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Instructional Guide to the Adolescent Housing Hub for

Care Management Organizations and Mobile Response Stabilization Services

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Instructional Guide to the Adolescent Housing Hub
for CMO and MRSS

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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.

PerformCare, the Contracted System Administrator (CSA), uses CYBER 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 admitted into a program. AHH Providers also have the ability to assign referrals to a queue, which allows them to track and change the referral's status in relation to preparing for admission.

In order to cancel an AHH referral for a youth that on the Hub, the youth or DCP&P users may contact the CSA directly (via phone 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.

*Note: CMO and MRSS users **only** see the referrals of the youth that are currently open and receiving services from their agency (i.e., the agency has an open Episode of care with the youth in CYBER).*

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II. Accessing CYBER

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

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

Before logging in, keep in mind…

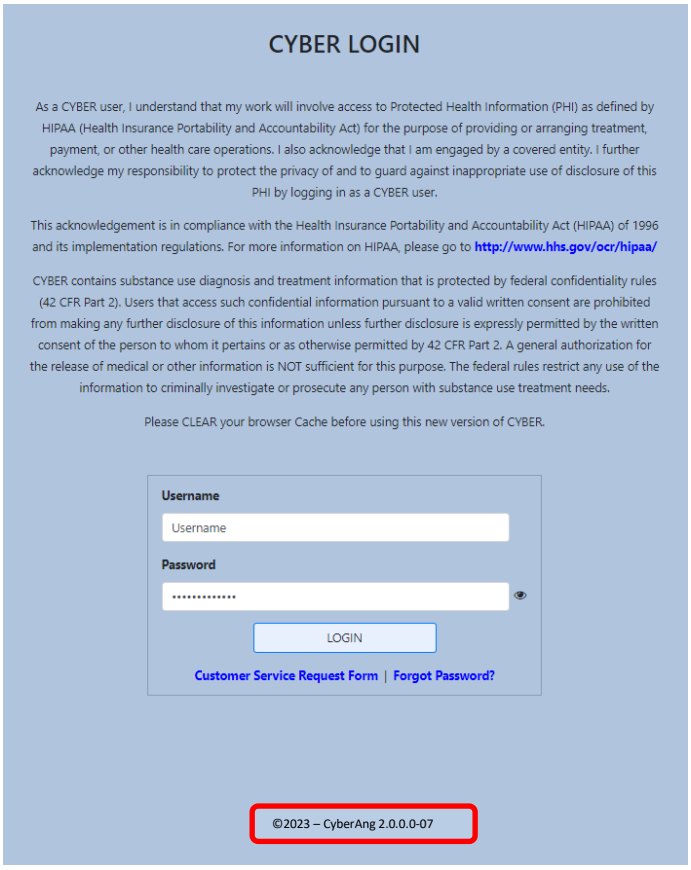
- Every time CYBER is launched, the **Username and Password is required, then click the LOGIN button to continue**.

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

This statement will appear during each log in.

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

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

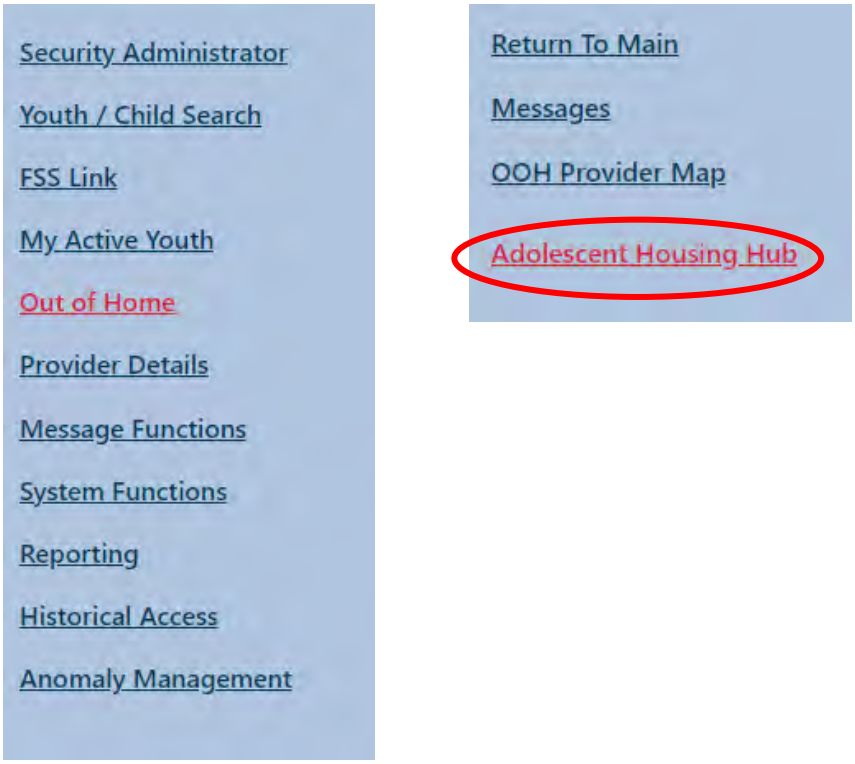


For technical support, please use the Customer Service Request Form link under the login.

III. The Adolescent Housing Hub (AHH)

The Adolescent Housing Hub is the area of CYBER that organizes the referrals for supportive housing or independent living. 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 may be viewed by CMO and MRSS, as well, in a format that is similar to YouthLink and Family Support Services.

To access the Hub, CMO or MRSS users click on the Out of Home button that appears on the left side of the Welcome Page:

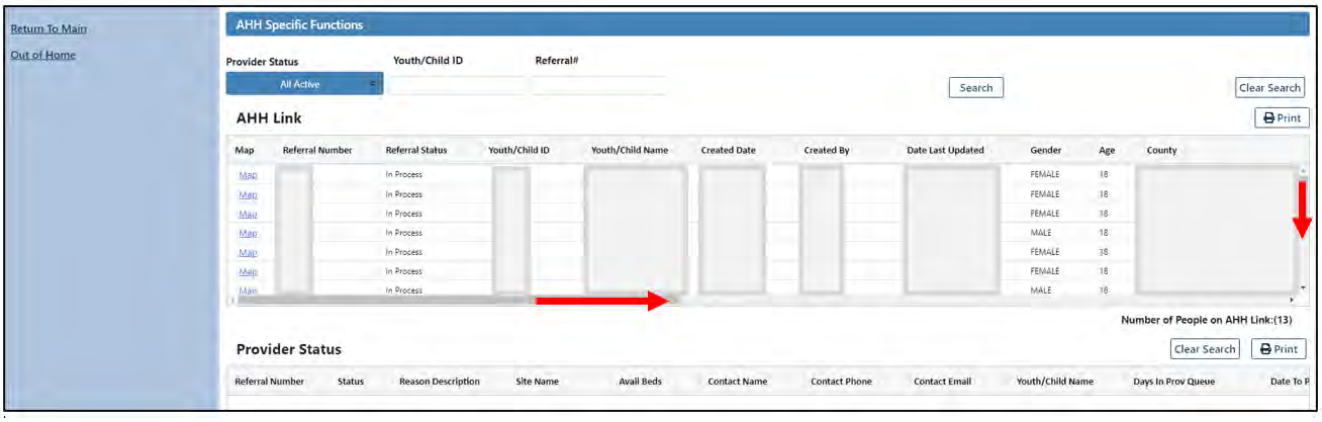


Clicking on the Adolescent Housing Hub link on the left will bring up the AHH Specific Functions screen with the AHH Link and Provider Status grids.

The AHH Specific Functions Screen

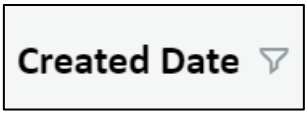
The AHH Specific Functions screen houses all the active youth referrals posted on the Hub and identifies the providers' status in relation to those referrals.

Users may view the entire grid by scrolling up and down with the side scroll bar and scroll to the right and left using the bottom scroll bar.

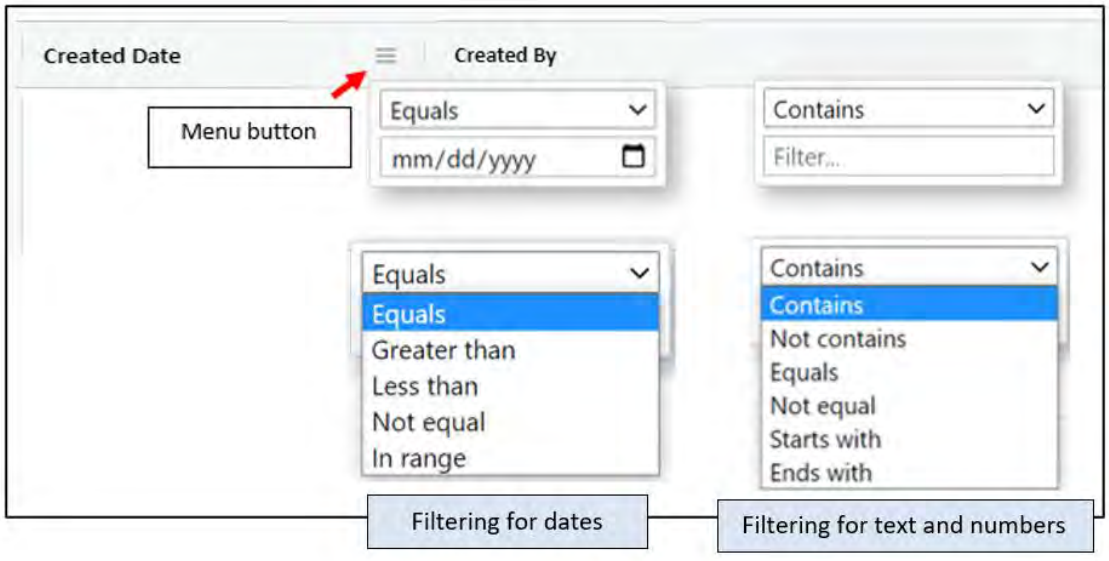


Sorting and Filter Features

All grids have sort and filter features.



The Filter icon (left) indicates column is filtered.



Grid Sorting Feature

Sorting by one column

Click the column heading.

- First click shows **arrow up** – sort order descending Z-A or oldest date at top to most recent at bottom.
- Second click shows **arrow down** – sort order ascending A-Z or most recent date at top and oldest at bottom.
- Third click removes the sort.

Sorting by more than one column

The Sort icon indicates the column is sorted and in what order.

- Hold down Shift button.
- Click the first column to be sorted – the column will display with a '1' in the heading.
- Click the second column to be sorted – the column will display with a '2' in the heading.

In this example, the progress note date is sorted first by date -- the arrow down displays the most recent date at top to oldest at bottom -- and then by name in order from A-Z.

Printing

Adolescent Housing Hub users have the ability to print information from a variety of different areas within CYBER and the Hub. CMO and MRSS users will have the ability to print the AHH Link and Provider Status grids.

See the Printing section regarding printing from the AHH.

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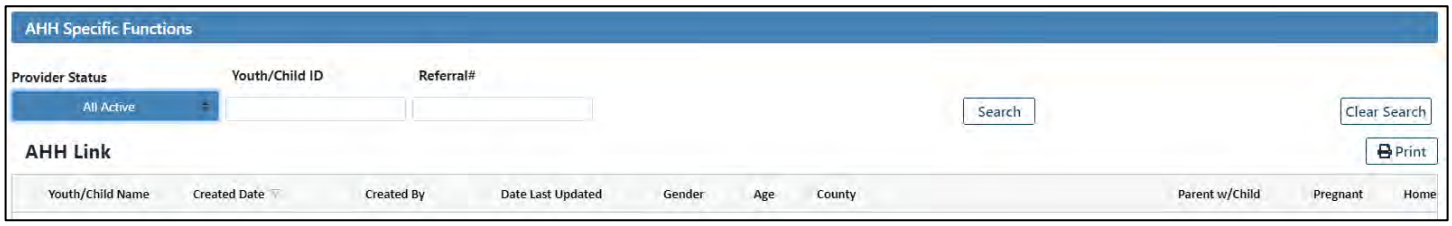
AHH Link Grid

The **AHH Link** grid at the top of the screen displays information *specific to the youth*, such as the Youth's Referral Number, (Youth Checklist) Referral Status, Youth ID, youth name, and the date the referral was created and the specifiers that indicate the youth's specific requirements for a housing situation.

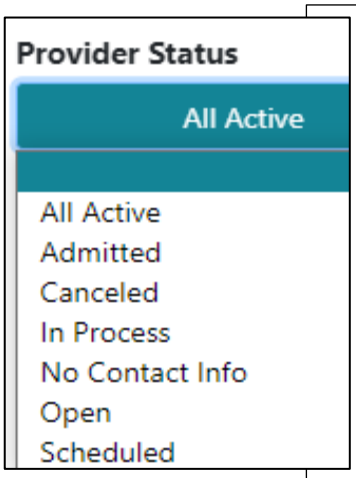


The **search/filter function** above the AHH Link grid allows the user to search by Provider Status, Youth/Child ID or Referral number. After entering information in the search/filter function, the user should click **Search.**

The available search filter/fields are:

Provider Status (drop down menu) If the user searches for referrals that are in a specific status, all referrals with that status will populate the AHH Link grid.

Referral Statuses:



- **All Active** – selection will show ALL 'Active' referral statuses (Admitted and Canceled are not considered active).
- **Admitted** – referral was used admit a youth (not Active status, no longer available)
- **Canceled** – referral has been canceled (not Active status, no longer available on the Hub)
- **In Process** – any active referral that has been assigned to AHH provider queues
- **No Contact Info** – any referral missing all contact information. Referrals in this status will not automatically assign to any AHH programs. These referrals will appear on the provider's AHH Link tab and can be manually assigned to a Provider Queue.
- **Open** – active referrals *not* assigned to any AHH provider queues (the youth may have declined all offered AHH programs or the matching AHH providers may have set the referral to Not Accept).
- **Scheduled** – this status can be used as a waiting list for a program preparing for future admission.

Youth/Child ID – (text field) the unique ID number for the youth

Referral# - (text field) the unique ID number for the referral

The AHH Link grid displays the following columns:

- **Face Sheet** button
- **Map** button
- **Referral Number** - unique identifier automatically assigned to each referral in the system
- **Referral Status** – the referral status (see definitions above)
- **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
- **Created Date** – the date the referral was created
- **Created By** – the person who created the referral at the CSA
- **Date Last Updated** – the last date the referral received an update
- **Gender** – the gender of the youth as entered on the Face Sheet
- **Age** – the age of the youth as entered on the Face Sheet
- **County** – the counties requested on the referral
- **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
- **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
- **Specifiers (continued)***
    - **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

Double-clicking on a referral *row* in the AHH Link grid opens 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 may also be accessed from the youth's CYBER record (See **Youth Checklist**).

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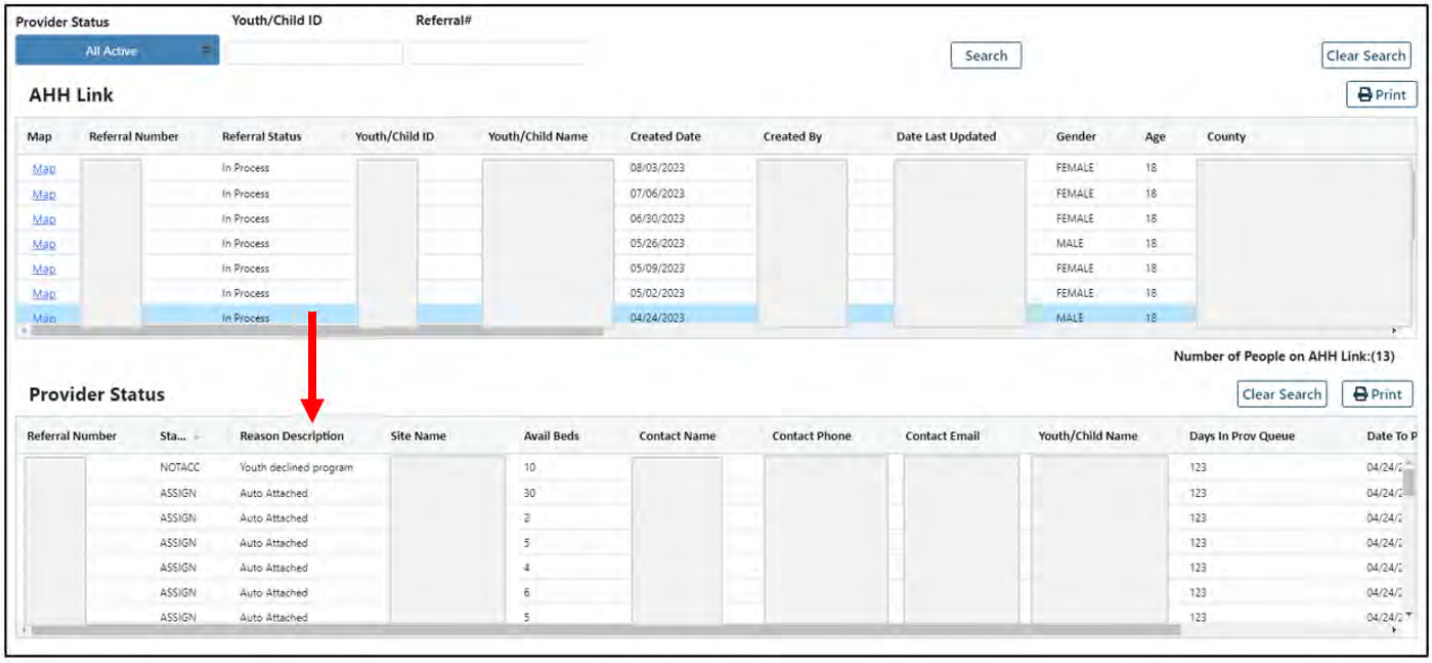
Provider Status Grid

The **Provider Status** grid at the bottom of the screen will display information *specific to the providers* that are reviewing the referrals.

The Provider Status grid populates with status information related to each housing program that has had the youth's referral assigned to their queue. CMO and MRSS users may review the details by selecting a youth's row in the AHH Link upper grid, clicking once on the row and it will appear blue. The Provider Status grid below will then populate with all the activity around that selected referral.



The **Provider Status** grid fields display all the providers assigned to the referrals in the AHH Link grid above. The columns are:

- **Referral Number** - unique identifier automatically assigned to each referral in the system
- **Status** – these are the statuses of referrals in all the Providers' Queues – this status will show 'Assign' until the provider changes it.

ADMIT	Identifies that a youth is admitted into an AHH program
ASSIGN	Default status when the referral is Auto Assigned (matched) with AHH providers
AWAITINFO	Provider has contacted the youth and are waiting for additional information
NOTACC	Provider or youth has determined an admission will not take place. When 'Not Accept' is selected from the Provider Queue, a reason description is required. Referrals in Not Accept status will be removed from the Provider's Queue.
SCHED	Provider is preparing to admit the youth. Status is used as a waiting list when no beds are available and will not take the referral out of the queues of other providers.

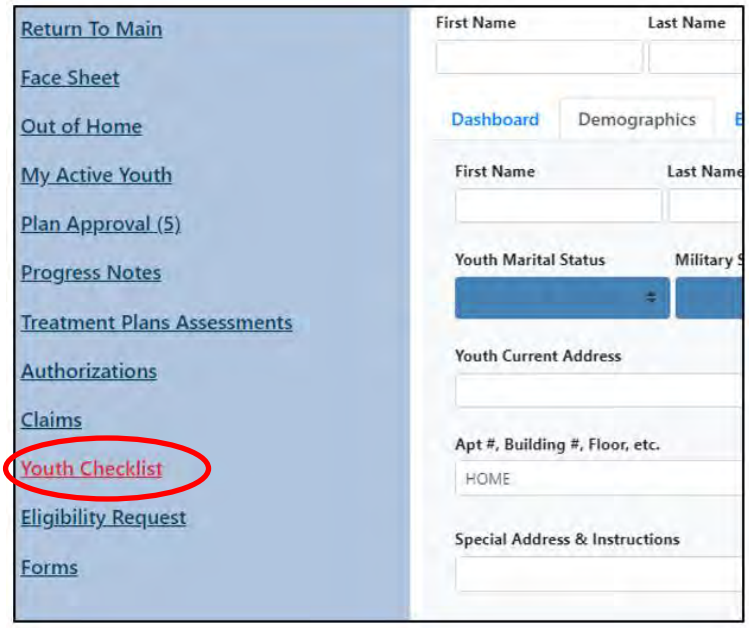
- **Reason Description** – the reason description will appear as Auto Attached when the referral initially matches the PIF; if *NOTACC (Not Accepted)* is displayed, a description is required; the field may also be blank if no description is required.
- **Site Name** – the name of the specific program site

- **Avail Beds** – the system displays available beds in real time
- **Contact Name, Phone and Email -** this is a quick resource to the AHH provider contact person for OAS, CMO, MRSS and DCP&P
- **Youth/Child Name**
- **Days in the Provider Queue** – the number of days the referral has been appearing in the queue
- **Date to the Provider Queue** – the date the referral initially appeared in queue
- **Status Date** – the date of the last status change

CMO 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.

IV. Youth Checklist

CMO and MRSS users will have access to the Youth Checklist (which creates the referral on the AHH) via the Hub or the youth's Face Sheet. CSA staff complete the Checklist based upon information received via phone from youth, housing providers, CMOs, DCP&P and other third parties.



From the Hub

In the AHH Link, double clicking on the row of the referral will open the Youth Checklist.

From the Youth's Face Sheet

The Youth Checklist may be accessed via the **Youth Checklist** link, located on the left-side bar of the youth's record.

Clicking here will bring the user to the Youth Checklist grid, which will contain a history of all checklists created for the youth. Double clicking the most recent Submitted Date will open the current Youth Checklist.

Note: Only the CSA may create new checklists. The New Youth Checklist *button will be disabled for all other users.*

Each Youth Checklist in the grid will have a Form Status. These are:

- Open – indicates that a referral has been completed and posted to the AHH Link, but is not assigned to any provider's queue
- Saved – the checklist has been created and saved by the CSA, but has not been posted to the AHH
- Incomplete – the checklist was started and saved to the youth's record without all of the necessary information and the referral was not posted to the AHH
- In Process –the referral is posted to the AHH and is currently being reviewed by at least one housing provider
- Scheduled – the referral is in *Scheduled* status with at least one housing provider. The provider has either set-up an interview or admission date in the future for the youth.
- Admitted – the youth is currently admitted into a housing program
- Canceled – the referral has been canceled by the youth or their DCP&P worker

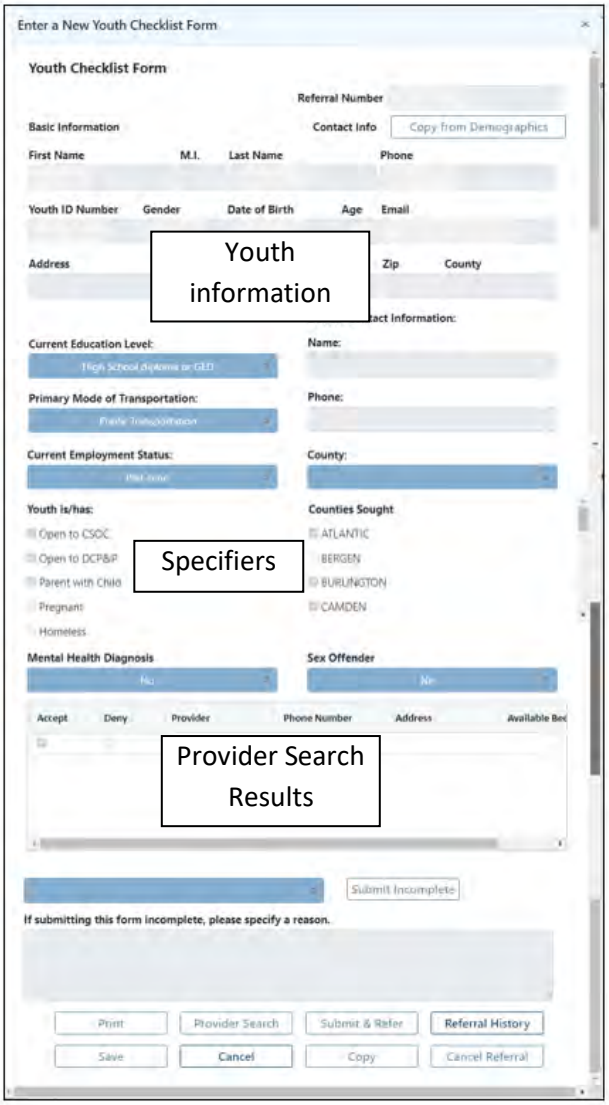
Double-clicking on a record in the grid will open the Checklist in read-only view.

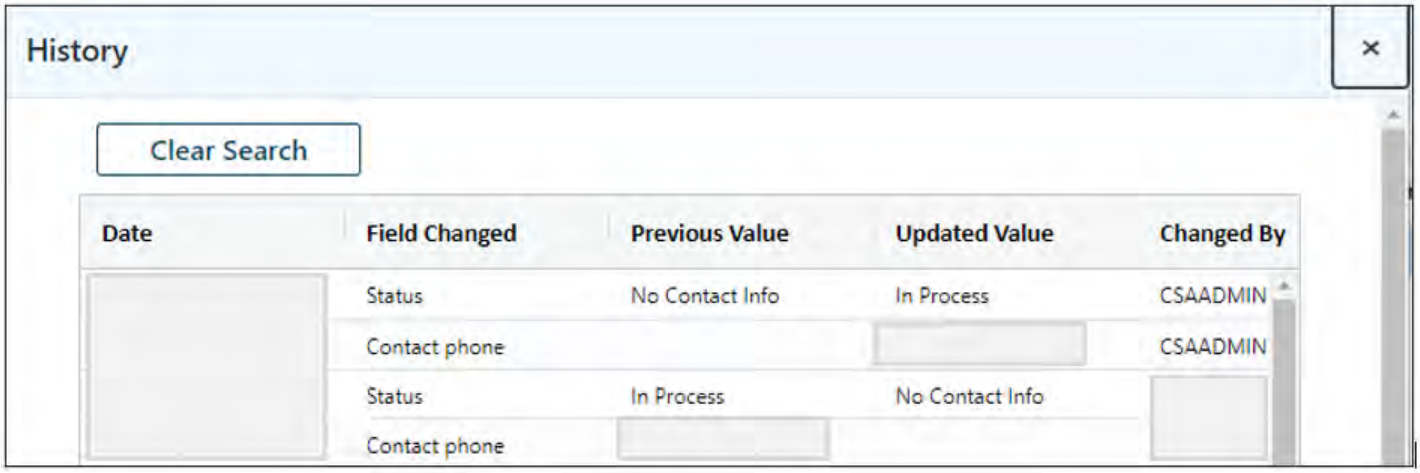
The **top** portion of the Checklist will contain demographic and contact information for the youth. If there is no contact information, housing providers may not be able to contact the youth. In this section, Age and Gender are specifiers.

The **middle** area of the Checklist contains the majority of the 'specifiers' and some of that information is used in matching the referral to an appropriate AHH program (such as Parent with Child and the counties in which they are seeking housing). If the youth currently is Open to DCP&P, CSA will enter the county of the youth's DCP&P worker if known.

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).

CMO and MRSS users have access to the Referral History button at the bottom of the referral. Clicking this button will bring up a window that will list all changes that were made to the Checklist.



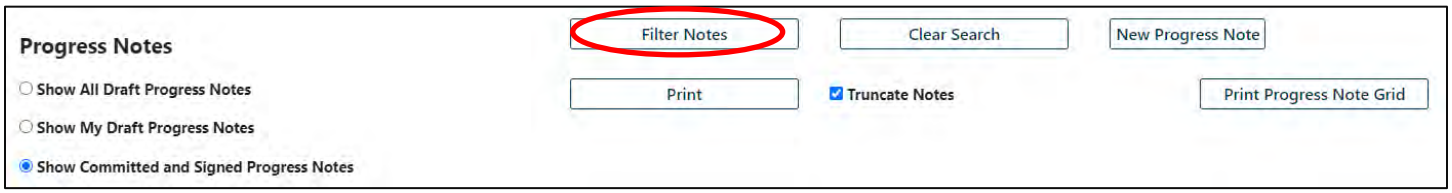


The History grid will include the date on which the change was made, the name of the field that was changed, the information that was originally entered into the field, the newly added or changed information, and the User ID of the individual that made the change.

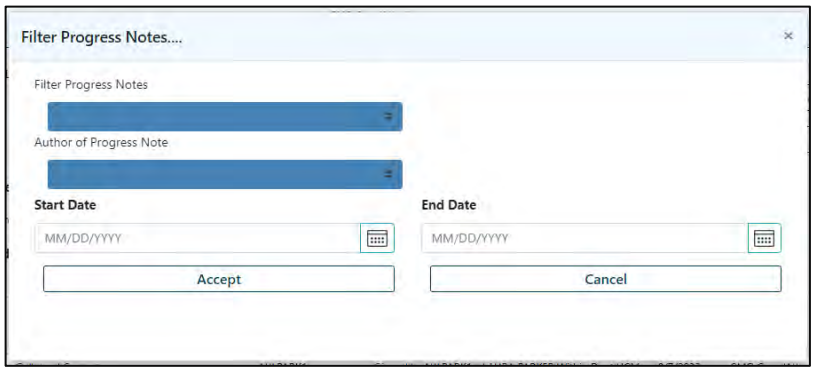
V. Progress Notes

If a youth you are working with has a referral for housing on the AHH, there will be progress notes associated with the AHH referral for, admission to, or transition from a housing program in the youth's Progress Notes. CMO and MRSS users will have read-only access to AHH notes and are unable to create AHH notation types.

When the user opens the Progress Notes area, the grid will be sorted by Note Date. In order to see only AHH notes, the user can click on the **Filter Notes** button and choose the Type of Progress Note that they need to view in the grid.

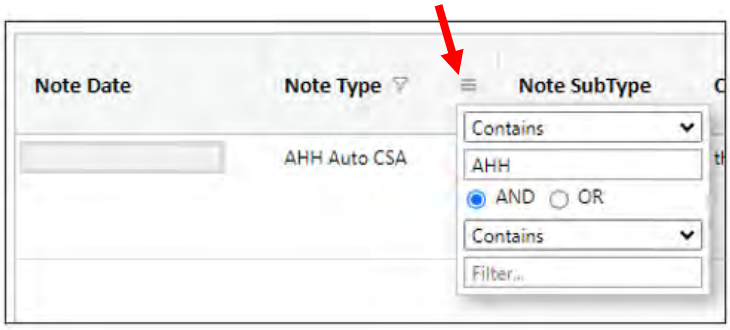


- Choose from the Type of Progress Note
- Author of Progress Note
- Range of Dates



Another option is to sort or filter the grid by column:

1. Hover and **click the menu** (three lines) to the right of Note Type.
2. When the filter opens, enter '**AHH**' to view all AHH Note Types.
3. Click **Clear Search** above to clear the filter.



The available Note Types for AHH progress notes include the following:

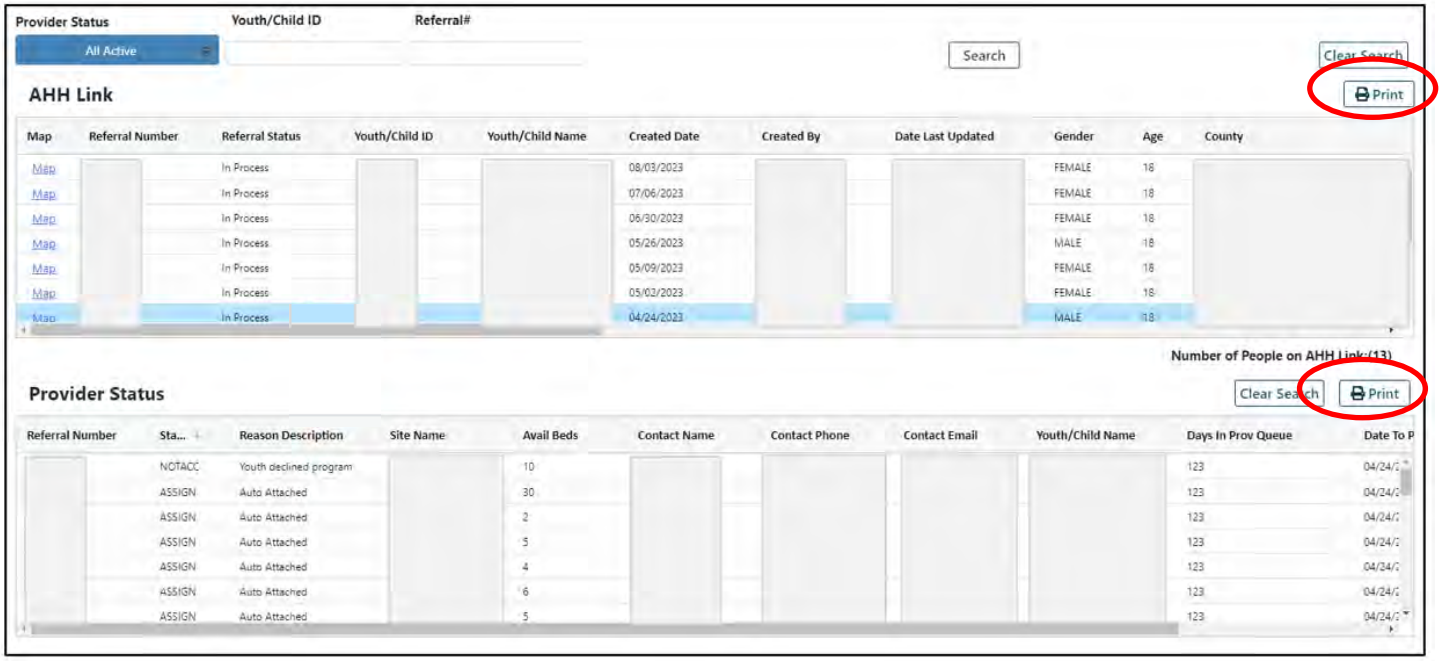
- AHH Auto CSA – automatically created by the system when status updates are completed for a referral
- AHH AWOL – manually entered by AHH providers and OAS. This note will include information regarding a youth's missing status. This is not required documentation.
- AHH Auto CSA – manually entered by CSA staff during the creation of the Youth Checklist
- AHH OAS – manually entered by OAS staff
- AHH Provider – this note is automatically generated during admission and transition. Housing providers may also manually enter the note.

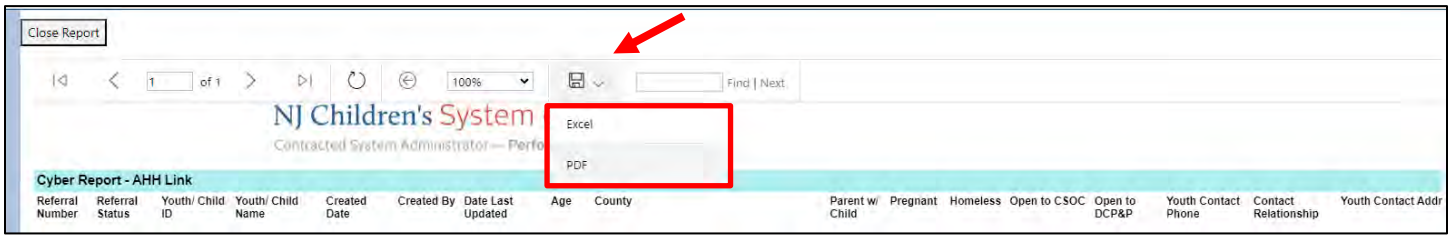
Note: AHH CYBER users (i.e., housing providers) will not have access to Progress Notes that relate to the youth's behavioral health services.

VI. Printing from the AHH

Users have the ability to print information from a variety of different areas within CYBER and the AHH. CMO and MRSS users will have the ability to print the AHH Link and Provider Status grids.

Each grid has a Print button located towards the top right of the grid. Clicking on the Print button will first open up the *Select Format to Print* Screen. The user can click the drop-down list and select either PDF or Excel formats for the report.





Depending on the user's browser settings, the file may be displayed first, or the file will be directed to the Download folder regardless of file type (Excel or PDF).

VII. References

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

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www.performcarenj.org/ServiceDesk

1-877-652-7624