

**Technical Assistance for the Full Service Partnership (FSP) Data
Collection and Reporting (DCR) System
Frequently Asked Questions**

General Webinar Questions

- Q: Will this webinar be available to watch after today?
- A: Yes, a video recording of the webinar is available for download from the project's Google shared site. Email kate.cordell@clear-data-consulting.com for access to the Google shared site.

General FSP Questions

- Q: Is the Exhibit 6 still being requested for the quarterly Mental Health Services Act (MHSA) data?
- A: Yes, there was an issue in which the fiscal year 2012/2013 upload option was not available. However, this should have been fixed. Please submit the Exhibit 6 data, and submit any further issues to medccc@dhcs.ca.gov.
- Q: Is there an update from the Department of Health Care Services (DHCS) regarding defining FSPs?
- A: DHCS has no additional information for defining FSPs.

General DCR Questions

- Q: What is the process for submitting DCR issues to DHCS?
- A: Please email medccc@dhcs.ca.gov to register issues and receive a ticket.
- Q: What is the turnaround time for hearing a response from the medccc@dhcs.ca.gov email?
- A: DHCS cannot provide an expectation of turnaround times at this time.
- Q: Can any DCR user email the medccc@dhcs.ca.gov email or does it have to be county staff?
- A: DHCS confirms that any DCR user can email the medccc@dhcs.ca.gov email. However, some counties have reported their provider staff have received a message saying that only county staff can contact the email. DHCS is working to notify all medccc staff that any DCR user can use this resource, and all DCR users are encouraged to continue to try to use the medccc@dhcs.ca.gov email to report DCR issues.

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- Q: Sometimes when a partnership is initiated, the Partnership Service Coordinator (PSC) may be unaware that the partner has had a previous partnership through another PSC or another provider. Due to DCR security measures, the prior partnership may not be visible in the DCR to the PSC. The new PSC will therefore collect information and submit a PAF to the DCR. However, when the PAF is entered, the DCR will not allow the CSI number to be linked to CSI because the CSI number is already used by a previous partnership which ended less than one year prior. How can this be resolved?
- A: In order to resolve this issue, the new partnership must be deleted in the DCR, and the county administrator must reestablish the previous partnership and also submit a KET in order to assign the new PSC and/or program to the reestablished partnership. The reestablished partnership should then be available in the DCR to the new PSC. The information from the new PAF can be kept in the partnership records outside of the DCR, but it cannot be entered into the DCR.
- Q: In the last month, Humboldt County has had an issue with the DCR KETs. Humboldt has submitted KETs for residential changes without error. However, when they leave and return to the online DCR, the KET with the residential change does not exist and cannot be located. Has there been any progress on addressing this issue?
- A: DHCS was not aware of this issue, and they suggest submitting the issue to the medccc@dhcs.ca.gov. DHCS also suggests trying to submit the KET again since the DCR has now been migrated from the Department of State Hospitals (DSH) to DHCS.
- Q: Is there a way to fix the errors that state "PAF 013: FSP Program ID TY01 not found" or "assessment GUID already exists"?
- A: DHCS was not aware of this issue, and they suggest submitting the issue to the medccc@dhcs.ca.gov.
- Q: If a partner is established after being inactive for over a year why do the KETs and 3Ms during that inactive time show as missing or overdue?
- A: DHCS was not aware of this issue, and they suggest submitting the issue to the medccc@dhcs.ca.gov.
- Q: Now that the Mental Health Services Oversight and Accountability Commission (MHSOAC) will be providing resources to DHCS to support the maintenance of the DCR, will Tim Croisdale and Kate Cordell's roles be expanded to assist those efforts?
- A: MHSOAC, Tim Croisdale, Kate Cordell, and DHCS will all sit down to identify mechanisms to work together to prioritize and carry out solutions to support the DCR.

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- Q: One county is interested in receiving an official response from the DHCS on many items related to technical aspects of the XML upload. The county has not received guidance or answers to technical questions in many cases. Will there be more DHCS support or simply contracted support?
- A: MHSOAC are looking into using Tim Croisdale and Kate Cordell as a mechanism to support DHCS. Ultimately, DHCS is the state entity which is responsible for supporting the DCR. MHSOAC encourages all counties to continue to submit their needs for support to DHCS. In response to those needs, MHSOAC is exploring the possibility of adding additional DCR IT and/or programming resources onsite at DHCS.
- Q: How will the information on the process to support the DCR be relayed to the counties? The counties want to make sure they are aware of changes so they can notify providers.
- A: For information regarding the MHSOAC Data Quality Projects, counties can email kate.cordell@clear-data-consulting.com to be added to the announcement list. For general DCR information, DHCS shares all information with the CMHDA, and all counties should have a representative participating in those meetings.

MHSOAC Data Quality Projects Questions

- Q: How do I get access to all of the DCR resources created through the MHSOAC data quality projects?
- A: Many of the resources are available through the ITWS MHSOAC Resources. However, not all of the resources are available through ITWS. A Google shared site with project resources is available by request. Please email kate.cordell@clear-data-consulting.com for access to the Google shared site for access to these resources.
- Q: If a client was discontinued and reestablished, are 3Ms which were due while the partner was away counted as 3Ms due in the County DCR Data Metrics Reports which were provided to each county as part of the Statewide Data Correction and Cleaning Assistance project?
- A: In the draft County DCR Data Metrics Reports, which were provided to counties who participated in the DCR Data Correction and Cleaning Assistance project, the partnerships which were not continuous (i.e., discontinued and reestablished) were not excluded from the 3M counts. Since there are generally only about 1% of partnerships which were not continuous, those partnerships were not excluded from the counts for simplicity of the draft report. Therefore, the initial draft reports only provide a general ballpark benchmark of a county's 3M completion rate. A final metrics report will be provided at the end of the project to all counties, and the final report will include data metrics of all partnerships as well as metrics for just continuous partnerships in order to provide accurate measures of 3M completion rates. In addition, the metrics report which will be available in the Microsoft Access Enhanced Partner-Level Data (PLD) Templates tool will provide metrics for all partnerships as well as metrics for just continuous partnerships.

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- Q: Can the Residential Setting report, which will be available in the Enhanced PLD Templates tool (June, 2013) be automatically ordered by percentage of change in residential settings?
- A: It may be possible to sort the Residential Setting report by percentage of change. However, Microsoft Access has many limitations in the flexibility of the reporting features. The feasibility of this request will be investigated.
- Q: Will the Enhanced PLD Templates tool be available before June, 2013?
- A: The Enhanced PLD Templates will be completed and published in June, 2013. However, volunteers can act as beta testers beginning in March. Beta testers will have early access to the tool but will be asked to validate counts produced in the reports against counts produced through manual methods.
- Q: If a county cannot enter data into the DCR currently due lack of certification or other technical issues which prevent data entry, can these counties still participate in the upcoming County-Level Data Quality Metrics Reports project?
- A: Yes, a county which cannot enter data in the DCR can still participate in the upcoming County-Level Data Quality Metrics Reports project if the county can format the FSP data into the standard file formats (i.e., four CSV files) which are exported from the DCR. A file layout and a testing tool will be provided to any county interested in submitting data for the project through this option. All counties currently not using the DCR but interested in this option should email kate.cordell@clear-data-consulting.com with a request to submit CSV files for upcoming projects.
- Q: How will the data metrics reports be used?
- A: The County-Level Data Quality Metrics Reports which will be provided later in 2013 will contain partner-level information and will not be public reports. These reports will be provided directly to counties to assist counties to maintain and strengthen their data quality in the DCR. For example, the report may contain a list of partners for whom no 3M or KET assessments have been submitted for over 6 months so that counties can identify issues with the FSP data workflow which prevent partnerships from having complete and accurate data in the DCR. The Statewide Data Quality Metrics Reports which will be completed in early 2014 will be a public report with aggregate data only, and the report will contain high-level metrics by county.
- Q: Would Regional DCR User Workgroups be helpful to counties?
- A: Yes. Please email kate.cordell@clear-data-consulting.com if you would like to take part in a Regional DCR User Workgroup. A list of DCR users who would like to participate in regional workgroups will be posted and maintained via this project's Google shared site. Email kate.cordell@clear-data-consulting.com for access to the Google shared site.

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Q: Will there be more DCR user trainings available?

A: No further onsite DCR user training is planned at this time. However, training materials and training videos are available on this project's Google shared site. (Email kate.cordell@clear-data-consulting.com for access to the Google shared site.) MHSOAC is open to considering additional training requests. Please email kate.cordell@clear-data-consulting.com with any additional requests for training, and Kate will maintain a list of training requests for the MHSOAC to consider.