

PerformCARE[®]

Instruction Guide Using the Demographics Tab of the Face Sheet

Demographics Tab of the Face Sheet – Instructions for Use

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I. Introduction

The Face Sheet in a youth/child's record is accessible to any user within an agency with an open Tracking Element, who is open on the Provider tab, or has the proper security access level in CYBER (CSA, CSOC, etc.) This document will review the correct usage of the fields that are housed on the Demographics tab of the Face Sheet.

The Demographics tab of the Face Sheet is used to house the personal information for the youth/child, such as First and Last Name, Social Security Number, Date of Birth, Parent/Legal Guardian Name and Contact Information. This information is verified by PerformCare Member Services or Clinical Coordination each time the parent/legal guardian calls. Only users with the appropriate level of security access in CYBER have the ability to edit information on the Demographics tab; there are some users who have read-only access to the record. Users that have the ability to edit the Demographics tab include CSA users and most System of Care providers (DCP&P users have read-only access to CYBER).

*This guide was last updated 10/2014.

II. Accessing a Youth/Child's Face Sheet

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.



CYBER LOGIN

Enter Login Name Here

Enter Password Here

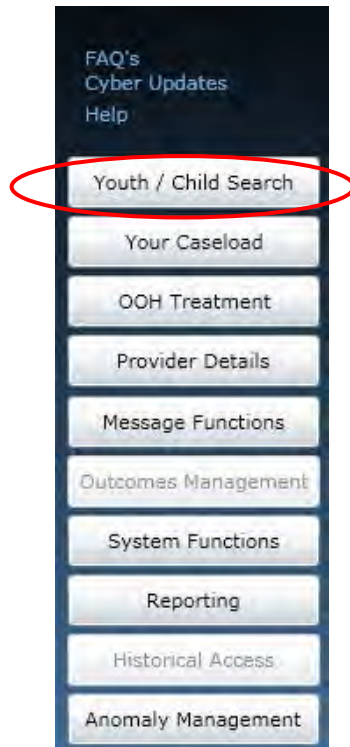
Login

As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use or disclosure this PHI by logging in as a CYBER User.

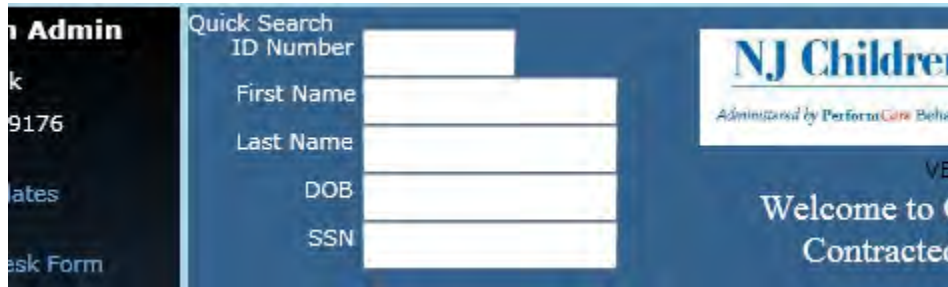
This is in compliance with "The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA please go to <http://www.hhs.gov/ocr/hipaa/> "

To access a youth/child's record, the user must first search for the correct record. The user may conduct a search using one of the following functions;

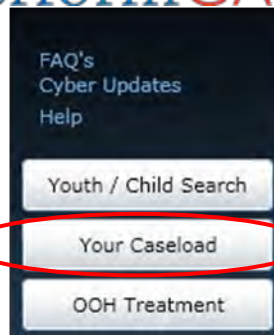
- The Youth/Child Search button from the Welcome Page, located on the left-side of the screen.



- The Quick Search function that is located at the top of the Welcome Page.



- Or, if the user has access to it, the "Your Caseload" button on the left-side of the Welcome Page.



Once the user locates the correct youth/child's record, the Demographics tab of the Face Sheet will load.

Demographics | Admissions | Providers | Tracking Elements | Formal/Informal Supports | Eligibility | Insurance | Legal | Doc

FIRSTNAME	LASTNAME	D	12/07/2006	7	111-22-3333	Male	Save		
First name	Last name	Middle	DOB	Age	SSN	Gender			
MEMBERADDRESS1	CAUCASIAN/WHITE		Other						
Current Street Address of the Youth	Race		Ethnicity						
MEMBERADDRESS2					MASKED MASKED MASKED				
Apt #, Building #, Floor, etc.	Eye Color	Hair Color	Height	Weight					
MEMBERADDRESS3	Youth Marital Status		Youth Veteran Status		Markings				
Special Address & Instructions	MR, MRS LASTNAME								
Masked	NJ	Parent/Guardian							
City	State	XXXXXXXXXX MRMRSNAME@HELLOTHERE.COM							
XXXXX	Masked	Parent/Guardian Phone		Email					
Zip	County	XXX	XXX-XXXX		Cell	XXX	XXX-XXXX		Home
Youth's Email	Area	Primary Phone Number	Ext	Type	Area	Secondary Phone Number	Ext	Type	
Preferred Method Of Contact:	Print Face Sheet								
<input type="checkbox"/> TPL Information available									
+ Additional Address Information (3)	+ Additional Contact Numbers (0)								
+ Living Situations currently Home (0) others	+ School Information (0)								
+ Aliases (0)	+ External ID Information (1)								
+ Languages (1)									

III. Using the Address Fields on the Demographics Tab

The address fields on the Demographics tab are verified on each call that PerformCare receives and these fields contain the current location of the child; for example, they will contain the address information for the youth's home, if they are currently residing there, or the address for the detention center or Out of Home treatment program where the youth is currently residing. (This address information is sometimes used when PerformCare is coordinating a MRSS dispatch to the youth's location.) The mailing address for the parents/legal guardians, if different, is housed in the Additional Address Information area (see page 7 for information).

The screenshot shows the Demographics tab with the following fields and values:

- Demographics** | Admissions | Providers | Tracking Elements | Formal/Informal Supports | Eligibility | Insurance | Legal | Doc
- FIRSTNAME: [] LASTNAME: [] D: [] 12/07/2006 | 7 | 111-22-3333 | Male | Save
- First name | Last name | Middle | DOB | Age | SSN | Gender
- MEMBERADDRESS1 (highlighted) | CAUCASIAN/WHITE | Other
- Current Street Address of the Youth | Race | Ethnicity
- MEMBERADDRESS2 (highlighted) | [] | [] | [] | [] | MASKED MASKED MASKED
- Apt #, Building #, Floor, etc. | Eye Color | Hair Color | Height | Weight
- MEMBERADDRESS3 (highlighted) | [] | []
- Special Address & Instructions | Youth Marital Status | Youth Veteran Status | Markings
- Masked | NJ | [?] | MR, MRS LASTNAME
- City | State | Parent/Guardian
- XXXXX | Masked | XXXXXXXXXX | MRMRSNAME@HELLO THERE.COM
- Zip | County | Parent/Guardian Phone | Email
- [] | XXX | XXX-XXXX | [] | Cell | XXX | XXX-XXXX | [] | Home
- Youth's Email | Area | Primary Phone Number | Ext | Type | Area | Secondary Phone Number | Ext | Type
- Preferred Method Of Contact: [] | TPL Information available | Print Face Sheet

The address fields have been renamed in the CYBER 1.19 release, so that the use is more intuitive to the user.

- Address 1 is now the Current Street Address of the Youth – **please do not enter the name of your program here**
- Address 2 is now the Apartment number, building number, floor, etc.
- Address 3 is now Special Address & Instructions
 - The “?” icon below the Special Address & Instructions field is a sticky note which, when clicked on by the user, will display the following help text for the field;



*Please note: if a user enters more information into the Special Address & Instructions field than can appear on the screen, a hover feature is available so that users can see all of the information by hovering over the field with their mouse pointer (see example below). **This field has a character limit of 50 characters.**

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Apt #, Building #, Floor, etc.		BROWN	BLONDE	5'
Special Address & Instructions		Go to the back door; the bell for the home is the second one from the top		
DELAIR	NJ	6098882034	DDID-6	
City	State	Parent/Guardian Phone	Email	

The City, State and County fields will automatically populate once the user inputs a Zip Code in the appropriate field and chooses a city (and its corresponding county) from the list that appears once the user hits the Tab button on their keyboard; if there is only one city associated with the zip code, the city, state and county will automatically populate. The city, state, zip code and/or county **do not** belong in the Special Address & Instructions field; information about the youth's legal guardianship (adoptive parent, DCP&P information, etc.) also does not belong in this field.

When a youth's address changes, providers may make the necessary changes themselves without contacting PerformCare.

If the youth or family (parents or legal guardians) have a separate mailing address, which is the case when a youth is in Out of Home placement, there is a separate area for that information in the Additional Address Information area.

*When a youth or family is involved with DCP&P (Guardianship or Custody), the address of the local office could also be entered into the Additional Address Information area as **a Mailing Address**.

Area	Primary Phone Number	Ext	Type	Area	Secondary Phone Number	Ext	Type
XXX	XXX-XXXX		Cell	XXX	XXX-XXXX		Home
Preferred Method Of Contact: <input type="text"/>							
+ Additional Address Information (3)				<input type="checkbox"/> TPL Information available			
+ Living Situations currently Home (0) others				+ Additional Contact Numbers (0)			
+ Aliases (0)				+ School Information (0)			
+ Languages (1)				+ External ID Information (1)			
<input type="button" value="Print Face Sheet"/>							

Clicking on the arrow next to the field name opens up the list of addresses that have been added to the youth's record.

ZIP	County	Area	Phone Number Primary	EXT	Type	Area	Phone Number Secondary	EXT
+ Additional Address Information (9)								
+ Additional Contact Numbers (10)								
		Address1	Address2	Address3	City	State	Zip	Type
		123 Timbucktoo Blvd.			VIRGINIA BEACH	VA	23456	Non-Custodial Parent Address
		One Main Street	Apt. 2		PARLIN	NJ	08859	Non-Custodial Parent Address
		22 bridge st			RARITAN	NJ	08869	Billing Address
		12 state st			GRENLOCH	NJ	08032	Foster Home Address
		22 Moore St			SOMERSET	NJ	08873	Vacation Home Address
		123 Main Street			EMPIRE STATE	NY	10301	Parent/Legal Guardian Address

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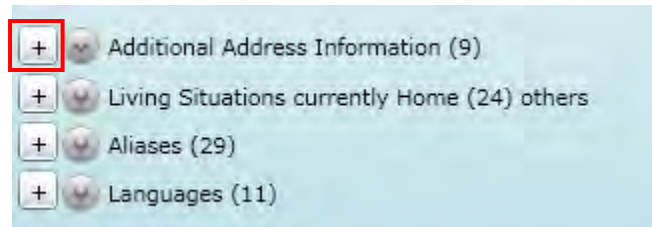
Under the “Type” column, if the user does not see “Mailing Address” then there isn’t one entered into the youth’s record. The user can verify the Mailing Address, if it’s present, and make any necessary changes by double-clicking on the address in the grid to open the Address window for editing.

The screenshot shows a dialog box titled "Add Address to Record". It contains the following fields and values:

- Street Address, P.O. Box: 123 Street Lane
- Apt #, Building #, Floor, etc.: (empty)
- Special Address & Instructions: Park in the back
- City: DELAIR
- State: NJ
- Zip Code: 08110
- County: CAMDEN
- Type of Address: Mailing Address

At the bottom, there is a checkbox labeled "Same as Face Sheet" which is unchecked, and two buttons: "Accept" and "Cancel".

If the user needs to add a Mailing Address to the record, they will click on the “+” button that is next to the Additional Address Information area.



Clicking here will bring up a blank Address window, where the user will choose “Mailing Address” from the Type of Address menu.

The screenshot shows the "Add Address to Record" dialog box with the "Type of Address" dropdown menu open. The menu items are:

- Foster Home Address
- Mailing Address (highlighted)
- Non-Custodial Parent Address
- Out of Home Placement Address
- Parent/Legal Guardian Address
- School Address
- Shelter
- Vacation Home Address
- Work Address
- Youth Detention Center Address

A red arrow points to the "Mailing Address" option in the dropdown menu.

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*Please note that there is a "Same as Face Sheet" check-box available for use within the Add Address to Record window; using this will populate the fields with the same information that is already on the Demographics tab. Users may find this to be helpful when adding a new Mailing Address to the record. Users should keep in mind that if the "Same as Face Sheet" box is selected, the address information is linked to the Face Sheet address fields and will automatically update anytime the Face Sheet address is updated. To avoid this from occurring, users can un-check the box once the address fields have populated with the Face Sheet address; the information will remain but the fields will no longer be connected to the Face Sheet. It is recommended that, prior to changing the Face Sheet address, users go to the Additional Address area to look for any entries marked as "Same as Face Sheet" (they will be marked in the grid as "Same as Face Sheet").

IV. Using the Date of Birth and Social Security Number fields on the Demographics Tab

The Date of Birth and Social Security Number of every youth and child are verified on each call that PerformCare receives. These fields are vital information for the medical record; for example, both fields are often used to verify that staff is locating the correct youth's record, as well as when verifying that the youth is eligible for services (they are not above the 21 year old cut-off).

Georges	Changenow	X	07/12/1992	20	111-11-1111	Male	Save
First name	Last name	Middle	DOB	Age	SSN	Gender	
123 testing		UNKNOWN			Other		
Current Street Address of the Youth		Race			Ethnicity		
		BROWN	BLONDE	5'7"	125	Tattoos	
Apt #, Building #, Floor, etc.		Eye Color	Hair Color	Height	Weight		

V. Using New Fields on Face Sheet (October 2014)

Three new fields were added to the Face Sheet;

- Youth Marital Status
- Youth Veteran Status
- Preferred Method of Contact

At the time of this publication, PerformCare is utilizing the first two fields only when the caller is 18 and over. The Preferred Method of Contact field is being completed for all callers but is only being used for data collection at this time. It is requested that providers **do not complete these fields** until it is announced that the community should be asking this information of families.