"/> Open DYFS Case	
<input type="checkbox"/> Open DCBHS Case	
<input checked="" type="checkbox"/> Parent with Child	
<input type="checkbox"/> Pregnant	
<input type="checkbox"/> Homeless	

DYFS Contact Information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

County: \_\_\_\_\_

Counties Sought ( Up to 3 )

checkbox	description
<input type="checkbox"/>	ATLANTIC
<input checked="" type="checkbox"/>	BERGEN
<input type="checkbox"/>	BURLINGTON
<input checked="" type="checkbox"/>	CAMDEN
<input type="checkbox"/>	CAPE MAY
<input type="checkbox"/>	CUMBERLAND
<input checked="" type="checkbox"/>	ESSEX

Mental health diagnosis: \_\_\_\_\_ Sex offender: \_\_\_\_\_

Accept	Deny	Provider	Phone Number	Address	AvailableBedCount
<input checked="" type="radio"/>	<input type="radio"/>	Catholic Charities Diocese of Newark - Strong Futu	1-609-555-1212		5
<input type="radio"/>	<input checked="" type="radio"/>	Tri-City Peoples - Launch Into Life	1-609-5551212		55
<input type="radio"/>	<input checked="" type="radio"/>	Catholic Charities Diocese of Newark - Hudson Apar	16095551212		3

Submit Incomplete

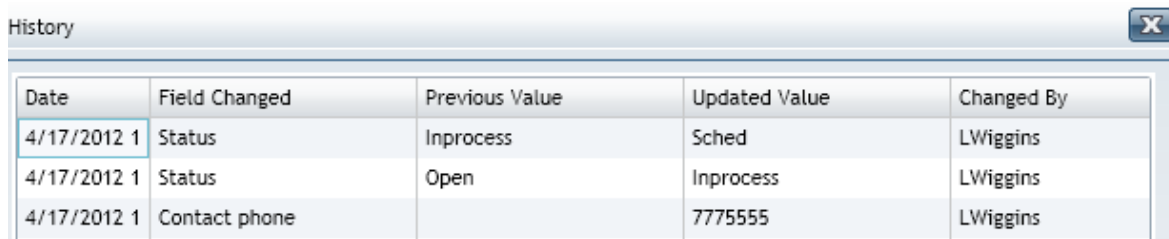
If submitting this form incomplete, please specify a reason.

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

The top portion of the Checklist will house demographic and contact information for the youth; contact information may be that of the youth's CME if that is the best way for the youth to be contacted by housing providers. The middle area of the Checklist is referred to as "specifiers" and some of it may be used in matching up a youth with an appropriate program (such as Parent with Child and the counties in which they are seeking housing). If the youth currently has an open DCP&P (DYFS) case, CSA will complete, at minimum, the county of the youth's DCP&P (DYFS) worker. The provider search results will be found in the grid towards the bottom of the Checklist; these are the housing providers given to the youth or caller as resources (the referral was also automatically assigned to the queues of these programs on the AHH).

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CME and MRSS users have access to the Referral History button at the bottom of the referral; clicking here will bring up a window that will list all changes that were made to the Checklist.



The screenshot shows a window titled "History" with a close button (X) in the top right corner. Below the title bar is a table with five columns: "Date", "Field Changed", "Previous Value", "Updated Value", and "Changed By". The table contains three rows of data.

Date	Field Changed	Previous Value	Updated Value	Changed By
4/17/2012 1	Status	Inprocess	Sched	LWiggins
4/17/2012 1	Status	Open	Inprocess	LWiggins
4/17/2012 1	Contact phone		7775555	LWiggins

This grid will include the date on which the change was made, the name of the field that was changed, the information that was originally entered into the field, the newly added or changed information, and the User ID of the individual that made the change.

## V. Progress Notes

If a youth that your agency is working with also has a referral for housing on the AHH, any progress notes associated with the referral and admission/discharge from a housing program will be logged into the youth's Progress Notes screen; CME and MRSS users will have read-only access to any AHH notes and will be unable to create new AHH notes.

When the user comes to the Progress Notes screen, the grid will be sorted to show all progress notes for the youth; in order to see only AHH notes, the user will need to access the Filter functionality and chose the individual Note Type that they need to view in the grid.

Using the Filter function, the user can chose the UserID (or author) that they want to search for, as well as the Note Type and time frame; selecting Okay will apply the filter to the grid and only those notes that fit the parameters will appear. The available Note Types for AHH progress notes include the following;

- AHH – Auto CSA – automatically created by the system when status updates are completed for a referral
- AHH – Provider – manually entered by housing providers; will include information on the admissions and discharge process only
- AHH – CSA – manually entered by CSA staff
- AHH – OAS – manually entered by OAS staff
- AHH – AWOL – manually entered by housing providers; will include information regarding a youth's AWOL status. Currently, this is not required documentation in CYBER

To return the grid to default status, clicking the Show All Notes button will repopulate the grid.

The screenshot shows the 'Progress Notes' interface. At the top, there are two radio buttons: 'Show My Draft Progress Notes' (unselected) and 'Show Committed and Signed Progress Notes' (selected). To the right, there is a checked checkbox for 'Truncate Notes'. Below these are four buttons: 'Filter Notes', 'Show All Notes', 'Print Selected', and 'Print All'. The 'Filter Notes' and 'Show All Notes' buttons are highlighted with a red box. A 'New Progress Note' button is located to the right of the 'Show All Notes' button. Below the buttons is a table with the following data:

NoteDate	NoteType	CreatedBy	Note	Hours	Mi
2012/03/29 00:00:00	AHH Provider	AHHCUSER1	Signed by AHHCUSER1 - AHH CM USER1 Within Dept AHH on 3/29/2012 2:10 PM AHH Provider AHHCUSER1 from admitted youth/child via AHHLink on	00	00

\*Please note – CYBER users that are only AHH users (i.e., housing providers) will not have access to Progress Notes that relate to the youth's behavioral health services.

## VI. Printing from CYBER

Users have the ability to print information from a variety of different areas within CYBER and the AHH. CME and MRSS users will have the ability to print the AHH Link grid.

This area will have a Print button, located towards the top of the screen or window. Clicking on the Print button will first open up a message box, warning the user that it may take a moment for the report to load due to the amount of data that needs to be compiled. Once the user clicks “Ok”, the report tab will open.



The user has the option of printing directly from CYBER, using the print icon on the right-side of the tool-bar. It is recommended that users export the report to another format instead; printing from another application tends to be a faster process than printing directly from CYBER. To export to another format, the user will click on the menu that reads “Select a format” in the tool-bar.



Selecting a format (users typically chose PDF or Excel, which allows them to manipulate the data), and then clicking on the Export button will create the new file format.