FSP DCR Training for Administrators

This training was funded by the MHSOAC.
Training Overview

1. Enrolling and Certifying a County
2. Managing DCR Users
3. Data Reporting Options
Reference Materials

• FSP DCR Data Dictionary (9/15/2011)
Reference Materials

- FSP DCR User Manual (1/17/2012)
Enrolling and Certifying a County
This Section Covers:

- Identifying County Reporting Method
- Identifying County Business Method
- Identifying a Group Structure
- Registering an Approver Designee
- Enrolling as a New ITWS User with Approver Designee Status
- Enrolling as an Existing ITWS User with Expanded Approver Designee Membership
- Creating FSP Program ID Codes
- Submitting Test Data to the FSP DCR Test System
- Requesting to Become a Certified County
Steps for Enrolling and Certifying

1. The county identifies a reporting method (DCR or XML County)
2. The county identifies its business method
3. The county identifies its group structure
4. The county registers and trains an Approver Designee
5. The county registers Program ID Codes with DMH
6. The county successfully submits test data in the FSP DCR Test Environment

Note: XML counties have additional requirements
Identifying County Reporting Method

1. Online Individual Form Entry
   = “DCR Counties”

2. Batch XML File Submission
Identifying County Business Method

1. XML batch uploaded by a vendor
2. Online individual form entry by each provider
3. Online individual form entry by each coordinator
4. Online individual form entry by the county/vendor on behalf of all providers
Identifying a Group Structure

- FSP partner’s data can be viewed by any user who:
  1. Is assigned to the “<County> Master Group”
  2. Is in the same group as the user who submitted data
  3. Is in same group as the PSC assigned to the partner
  4. Is in same group to which the partner information has been shared (Shared Group)

Note: PSC = Partnership Service Coordinator
Identifying a Group Structure

- Data Input Group
- PSC Group
- <County> Master Group
- FSP Partner Data
- Shared Group(s)
XML Batch by County/Vendor

- Data Input Group (The Vendor)
- PSC Group (A group which contains the PSC)
- Shared Group (The Provider's Administrators)

<County> Master Group (The County Employees)
Online Entry by Provider Admin.

- Data Input Group (The Provider Administrators)
- PSC Group (A group which contains the PSC)
- <County> Master Group (The County Employees)
- Shared Group(s) (if needed)
Online Entry by PSCs

- FSP Partner Data
- Input and PSC Group (A group which contains the PSC)
- Shared Group (The Provider's Administrators)
- <County> Master Group (The County Employees)
Online Entry by County

- `<County>` Master Group = Input Group (The County Employees)
- PSC Group (A group which contains the PSC)
- Shared Group (The Provider's Administrators)

FSP Partner Data
Registering an Approver Designee

- An Approver Designee must:
  - Authorize users to access ITWS and FSP DCR
  - Create groups

- Separate approvers can be designated for each organization

- The County Mental Health Director must sign

- Fill out the form MH3273 on ITWS to become an
Creating FSP Program ID Codes

- FSP Program IDs must be created in the database by DMH

- To create a Program ID for each FSP program:
  - Write email to DMH at POQI.Support@dmh.ca.gov
  - Provide the 4-character Program ID
  - Provide program description (up to 250 characters)
Submitting Test Data to the FSP

DCR Test System

- DMH Approves a Test submission
  - Create a partner in the online DCR (or)
  - Submit a batch of partners through XML

- Test submissions must include PAF, KET and 3M assessments
Requesting to Become a Certified County

- Write an email to DMH at POQI.Support@dmh.ca.gov
  - Must have completed six requirements listed previously
Managing DCR Users
This Section Covers:

- Enrolling a New ITWS User for Access to the FSP DCR
- Enrolling an Existing ITWS User for New Access to the FSP DCR
- Understanding User Roles
- Accessing the ITWS Approver Management Interface
- Assigning and Removing Roles for FSP DCR Users
- Managing Groups
- Assigning and Removing Groups for FSP DCR Users
- Managing User Requests for Access to the FSP DCR
- Managing Partnership Service Coordinators (PSCs)
- Data Security and Data Sharing between Users
Enrolling ITWS Users for Access to the FSP DCR

- Approver Designee approves:
  - New users to enroll in the ITWS system with permission for FSP DCR
  - Existing ITWS users to have permission to access the FSP DCR

- Enroll process begins at ITWS login screen
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<thead>
<tr>
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<tbody>
<tr>
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<td>Generic Read Only (RO)</td>
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<tr>
<td>2.</td>
<td>Generic Read/Write (RW)</td>
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<tr>
<td>3.</td>
<td>Partnership Service Coordinator, Read Only (PSC-RO)</td>
</tr>
<tr>
<td>4.</td>
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<td>8.</td>
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# Roles and DCR Menus

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Accessing the ITWS Approver Management Interface

- Via ITWS at: [https://mhhitws.cahwnet.gov](https://mhhitws.cahwnet.gov)
Assigning and Removing Roles for FSP DCR Users

- All users must be assigned at least one role
- Users can have multiple roles
- The Approver Designee is responsible for assigning/removing user roles

- PSC Roles:
  - Assigned to all PSCs accessing DCR
  - Cannot be removed from a PSC with assigned partners
Managing Groups

- The Approver Designee can create and inactivate groups to meet the business needs of the organization.

Via ITWS Approver Management Interface
## Assigning and Removing Groups for FSP DCR Users

- A user must be assigned to one group.
- A user can be assigned to only one group.
- The Approver Designee is responsible for assigning and removing a group.
- Performed via ITWS Approver Management Interface.
- The current group must be removed first before a new group can be added for a user.

**User Roles for MHSA System - Assign Role**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Primary Role</th>
<th>Action</th>
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<td>Remove</td>
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**User Group for MHSA System -**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
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</thead>
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<tr>
<td>Group C</td>
<td>Group C Test Group</td>
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</table>

**User Information**

- **Username:** MMUSER
- **First Name:** Mickey
- **Last Name:** Mouse
- **Title:** Chief Entertainer
- **Organization:** Test County
- **Street:** 001 Disneyland Drive
- **City:** Anaheim, CA
- **Zip Code:** 92803
- **Phone:** (714) 444-1234
- **Fax:** (714) 444-2345
- **Date:** 7/2/2007
- **Date Time:** 11:21:00 AM
- **Email:** MMouse@Disneyland.com
- **Employee Number:** 12345
Managing User Requests for Access to the FSP DCR

- The Approver Designee approves user requests for enrollment via ITWS Approver Management interface.
- User must be assigned one group and at least one role before accessing the DCR.
Managing Partnership Service Coordinators (PSCs)

- Every partner must be assigned to a PSC
- Two options for creating PSCs in the FSP DCR:
  1. Assign a PSC-RW or PSC-RO role to an enrolled FSP DCR user (via ITWS Approver Management Interface)
  2. Create a virtual PSC in the FSP DCR (via DCR Admin Menu)
Managing Partnership Service Coordinators (PSCs)

- Instructions available in FSP DCR User Manual to:
  - View Available Enrolled FSP DCR Users with a PSC Role
  - View Available Virtual PSCs
  - Search for a Virtual PSCs
  - Create a New Virtual PSC
  - Remove a New Virtual PSC
  - View all Active Partners Assigned to a PSC
Data Security and Data Sharing
Between Users

- Groups control the number of users who access a partner’s data.
- Roles identify if the user will have privilege for read or write.
- Sharing allows additional groups of users to temporarily view a partner’s data.
- User must be assigned the SFG role to share partner data.
- Sharing is assigned and removed for each partnership.
Data Reporting Options
This Section Covers:

- Entering FSP Data Directly into the Online FSP DCR Application
- Using 3rd Party Applications for FSP Data
- Selecting a Method of Data Submission
- Accessing the FSP DCR Test QA Application
- XML Batch File Submission Introduction
- XML Schema Definition (XSD)
- DCR Validation Matrices
- XML Batch Uploading
- Submission Errors
- XML Batch Corrections
- XML Batch Submission Testing
- Certifying counties for XML data submission
Entering FSP Data Directly into the Online FSP DCR Application

- The Web-based system allows users to perform data entry.
Using 3rd Party Applications for FSP Data

- Must capture all information for FSP outcome assessments
- Must organize assessment data in the appropriate data structure
- Must be uploaded to DCR in Extensible Markup Language (XML) format
Selecting a Method of Data Submission

- Counties must submit data exclusively as either:
  - Online DCR
  - XML Batch

- XML counties will have read-only access online
- XML counties cannot make updates online
Accessing the FSP DCR Test QA Application

- Quality Assurance (QA) DCR
  - Employee training
  - XML batch submittal testing

- Link: [https://mhhqitws.cahwnet.gov/](https://mhhqitws.cahwnet.gov/)

- Data maintained separately from production data
XML Batch File Submission

Introduction

- 3rd party software vendors will need to become familiar with the MHSA DCR XML Schema Definition (XSD)

- Users who submit XML files from already established vendor processes may skip to the “XML Batch Uploading” slide
XML Schema Definition (XSD)

- Needed by 3rd party vendors
- Posted on the DMH Website
DCR Validation Matrices

- Validates uploaded files based on criteria
- Criteria published on DMH website
XML Batch Uploading

- Users must have XML-U role
- Users will have access to the Transfers menu and Upload FSP XML Files

With New Upload button
XML Batch Submission Testing

- Use QA DCR system to test batch files of assessment records

- XML Batch File Submission Order:
  1. One PAF for each age group
  2. Multiple PAFs for each age group
  3. One KET for each age group
  4. Multiple KETs for each age group
  5. One 3M for each age group
  6. Multiple 3Ms for each age group
  7. One PAF, one KET, and one 3M for each age group
  8. Multiple PAFs, multiple KETs, and multiple 3Ms for each age group
Submission Errors

- Error codes identify validation and formatting errors
  - Error definitions in DCR User Manual Appendix B
- Fatal Errors: Submission is rejected
- Non-fatal Errors: Submission is accepted, but must resubmit data to correct errors in specific records
XML Batch Corrections

- **Fatal Errors:**
  - Correct issue and resubmit batch

- **Non-fatal Errors:**
  - Correct information and resubmit problem records
    - Use Partner-Level Templates from MHSOAC to view partner-level data from DCR CSV download files
  - Some records cannot be corrected
    - For example: Once submitted, discontinue and reactivation KET records cannot be changed, deleted or corrected
Correcting Data by XML Batch

- Update by overwriting existing information on:
  - PAF records
  - KET** records
  - 3M records

- A KET** with a partnership status change cannot be overwritten
Business Rules for Data Correction

- PAFs:
  - Can be updated for active or inactive partners
  - Can be deleted, which will delete the entire partnership
  - Partnership date cannot be updated
  - Changes to most partnership info. & admin fields will perpetuate across KETs & 3Ms
  - Date of birth should be updated with caution
Business Rules for Data Correction

- **All KETs:**
  - Existing KETs cannot be deleted
  - New KETs can be added for active partners
  - New KETs cannot be added for inactive partners (except for reactivation)

- **Existing KETs without deactivation/reactivation:**
  - Can be updated for active or inactive partners

- **Existing KETs with deactivation/reactivation:**
  - Cannot be updated or altered
  - In the case of incorrect deactivation or reactivation, the partnership must be deleted and recreated with the correct information
Business Rules for Data Correction

- 3Ms
  - Cannot be deleted
  - Can be updated for active or inactive partners

- In the case that 3Ms exist outside of allowable range:
  - These cannot be deleted
  - The partnership must be deleted and recreated
Partner-Level Data (PLD) Templates

- MS Access Template from MHSOAC available via ITWS
- Used to View DCR CSV file downloads
- Accompanied by a user manual
Utilize the PLD Templates

- The PLD Templates can assist in:
  - Reviewing partner data currently stored in DCR
  - Troubleshooting XML submission errors for partners
  - Cross-checking a county’s 3rd party application data compared to the FSP DCR data after XML uploads
The PLD Templates

- Displays all of a partner’s data in one searchable form.

![Partner Information Report](image-url)

- **Partner Name**: Doe, John
- **Partnership Date**: 2/20/2010
- **Days in Partnership**: 281

**Partner Information**

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<tr>
<th>Field</th>
<th>Value</th>
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<tr>
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**Program Information**

- **Program**: 3200, Citywide Adult
- **Coordinator ID**: 
- **Provider Site ID**: 
- **PAF Status**: Complete
- **Referred By**: Jail / Prison

**Domain Data For:**

- **Total 3Ms Due**: 3

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</table>
The PLD Templates

- Provides a report of a partner’s complete DCR data
Certifying counties for XML data submission

- Additional Criteria Required for Certifying XML Counties:
  - All submitters have XML-Update role
  - All assessment forms successfully submitted in QA
  - No high-severity FATAL errors
  - Low failure rate (<5%) for low-security errors
  - Error messages addressed and fixed
  - Understand `PreviousPartnerGUID` used once
  - Spot-checked to cross-check submitted data
    - Use Partner-Level Templates from MHSOAC to view partner-level data from DCR CSV download files