Technical Assistance for the DCR
Frequently Asked Questions

Executive Summary of FSP DCR Statewide Data Quality and Correction Plan

Q: When recommendations are made to modify the Data Collection and Reporting (DCR) System to address the Full Service Partnership (FSP) data issues, will that affect counties submitting via XML?
A: Yes, many of the recommendations for modifications would affect XML counties. For example, one recommendation suggested modifying the XML error logs to make them more informative and helpful. Also, XML counties can use the DCR interface to review data, and recommendations were made to modify or enhance the ability to review data from the DCR interface; this would assist XML counties to validate accuracy of the data in the DCR.

Q: Will you be discussing the FSP DCR Statewide Data Quality and Correction Plan with the Department of Health Care Services (DHCS)?
A: Yes, DHCS has been provided drafts of the plan for comment, and meetings have occurred with DHCS to provide an overview of the major issues raised in the document.

Statewide Data Correction and Cleaning Assistance

Q: Will the statewide data correction and cleaning assistance be available for XML counties as well?
A: Yes, the assistance efforts are available to assist Online and XML counties. The assistance efforts can help XML counties design and formulate key indicators for the FSP data. Improving the utility of the FSP data for the counties will enhance the value of the data to the counties and lead to better investment into the quality of the data. Many counties have offered to share their current set of FSP indicators with other counties, and a catalog of FSP indicators will be developed from this project. The assistance efforts can also help bridge communication between XML counties and California State support resources for many of the common issues XML counties are experiencing.

Q: Will the county FSP data metrics reports be updated on a regular basis so that counties can see what 3Ms and KETs are incomplete on an ongoing basis?
A: The county FSP data metrics report for fiscal year 2010/2011 data is a one-time report provided to the counties as an incentive to register for data correction and cleaning assistance. Counties will receive this report as part of the assistance to help gauge the FSP data quality and to identify areas where improvement efforts can focus. However, part of the goal of this project is to assist counties to set up their own FSP data indicator reports to be run regularly. To this end, you can obtain, upon request, the template for the metrics report which can be put into a county’s Partner-Level Data (PLD) Template MS Access tool. However, other counties may want to implement similar metrics reports to interface
more directly with their data systems or data warehouses. In such cases, assistance can be provided to help discuss and design useful metrics which could be formulated from the FSP data.

Q: In the county FSP data metrics report, is the race data from the Client Services Information (CSI) system or the DCR?

A: The race data in the report is from the DCR, which is populated via the CSI to DCR link. Therefore, when the DCR cannot link a partner to the CSI data via the CSI number linkage process, then the race data in the DCR is missing. Since the CSI to DCR link often fails due to DCR errors, counties may experience a high level of missing data for race and gender fields. However, reporting on both the count of CSI numbers missing and the count of race fields missing will provide an indicator of how often this linkage fails for a county. Thus the severity of the issue can be quantified in order to justify elevating the issue in priority at the State. Counties with a high error level of CSI to DCR linking cannot evaluate race disparity indicators for FSP data.

Q: In the county FSP data metrics report, can you add indicators for primary language?

A: Information about primary language in the CSI system is not transferred to the DCR in a similar manner as the race and gender information. Counties can capture this information in one of the county-use fields on the PAF or submit a suggestion to the State for a future enhancement of the DCR.

Q: Can we participate in the project in which counties choose to share their FSP indicators with other counties to create a statewide catalog of FSP indicators?

A: Yes, please provide de-identified example reports of any FSP indicators your county has developed, and these will be included in our catalog to share statewide.

Q: What is the expected due date for counties to have corrected data?

A: The Mental Health Services Oversight and Accountability Commission (MHSOAC) is providing counties with assistance to improve data through May, 2013. Counties are being asked to employ resource to improve DCR data for recent years (2010 to Present at minimum), and DCR data will be extracted in May 2013 and used to evaluate data quality.

Q: What is the procedure for backtracking and updating missing key events?

A: There are several considerations for updating missing key events for partnerships:

a. If a partnership is still open and you can collect the information for past events from the partner, then the missing information can be updated in the DCR using normal processes.

b. If a partnership is still open and you have documentation of key events through partnership records or electronic health records, then the missing information can be updated in the DCR using normal processes.

c. If the partnership is closed, and you have documentation of key events through partnership records or electronic health records, then the missing information can
be updated in the DCR only if existing KETs in the DCR have unused fields to accommodate the new information. Since new KETs cannot be submitted for discontinued partnerships, it may not be possible to submit key events for closed partnerships in many cases. In this case, the entire partnership must be deleted and resubmitted with the complete information.

Issues have been raised regarding KETs in the FSP DCR Statewide Data Quality and Correction Plan, and the status of this issue will be monitored.

Q: Should the counties wait to correct data until they can get assistance from the Statewide Data Correction and Cleaning Assistance Project?
A: No, counties should make efforts to clean and correct data as soon as possible. The MHSOAC is providing on-site assistance to address issues counties face during that process including suggestions based on successful techniques other counties have applied.

General DCR

Q: Is there a way to justify missing 3M assessments when information cannot be collected?
A: No, there is not a way to currently record reasons associated with missing 3Ms. For example, when a 3M is missing due to a partner not being located within the timeframe when the 3M is due, the 3M cannot be annotated such that the missing 3M can be justified.

Q: What is the new email address for DCR support at the State since responsibilities for the DCR have transferred to DHCS?
A: DHCS has provided the following email for FSP stakeholders to direct their MHSA questions, including questions about the DCR: MHSA@DHCS.ca.gov.

Q: What is the organizational structure of groups who support the DCR within DHCS?
A: The organizational structure which supports the DCR within DHCS contains the following layers of administration, led by the DHCS Director.

Department of Health Care Services (DHCS)
→ Mental Health Substance Use and Disorder Division (MHSUD)
→ Fiscal Management Outcomes Reporting Branch (FMOR)
→ Programs Outcomes, Evaluation and Reporting Section (POER)

Q: Can you please discuss with DHCS the DCR error which is preventing XML counties from submitting corrections to data in the DCR?
A: This issue has been discussed with DHCS, and the status of this issue will be monitored towards resolution. DHCS is actively working toward a solution.
Q: Can the KETs in the DCR be listed by the date of the key event change rather than the date of the assessment?
A: This would be a useful enhancement to the DCR, and the difficulty of finding and reviewing data in the DCR has been outlined in the FSP DCR Statewide Data Quality and Correction Plan. The progress toward a solution for efficient display and review of DCR data will be monitored.

Q: Is the DCR having issues reestablishing partners?
A: Yes, several counties have raised a new issue which appeared in the fall of 2012. Some counties are experiencing errors such that partnerships cannot be reestablished. In addition, another error has developed in which KETs and 3Ms are not being accepted for some partners because the “partner is unavailable”. This issue has been raised with DHCS, and the status of this issue will be monitored until successful resolution. At this time, it is recommended that all counties maintain the best possible quality of data locally such that the data can be corrected once the DCR is fixed. For XML counties, that means keeping clean and accurate data in their electronic data systems. For online counties, the solution might include keeping written documents of assessments which can be entered once a fix has been applied to the DCR.

Q: How does a county make updates to the program list in the DCR?
A: You will need to email MHSA@DHCS.ca.gov and request a change to the FSP programs available in your drop-down list. Make sure to include accurate details of the current list, the changes, and the resulting list you would like available in the DCR. DHCS will need to make adjustments to the system in order to change the programs available in your list.

Q: Is it possible to create a forum where counties can discuss data findings for FSP outcomes? For example, there are some patterns in the data that we see and can’t explain; it would be helpful to know if other counties are seeing the same patterns of outcomes in the data.
A: The upcoming project to create the four statewide indicators may create a forum to begin this discussion. Surveys and webinars to initiate discussions on FSP indicators will begin in January 2013.

Q: Placer county would like to know why their children’s data is no longer available in the DCR. Much of their children’s data is no longer visible from the DCR and does not exist in data exports from the DCR.
A: This issue has been discussed with DHCS, and the status of this issue will be monitored toward a solution.

Q: For 3Ms, sometimes Partnership Service Coordinators (PSCs) may calculate the 3Ms window from when the partner was first seen rather than when the PAF was collected. In these cases, the PSCs may collect the 3Ms slightly outside of the 45-day window required by the DCR. Thus, does the State want the counties to slightly adjust the date that the 3M
was collected so that the data can be submitted for the DCR or should the 3M be left missing from the DCR since it will not accept the true date the assessment was performed?

A: The issue of the restrictive window for 3Ms is documented in the FSP DCR Statewide Data Quality and Correction Plan and has been raised to DHCS. It is recommended that the DCR be modified to allow all 3Ms to be submitted. The State will need to address this issue when determining how best to address the problems associated with the restrictive 3M window. The status of this issue will be monitored toward a solution.

Q: Can XML counties’ providers delete partnerships?
A: At this point, the DCR only supports partnership deletions at the administrator level. Providers do not have the authority to do the deletions on their own. This issue has been raised in the FSP DCR Statewide Data Quality and Correction Plan.

Q: When two partnerships for the same partner are at different providers, if the second partnership is submitted to the DCR before the first partnership is submitted, the DCR will not allow the first partnership. How can we add a prior partnership for a partner who has a later partnership already registered in the DCR?
A: The DCR will not allow partnerships to be submitted out of order. The second partnership must be deleted and then the both partnerships must be entered in the correct order.

Q: Will there be reports created to notify coordinators about pending PAFs and 3Ms?
A: Although reports can be created for use by coordinators, dissemination of those reports to the level of the coordinator can be logistically prohibitive, especially for larger counties. If a county has the ability to disseminate reports to the level of the coordinator, then MHSOAC can provide assistance to that county via the Statewide Data Correction and Cleaning Assistance one-on-one meetings to design, create or implement a report using the DCR data.

Q: When will more support be available from IT peers at DHCS?
A: This issue has been discussed with DHCS, and the status of this issue will be monitored toward a solution.

Q: We are experiencing issues with the DCR assigning the same GUID to different partners. The KETs are not being linked to the correct individual. We are also receiving the error “Partner GUID not available”. What causes these errors, and what can we do to prevent these errors?
A: This issue will be discussed with DHCS, and the status of this issue will be monitored toward a solution.

Q: Will FSP criteria be defined?
A: Many issues have been raised with DHCS with regard to the need for further definition surrounding FSPs via the FSP DCR Statewide Data Quality and Correction Plan, and it is recommended that the State should create an FSP Instruction Form to perform further
definitions. This issue will be discussed with DHCS, and the status of this issue will be monitored toward a solution.

**County-Level DCR Data Quality Reports (Planned for Fall/Winter 2013)**

**Q:** When the data is pulled in May 2013 for the County-Level DCR Data Quality Reports, will you be looking at all of the data for all years?

**A:** No, the plan is to create the report for data from fiscal years 2010/2011 and 2011/2012.