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I. Introduction
YouthLink is an area within the CYBER system that is used to house referrals for Out-of-Home treatment. YouthLink is used by Care Management Organizations (CMO) to manage Out-of-Home referrals. YouthLink is also used by Out-of-Home (OOH) providers to review Out-of-Home Referrals Requests, request Certifications of Need, complete admissions, and manage their census.

YouthLink referrals come from three possible sources:

1) OOH Referral Request completed by the youth’s CMO.
2) OOH Referral Request completed telephonically by DCP&P with a PerformCare associate.
3) Transition Joint Care Review (TJCR), completed by an OOH provider. This document is completed when a youth is in need of transition to another Children’s System of Care (CSOC) OOH treatment program, whether it be at a lower, lateral, or higher Intensity of Service (IOS).

In addition to submitting one of the above-mentioned documents, PerformCare also requires supporting clinical documentation. The documentation requirement checklists for the OOH Referral Request and the TJCR are available on the PerformCare website (see section VII. Reference Documentation).

Upon receipt of the required referral information, a PerformCare Clinical Care Coordinator (CC) will review the submitted information, render an Intensity of Service (IOS) determination, and will post the referral on Youth Link. Based on the youth’s identified Intensity of Service (IOS), OOH referrals are either auto-assigned by YouthLink or manually assigned by the Specialized Residential Treatment Unit (SRTU) at the New Jersey Children’s System of Care (CSOC). Additional information related to the function of the SRTU is available on the document, “Access to SRTU”, which is also on the PerformCare website (see section VII. Reference Documentation).

This guide will review the YouthLink functionality that is specific to Care Management Organizations. YouthLink functionality for OOH providers is described in the document, “Instructional Guide to YouthLink for OOH Providers”.
II. Accessing CYBER

Users must first log-into CYBER with their Login Name/UserID 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.

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 Login name and Password to continue.

Below 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.

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. OOH Referral Request

OOH Referral Requests are housed on the Treatment Plans and Assessments screen within a youth’s record, accessible via the “Treatment Plans Assessments” button from within the youth’s record. They appear as OOH under the Assessment Type column.

Update Contact Information

Prior to starting the OOH Referral Request for a youth, it is recommended that the youth’s Care Manager (CM) review their own contact information within CYBER to ensure that it is up-to-date. This information automatically populates fields within the Referral and is used by the OOH programs when reviewing referrals. CMs may check their contact information by clicking on the System Functions button from the Welcome Page, which will give them access to the Manage Access button. Clicking there will bring up the user’s individual profile, where they may change their contact information.

Out-of-Home Referral Request

Creating the OOH Referral Request

General tips to completing the OOH Referral Request:

- Documentation must substantiate the decision to seek OOH treatment for the youth.
- The dates of the Psychological/Biopsychosocial Evaluation and any Specialty evaluations (such as Fire Setting evaluation) must match with the documentation that is uploaded to the youth’s record.
- If the youth is classified, the Individualized Education Program (IEP) cover sheet should be uploaded to the youth’s record; however, the entire IEP is not necessary.
- Rated questions must be answered completely. When rating an area 1, 2 or 3, comments should be specific to the rating and support the rating. (For example, under the Behavioral Emotional Symptoms accordion, there are rated questions regarding Depression and Anxiety. If the youth is given a rating of 1, 2 or 3 in those areas, information other than a diagnosis should be included. For example, how is the youth presenting symptoms of depression, is the youth experiencing panic attacks and if so, how often and what is the severity of those attacks, etc.)
- All modules must be completed once they are triggered (i.e. opened). Modules are opened based upon the rating given to certain questions in the Referral. All questions within the modules are required.

The CMO is responsible for uploading all required documentation into the youth’s record prior to submitting the OOH Referral Request. Refer to the “OOH Referral Request Checklist for Document Upload” on the PerformCare website (see section VII. Reference Documentation).

Any OOH Referral Request that is received without all required documentation is returned to the person who submitted the request and will not be reviewed. The referral will not be posted on YouthLink until the review is complete.
PerformCare Review of the OOH Referral Request

Once received with documentation, PerformCare has two (2) business days to complete the review of the referral. If approved, an Intensity of Service (IOS) determination is made and the referral is posted to YouthLink.

The referral is automatically assigned to programs with an exact match to the IOS and specifiers from the referral. The referral is placed into the matched programs’ Provider Queue on YouthLink with a status of “Assign”.

IV. Accessing YouthLink

YouthLink can be accessed by clicking on the Out-of-Home button – it is located on both the Welcome Page and on the Youth/Child Search page, on the left-side button bar. YouthLink may also be accessed from a youth’s record. Once in a youth record, users may click the Out-of-Home Treatment on the left-side button bar, once the user has entered a youth’s record:

Clicking on either Out-of-Home or Out-of-Home Treatment buttons will bring up YouthLink screens.

V. Navigating YouthLink

Youth Link Grid

YouthLink will only show the referral information for youth that are open to that specific CMO’s county/counties. The YouthLink Grid at the top of the screen will display information such as the current status of the referral, age of the youth, and specifiers that indicate the youth needs a program that can accommodate the youth’s specific needs.
There is a search/filter function above the YouthLink grid, which allows the user to search for specific referrals. The available search fields are:

- **Provider Status** (dropdown menu)
  - This allows the user to search/filter for referrals in a specific status, including Admit.
    - If the user searches for referrals in Admit status, all referrals with that status will populate the grid. These will include referrals for youth that have since been transitioned from the programs.
    - If the user searches for referrals that are in Cancel status, all referrals with that status will populate the grid. The column “Last Date Referral Cancelled” will also populate with the last date the referral was cancelled (referrals may be cancelled – either automatically or manually – multiple times before needing a new referral). See VI. **Cancelling a Referral** to learn more about cancellation of referrals on YouthLink.
- **Youth/Child ID** – the unique ID number for the youth.
- **Referral#** - the unique ID number for the referral.
- **IOS** (dropdown menu) – the entire list of types of Intensity of Services.

The columns of the YouthLink grid are as follows:

- **Facesheet button** – gives the user access to the youth’s record.
- **Map button** – pulls up the Geomap (see the Map section for more information).
- **Referral Number** – each referral is given a unique number for identification purposes.
- **Referral Status** – each status has a referral, which indicates where the youth is in the admissions process with any one provider. Statuses are:
  - Assign – indicates the referral has been assigned to at least one Provider’s Queue.
  - Open – the referral is currently not assigned to a provider.
In Process – the referral is being reviewed for possible admission into at least one program. This will include that a Meet & Greet is scheduled or an admission date has been scheduled for the future.

- Admit is a status but will not appear by default in the YouthLink grid. Users will need to search for referrals in this status by using the Provider Status menu above the grid.

- Youth/Child ID
- Youth/Child Name
- Gender
- Age
- Case Management Entity
- Intensity of Services
- CON – (Certification of Need) will display status of the Certification of Need document.
  - The CON is a required document that is automatically triggered when an OOH (type 59) provider moves an OOH referral into Scheduled status, indicating the intention to admit. PerformCare has two calendar days to review the CON.

- CON Exp Date – will display expiration date of the CON (see the “Instructional Guide to the Certification of Need” for more details).

- Days on YouthLink – this is an auto-calculation of how many days the referral has been active on YouthLink. This will not include any days that the referral was in Cancelled status (see VI. Cancelling a Referral for more information on cancelling a referral and for auto-cancellation of a referral).

- Admission Date
- Created Date
- Created By
- Gender Serviced
- Specifiers such as IQ 50 to 69, Assault, Fire Setting, Suicide Risk, Pregnancy, etc.

When a user single-clicks on a referral in the grid, the Provider Status grid will populate with information regarding the current and past status of the chosen referral.
Provider Status Grid

The Provider Status grid will contain the following information:

- **Referral Number** – matches the Referral Number shown in the YouthLink grid for the chosen referral.
- **Status** – current status of the referral with the OOH program.
- **Reason Description** – is populated if the OOH program chose to “Not Accept” the youth into their program. This may be done for a variety of reasons when the youth is not a good match for the program and vice versa.
- **Site Name** – the program and site name of the program that the referral was assigned to.
- **Avail Beds** – the current number of available beds at the program.
- **Contact Name, Phone and Email** – contact information for the admissions contact at the program.
- **Youth/Child** – youth’s first and last name.
- **Days in Provider Queue** – cumulative days the referral has been assigned to this program’s queue.
- **IOS Determination Date** – date on which PerformCare made the IOS determination (i.e. TH, GH, PCH, etc.).

This grid may be helpful to the CMO when seeking to admit a youth to an OOH program. CMO’s have the ability to contact the OOH programs who have the youth’s referral assigned to their queue. This grid also provides the CM with the status of a provider’s review of the referral.

**Referral Status**

CMOs will see the Referral Status column in the Youth Link grid. OOH users can change the status of a referral from inside the referral document. CMO users by default, see the status of a referral as “Assign” after it is assigned to the OOH provider Queue. The OOH provider may open and manually change the any status by modifying the Current Status at the bottom of the referral.

The available statuses are as follows and are defined as follows:
• **Assign** – the referral is assigned to at least one Provider Queue in the system.
• **Review** – the program is reviewing the youth’s referral and supporting documentation.
• **Awaiting Information** – the program is waiting to receive additional information to support the decision to move forward in the admission process.
• **Meet/Greet** – a meeting has been scheduled with the youth, legal guardian, Care Manager, DCPP worker, etc.
• **Accept** – the youth has been accepted into the program, an admission date is not set.
• **Schedule** – the youth has been accepted into the program, an admission date is set for the near future; this status should only be used when an official admission date is scheduled.
• **Admit** – admits the youth into the program. The referral is removed from the Queue, and the youth’s information will now appear on the program’s census. An initial authorization for services is automatically created for the program. The program now has read-write access to the youth’s record.
• **Not Accept** – the program was determined as not a good fit for the youth and/or vice versa. When this is the selection made, the user must include a reason as to why the program cannot accept the youth.
• **Cancel** – the referral was auto canceled or manually canceled.

CMOs also have the ability to print both the YouthLink and Provider Status grids, which may assist in managing the referrals and the current status with each OOH program.

**Face Sheet button**
Users may access a youth’s Face Sheet by clicking on the “Face Sheet” button on the far left of each row. This gives users read-only access to the youth’s record to see demographic information as well as review available documentation uploaded by the agency requesting OOH. In addition, specific documentation is required to be uploaded into a youth’s record when an OOH Referral Request or TJCR is submitted into CYBER (See VII. Reference Documentation). The documentation is used to assist in determining the appropriate IOS for the youth. The documents can be found on the Doc tab within the youth’s Face Sheet.

**Map Button**

![Youth Link](image)

Each referral row also has a “Map” button, which will bring up the Geomap functionality when clicked. The Geomap will plot the youth on a map of New Jersey, based upon the zip code of the Youth’s address on the Demographics tab of the Face Sheet.

The user can then select a Provider Type from the menu on the lower-right side of the window. This will populate the map with flags at the location of each agency for that Provider Type. In some instances, the location may be an administrative location and not the physical location of the treatment program (as is the case with Treatment Homes).

When the user hovers over the flags with their mouse, a box will appear with information that includes the admissions contact information, the gender served by the program, the current number of open beds and how far the program is
from the youth’s location, based upon the zip code of the program and the zip code of the youth. This information is being updated in real time – if the program was at capacity and submitted a transition or discharge that was approved, the number of open beds would change to “1”.

The Geomap is especially helpful if a youth is transitioning from one program to another Provider Type.

The distance calculation feature can assist the Child Family Team (CFT) when exploring out-of-home programs, especially with regard to the program’s proximity to the family’s home.

Users can utilize the Geomap to find a new program for the youth by looking at the number of open beds and general program information for other Provider Types.

Manual Referral Assignments/SRTU
At the time of the IOS determination, PerformCare will verify if the OOH referral qualifies for SRTU (Specialized Residential Treatment Unit) consultation. SRTU will manually assign referrals to a provider’s queue based on a youth’s identified needs.

Additional information related to SRTU’s function and the consultation process is available on the document, “Access to SRTU”, which is on the PerformCare website (see section VII. Reference Documentation).

OOH Referral Returns
When PerformCare returns an OOH Referral Request to the CMO, the document is returned to whomever submitted it – this is not necessarily the author of the document. PerformCare Clinicians will provide the following:

- Information into the Notepad accordion of the Referral outlining why it was returned.
- A progress note will be entered in the youth’s record also detailing the return reason(s).

The Referral may be modified at the agency and resubmitted for additional review. PerformCare has another two (2) business days after receipt to approve or return the Referral.

Users are responsible for monitoring CYBER for approvals and returns. Users may find the status of their submitted Referrals by opening the OOH Assessment Referral from within a youth’s record and clicking on the View History button at the bottom of the document. This window will show the most current activity at the top of the list.
If a referral (or TJCR from the OOH provider) has been returned, the “To User” column will show to whom it was returned and the “Status” column will display “Returned”.

Welcome Page for CMO

In the right-hand column on the Welcome Page, there is a YouthLink View accordion with links that display refer to information about YouthLink activity. When a link is clicked, data will appear in the center area of the Welcome Page. Each view has a blue hyperlink that can take the user directly to the youth’s face sheet. The links are:

- **New to YouthLink** – referrals that have posted to YouthLink in the last 3 calendar days.
- **Newly Assigned** – referrals that are in Assigned status in the last 7 calendar days.
- **Accepted** – all of the youth referrals on the user’s My Active Youth list that are in Accepted status.
- **Scheduled** – all of the youth referrals on the user’s My Active Youth list that are in Scheduled status.
- **45 Day Reminder** – a list of youth referrals in the user’s My Active Youth list that will be cancelled from YouthLink in 5 calendar days. This is a reminder that these youth require a “Continued Need for Out-of-Home Treatment” progress note every 45 days.
- **Aging Report** – this view displays all youth on the user’s My Active Youth list that have been on YouthLink for more than 25 calendar days. Aging Report displays the date when the referral was posted on YouthLink as well as the number of days since posting in a column labeled Days on YL. This list serves as a reminder for CMOs to send a referral packet to SRTU upon 30 days on YouthLink for TH, GH, and RTC IOS.
CMOs may also find returned OOH assessments on their Welcome Page, under Service Plans/Assessments on the Rejected link. In addition, Plan Approval in the Filtered Plans grid, users will show all Returned assessments in the Return History of an OOH assessment column.

VI. Cancelling a Referral

Manual Cancellations
There are situations when an OOH Referral Request will need to be cancelled by the youth’s CMO. The following process should be followed:

- Once the Child Study Team has determined that OOH is no longer needed, the youth’s Care Manager will go to YouthLink to find the youth’s referral. After opening the referral, the user will have access to a “Cancel Referral” button at the bottom of the document.
  - Clicking this button will open a pop-up window, where the user will select the reason for cancellation and input an explanation.

Reasons for cancellation are:

- Youth no longer needs an OOH Treatment.
- Youth will remain at current placement.
• Child moved out of state
• Child already placed in OOH Treatment.
• Youth placed in non-CSOC OOH Treatment.
• Other
  ○ If Other is chosen, an explanation must be entered before clicking “OK” to cancel the referral.

**Automatic Cancellations**

In order for an OOH Referral Request to remain on YouthLink, the youth’s CMO is responsible for entering a **Continued Need for OOH Treatment** progress note into the youth’s record **every 45 days**. This progress note should not be back dated.

If the note is not entered into the record, the referral is **automatically cancelled**. If this occurs, the user may enter a **Return to YouthLink** progress note to repost the referral. The note must be entered before the 90th day after the initial posting of the referral in order to repost the referral to YouthLink. If the progress note requirement is met, the referral will re-appear on YouthLink the following day and will automatically be assigned to the appropriate providers.

When a referral is automatically cancelled, and the referral is older than 90 days, and the CMO has not entered a Return to YouthLink note, and depending on the document that created the original referral, a new Out-of-Home Referral Request or a new Transition JCR Treatment Plan may need to be created.

**VII. Reference Documentation**

• PerformCare website
  ○ Providers - Training Section: [http://www.performcarenj.org/provider/training.aspx](http://www.performcarenj.org/provider/training.aspx)
    ▪ Instructional Guide for Document Upload:
  ○ Providers - Forms Section: [http://www.performcarenj.org/provider/forms.aspx](http://www.performcarenj.org/provider/forms.aspx)
  ○ Providers - Resources and FAQs: [http://www.performcarenj.org/provider/resources-faq.aspx](http://www.performcarenj.org/provider/resources-faq.aspx)
## Appendix A: Intensity of Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Code</th>
<th>Description</th>
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<td>Behavioral Health</td>
<td>DAP</td>
<td>Detention Alternative Program</td>
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<tr>
<td>Substance Use</td>
<td>Detox</td>
<td>Detox</td>
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<tr>
<td>Behavioral Health</td>
<td>EDR-HT</td>
<td>Emergency Diagnostic Reception Unit Human Trafficking</td>
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<tr>
<td>I/DD</td>
<td>EDR-IDD</td>
<td>Emergency Diagnostic Residential</td>
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<td>Group Home Level 2 for I/DD</td>
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