CALENDAR ITEMS: meetings, training, events

Monthly DCR Meeting
DATE: Friday, September 2, 2011
TIME: 1:00 – 2:30 p.m.
LOCATION: 1380 Howard Street, 4th floor MAIN conference room (Rm. 424)
CONTACT: Ann Santos/Diane Prentiss

Monthly ICM-SOC Meeting
DATE: Tuesday, October 18, 2011
TIME: 2:00 – 3:30 p.m.
LOCATION: 1380 Howard Street, 4th Floor Main Conference Room (Rm. 424)
CONTACT: Sidney Lam, 415-255-3730, sidney.lam@sfdph.org

DCR Training: New Users and as a “Refresher Course”
DATE: Friday, September 16, 2011
TIME: 2:30-4:30pm
LOCATION: 1380 Howard Street, 1st Floor Computer Training Room
CONTACT: Ann Santos

IMPORTANT NEWS

The DCR System is ONLY compatible with the Internet Explorer web browser. The system is not compatible with other browsers: Google Chrome, Mozilla FireFox, etc.

Everything you ever needed to know about the “KET”, Part II

KET Special Situations…

1) CHANGE of PARTNERSHIP SERVICE COORDINATOR (PSC)….

A. A partner was transferred to a new PSC in my agency. What should I do?
   I) Open a new KET form for the partner
   II) Complete the section entitled “Date of Partnership Service Coordinator ID Change” in the Change of Administrative Information domain in the KET.
   III) Press Submit and you are done.
       ---> the partner will now appear on the new PSC’s client listing

B. A partner transferred to a new FSP. What should I do?
   I) Find out who the new PSC will be at the new FSP.
   II) The old FSP should open a new KET form for the partner
       1) In the Change of Administrative Information domain, complete the following fields:
          A. Date of Full Service Partnership Program ID Change
          B. NEW Full Service Partnership Program ID
          C. Date of Partnership Service Coordinator ID Change
          D. NEW Partnership Service Coordinator ID
       2) Press Submit and this will complete the transfer.
       3) The new FSP does not need to do a new PAF. The PAF from the old FSP will be visible to the new FSP--->please contact Ann if you should have any questions regarding this.

WHO DO I CONTACT?
Primary DCR Support: Ann Santos, 415-255-3546, Ann.santos@sfdph.org
Backup DCR Support: Steve Solnit, 415-255-3922, steve.solnit@sfdph.org
MHSA Evaluation Questions: Diane Prentiss, 415-255-3696, diane.prentiss@sfdph.org
DMH ITWS, Login & Password Support: 916-654-3117
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2) DISCONTINUATION of a partner from the FSP

A. A partner left the program. What should I do?
   I) Open a new KET form for the partner
   II) In the Change Of Administrative Information domain:
       1) Enter the date the partner left the program in the “Date of Partnership Status Change”
       2) Select “Discontinuation”
       3) Select the principal reason for the discontinuation
       4) Press submit and you are done
   —> The partner will no longer appear on the active partners list, but you can still find them by going to the Partnerships menu & select “Inactive Partners”.

B. A partner frequently goes AWOL. Should I create a KET?
   I) If a client disappears from his/ her residential setting for a short periods (less than a month), there is no need to create a KET.
   II) If a client disappears for a month or longer, create a KET to show a residential status change.
   If you do not know where the partner is staying, choose “unknown” as the new residential situation.

3) REACTIVATION:

A. A partner who was discharged from the FSP program came back. What should I do?
   I) The partner needs to be reactivated:
      1) On the Partnership menu, select “Inactive Partners”
      2) Find the partner in the inactive list and click on their name
      3) You will see a box below labeled “Date to Reactivate”
      4) Enter the date that the partner returned for services
      5) Press the “Reactivate” button
      A) If the partner was inactive for less than a year, the prior PAF will be retained
      B) If the partner was inactive for a year of more, the system will create a new PAF which you need to complete and then save.
   —> please contact Ann if you should have any questions regarding this process.

4) DELETION of KET:

A) I created a KET by mistake. What should I do?
   I) Just delete the information on the KET and save it.
   —> Unfortunately, the DCR System does not allow for KET records to be deleted when created by mistake

Please be sure to LOG-IN to the DCR at least once a week to check for any Quarterly Reports coming due!
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* INFORMATION FOR HYDE STREET FSP & FSA FSPs ONLY *

5) MORS: Milestones of Recovery Scale...

A) Can I enter the MORS in AVATAR instead?
   I) Yes, but the FSP as a whole must choose to use either the DCR or AVATAR to enter the MORS
   II) If you want to change, please contact Ann and she will coordinate with Tom Bleecker.

B) Does the MORS apply to children?
   I) No, it was designed for adults. It should be collected only by TAY, ADULT, and Older Adult FSPs, but not by Child FSPs

C) Where and when should I enter the MORS score in the DCR?
   I) BASELINE: In the PAF, enter the MORS score in County Use Field 1 under the fields to be tracked on the KET form
   II) MONTHLY: During the first week of every month, create a KET for each partner and enter the MORS score in County Use Field 1
      —> NOTE: the MORS score should not be entered on the Quarterly report form, nor should it be entered in County Use fields 2 or 3

D) Should I enter a MORS score if I have not had recent contact with the partner?
   I) If you have not had contact with the partner in the two weeks prior to when the MORS is due, then you should still create a KET but enter “N/A” in the County Use Field 1.

Please contact Ann if you have a question or an idea for a DCR Bulletin item! Thanks.