



DCR BULLETIN

San Francisco Department of Public Health
Mental Health Services Act (MHSA)



AUGUST 2011

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
REPEAT: 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 or 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.***