

Face Sheet Redesign Overview

On January 11, 2018, PerformCare and the New Jersey Children’s System of Care (CSOC) will launch an updated design of the CYBER **Face Sheet** as part of **CYBER Release 1.43.0.0**.

The new Face Sheet will feature redesigned and reorganized tabs for collecting information about the youth we serve, which includes a new youth-specific dashboard that provides a snapshot of information regarding the youth’s current CYBER record.

This document is designed to give providers an overview of the changes and enhanced functionality after the release to help you prepare for any operational impacts. Additional training materials, such as an Instructional Guide, will be available soon. *Please note that the screenshots in this document are depictions. The displays may have slight modifications leading up to the release.*

Face Sheet Redesign - Introduction

To give the user a better view of the youth’s current record of care, the new Face Sheet will have several new tabs and current tabs will be enhanced and renamed. *Access to view tabs and edit information on the Face Sheet will be dependent on the specific provider type, as well as the providers that are open and providing services to a youth.*



The redesign includes:

- **Dashboard** (new)
- **Demographics** (major revision)
- **Episodes** (formerly *Admissions*)
- **Provider** (minor revision)
- **Supports** (formerly *Formal/Informal Support*)
- **Diagnosis/Medication** (new – formerly accessed on the left side menu bar- displayed as **Dx/Med**)
- **Eligibility** (minor revision)
- **Insurance** (minor revision)
- **Legal** (now available to users with access rights)
- **Documents** (no change – displayed as **Doc**)

Users should be aware that the *Tracking Elements* tab will **no longer be available to providers**. Instead, users will be able to see what providers are providing services to a youth on the **Episodes** tab.

Tab Changes

1. **Dashboard**: This new tab will serve as the landing spot when accessing a youth record and will provide a consolidated, “snapshot” view of a youth’s current CYBER record.

- The Dashboard is read-only, and will have the following sections: **Youth Specific Information**, **Flags for Special Occurrences**, **Parent/Caregiver**, **Eligibility**, **Current Episodes**, and **Current Service Authorizations**.
- New **Print Options**: Users can print all the tabs of the Face Sheet, or just a single tab.

Face Sheet Redesign - Dashboard

2. **Demographics**: The tab will now be more youth-focused, with changes to the structure on how the information is captured. The tab was redesigned to show youth's information first, then the primary parent/guardian information. In addition, users will receive a pop-up message if required demographic information is missing.
 - The current Parent/Guardian fields on the Demographics tab will be removed from the new Face Sheet. A new support record on the Supports tab will be created for the existing Parent/Guardian Name, Parent/Guardian Phone, and Parent/Guardian Email field data.
 - The current **Additional Contact Numbers** dropdown will be removed. After the release, this historical data can be accessed through the Supports Tab of the new Face Sheet, under a push button labeled Additional Contact Number. Moving forward, Additional Contacts information can be captured through the new Add Family/Support Member screen on the Supports tab. Users will also have the ability to add the relationship of the contact and copy to new for the Support Members.

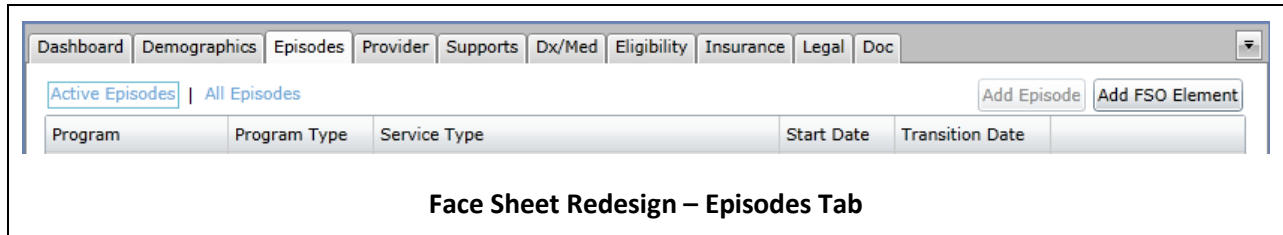
- The Markings field, the Living Situations accordion, and the Aliases accordion has also been removed. The Living Situations and Markings data will no longer be viewable to the user. For the Aliases accordion, the most recent data will populate the new Preferred Name field on the Demographics tab.
- Race and Ethnicity selections have been expanded, with the ability to make multiple selections.
- There is a new Anomalies button, which replaces the previously displayed magnifying glass icon. The button will be greyed out if there are no Anomalies.
- There is an address-mapping feature, which uses Google Maps functionality to display locations on a map and the ability to access driving directions.
- The User ID and date from the last time the Demographics tab was changed/updated and saved will be displayed.
- When Care Management Organizations (**CMO**) or Mobile Response and Stabilization Services (**MRSS**) are open to a youth's record, only those providers can make changes to the Demographics tab. If a youth is not open to CMO or MRSS, then other providers can make changes, depending on access.
- Users will be able to add Start and End Dates for the following fields in the Demographics tab: **Additional Addresses, Languages, and School.**

The screenshot displays a web-based form for a 'Demographics' tab. At the top, there is a navigation bar with tabs: Dashboard, Demographics (selected), Episodes, Provider, Supports, Dx/Med, Eligibility, Insurance, Legal, and Doc. The form is organized into several sections:

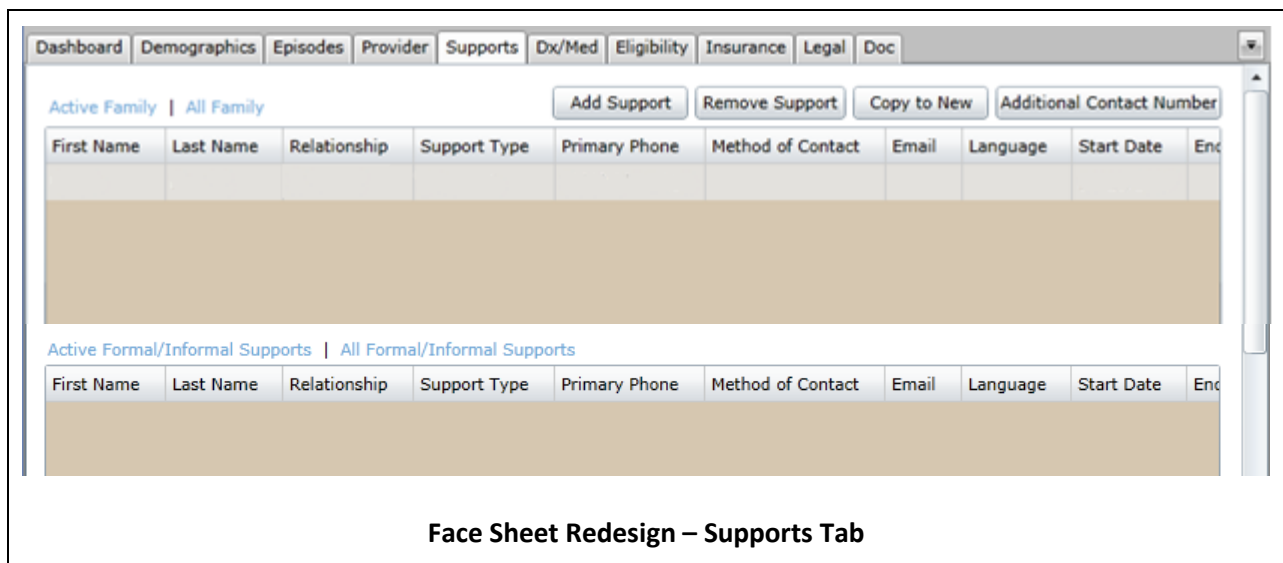
- Personal Information:** Fields for First Name, Last Name, MI, Preferred Name, DOB, Age, SSN, and Gender. A 'Save' button is located to the right.
- Additional Information:** Fields for Youth Marital Status, Military Status, Eye Color, Hair Color, and Primary Language Spoken In Home. An 'Anomalies' button is present.
- Address Section:** Includes a text field for 'Youth Current Address', a Google Maps icon, and a 'Copy Address' button. Below this is a field for 'Apt #, Building #, Floor, etc.' and a 'Demographic Updated Date' field.
- Special Address & Instructions:** A text field for 'Special Address & Instructions' and a dropdown for 'Address Type'.
- Location Details:** Fields for City, State, Zip, and County, along with an 'Other Address Type' field.
- Contact Information:** Fields for Youth Email Address, Youth Primary Phone (with Ext and Primary Phone Type dropdown), and Youth Secondary Phone (with Ext and Secondary Phone Type dropdown). There are checkboxes for 'Allow Text Messages' (Yes/No) for both phone types.
- Other Fields:** A checkbox for 'TPL Information available', a dropdown for 'Preferred Method Of Contact', a dropdown for 'Referral Source', and a field for 'Other Referral Source'. A 'Demographic Updated By' field is also visible on the right side.

Face Sheet Redesign – Demographics Tab

3. **Episodes:** This tab replaces *Admissions*. It will display the **episodes of care** for the youth. Additional training materials on this tab will be available soon.
 - **CMO** and **MRSS** providers can open an FSO agency to the youth’s record on this tab by utilizing the Add FSO Element button.
 - The Episodes tab will have a hyperlink to toggle between active and all records.



4. **Provider:** Contact information from the Manage Access screen will appear here. Providers can update their email and phone number in real time.
 - The Provider tab will have a hyperlink to toggle between active and all records.
5. **Supports:** The *Formal/Informal Supports tab* has been renamed **Supports**. This tab will now have two separate grids. The Family grid will show all supports added to a youth’s record that have a Family Relationship type. All other supports will be added to the Formal/Informal Supports grid.
 - There are new relationship and support types. Contact information can now be captured for all support members.
 - When CMO or MRSS are open to a youth’s record, no other providers may edit this tab. For users with access to edit this tab, End Dates can be added to a Support Member as needed.
 - The Supports tab will have a hyperlink to toggle between active and all records.



Add/Edit Support Member [X]

First Name Last Name Middle Name

Address 1

Apt#, Building#, Floor, etc.

City State Zip Code

Primary Phone Number Ext Primary Phone Type
 Allow Text Messages

Secondary Phone Number Ext Secondary Phone Type
 Allow Text Messages

Email Address

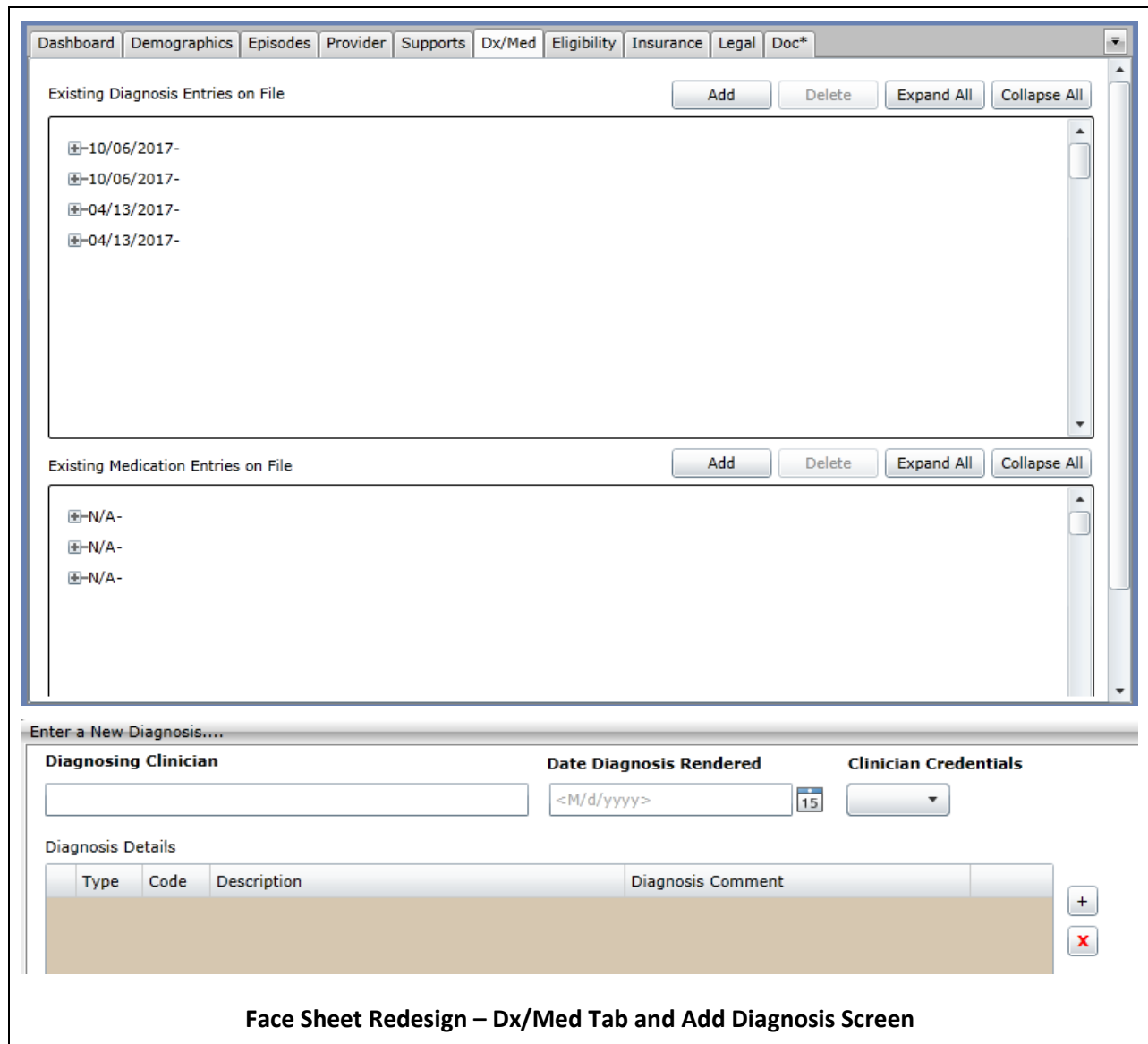
Preferred Language Preferred Method of Contact

Relationship Support Type

Start Date
 End Date

Face Sheet Redesign – Add/Edit Support Member Screen

6. **Dx/Med:** This new tab replaces and consolidates the separate *Diagnosis* and *Medications* screens that were formerly accessed using push buttons on the left-side menu bar. The Diagnosis and Medication information will be displayed in a tree view instead of a grid.
 - There is a new field for Clinician Credentials, which is required. The Date Diagnosis Rendered will default to blank and is required – previously this defaulted to the current date.



7. **Eligibility:** This tab will feature a new grid called Status Flags, which refer to occurrences in the youth’s record that may impact their eligibility or access to CSOC services. The grid will display the flags that are open on a youth’s record.
 - The Status Flags are as follows: **DD Eligible, Remain with DDD, Transfer to DD, MLTSS.**
 - The Eligibility tab will have a hyperlink to toggle between active and all records.
8. **Insurance:** The Insurance tab will have a hyperlink to toggle between active and all records.
9. **Legal:** This tab will now display legal information for the youth in a bulleted format.
 - There will also be 3 Legal types:
 1. Legal information pulled from the Strengths and Needs Assessment (SNA) from the last 90 days

2. DCPD Support Member information, if there is a Custody or Guardianship Support Type
 3. For users who have access, they can also view information on Court Orders/Subpoenas Doc Types that are uploaded to the youth's record
- Active Special Program Codes (SPC) and Program Status Codes (PSC) will also be displayed, as applicable, on this tab. The SPCs displayed will be: 98 – *Incarcerated State Prison* and 99 – *Incarcerated County Prison*. The PSCs displayed will be: 800 – *Juvenile Services – NFM*, 801 – *DOC (Department of Corrections) – NFM (Not on the RHMF, Assigned Internally)* and 810 – *County Juvenile Services – NFM*.

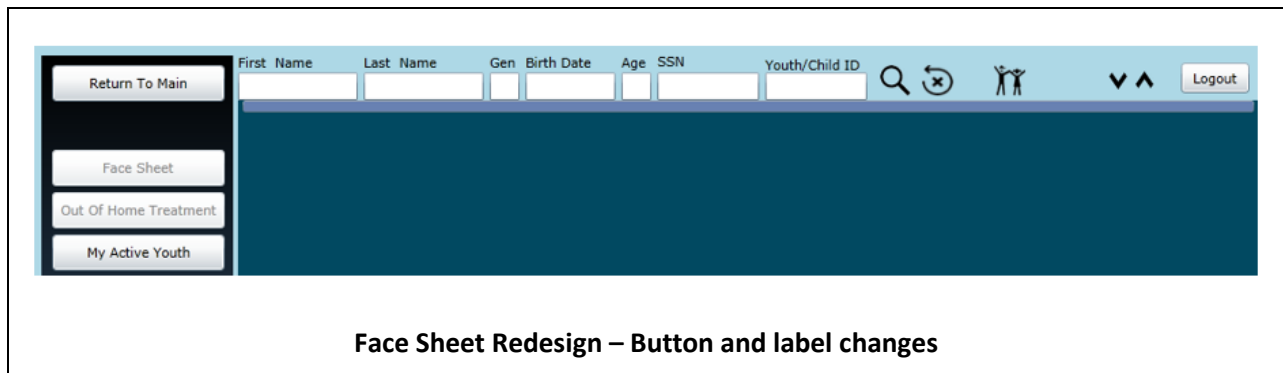
Additional Face Sheet Functionality and Changes

1. All labels for fields in a youth's Face Sheet will be moved above the text field. For example, in the old Face Sheet, certain labels like the youth's email address were below the text field. The label is now above the field, to be uniform with the rest of the Face Sheet.
2. **User Preferences**: Available on the left side menu bar under System Functions, this screen will allow a user to select their preferences for the Face Sheet. Preferences can be made for collapsed or expanded Chicklets, and users can also select the Default Face Sheet Tab that will display first when a user is viewing a youth's record.
3. **Tracking Element Changes**: **The Tracking Elements tab is no longer available. Instead, users will be able to see what providers are providing services to a youth on the Episodes tab.**

Please note, for the following providers, how the **Access End Date (formerly Tracking Element end date)** has changed:






- **CMO**: 14 Calendar Days from the date the *CMO – Transition ISP* is submitted (Automatically removed if plan is returned).
- **CMO/Behavioral Health Home**: 14 Calendar Days from the date the *CMO – Transition ISP* or *CMO – BHH Transition* is submitted (Automatically removed if plan is returned).
- **Intensive In-Community (IIC), Behavioral Assistance (BA), and Social Emotional Learning (SEL)**: 14 Calendar Days from the Authorization End Date (Updated if a new Authorization Start Date is within 30 days of the previous Authorization End Date).
- Please note that the **IIC-BPS** end date is not changing, it continues to be 3 Business Days from the Authorization End Date.
- **Intensive In-Home (IIH)**: 14 Calendar Days from the Authorization End Date (Updated if the subsequent Authorization Start Date is within 30 days of the previous Authorization End Date).
- **Out-of-Home (OOH)**: 14 Calendar Days from the date the *OOH – Discharge JCR* is submitted or discharge is reported to Service Desk for DAP and EDRU referrals. (Automatically removed if plan is returned.)
- **Substance Use**: 14 Calendar Days from the date the *SAB – SA Detox Service Request Discharge* is submitted **OR** *SAB – SA Service Extension Request Discharge* is submitted.

4. **Language Change:** Within the treatment plans and certain areas of Adolescent Housing Hub, the term *Discharge* will be replaced by **Transition**, with the same meaning of the functionality.
5. The following **Treatment Plan types** will now require a **Transition Date** prior to submitting the plan:
 - **CMO** – Transition ISP
 - **CMO** – BHH Transition
 - **OOH** – Discharge Joint Care Review
 - **MRSS** – Transition ICP
 - **Substance Use** – SA Detox Service Request – Discharge
 - **Substance Use** – SA Detox Service Request – Transition
 - **Substance Use** – SA Service Extension Request – Discharge
 - **Substance Use** – SA Service Extension Request – Transition



6. **Buttons have changed to icons:** The following buttons have changed to icons and/or been relabeled, but the functionality remains the same:

New Youth/Child Search Icons

-  Search for Youth
-  Clear Youth/Search
-  Show Active Agency Youth
-  Expand Timeline
-  Collapse Timeline



Pass your mouse over the icon to see label

- **Search for Youth** is a Magnifying Glass and was formerly a button labeled *Search*
- **Clear Youth/Search** was a button formerly labeled *Clear*
- **Show Active Agency Youth** shows two children and was formerly a button labeled *Agency Cases*
- **Expand Timeline** this arrow pointing down will expand chicklets temporarily
- **Collapse Timeline** this arrow pointing up will collapse chicklets temporarily
- **My Active Youth** button on the left side was formerly labeled *My Caseload*

7. Mobile Response and Stabilization Services (MRSS) changes:

- **Crisis Tracking Form:** A new Transition Date field will be added to the Crisis Tracking Form that will be required for MRSS users when the Call Outcome is *Cancel* or *Refused*, replacing the need for TICP.
- **MRSS – Initial ICP:** MRSS users will no longer be able to submit the Initial ICP without Service Requests. **If transitioning a youth, the Transition ICP must be submitted.**

8. Reporting Impacts: Further communications about reporting impacts due to the redesigned Face Sheet will be sent after the release.

By reorganizing the display of information available, and enhancing the functionality of the Face Sheet, PerformCare is confident that these changes will better assist providers in supporting youth and families involved in the New Jersey Children’s System of Care.

Please note that additional materials and trainings on the new Face Sheet will be forthcoming. If you have any questions, please contact the CYBER Service Desk at **1-877-736-9176** or email at servicedesk@performcarenj.org.