

PerformCARE[®]

Instructional Guide

NJ2037

Mobile Response Performance Profile

Instructional Guide to NJ2037 Mobile Response Performance Profile

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I. Purpose and Limitations

Purpose

The MRSS Performance Profile dashboard includes 16 reports which make up a growing body of performance metrics designed to help DCF understand how MRSS is functioning around the state and to assist providers in managing their programs. This set of reports includes measures that examine MRSS program context, program activities, program outcomes, and data quality.

Report Development

Each report aims to answer a corresponding question. The corresponding question can act as a guide to understanding the purpose for the data within the specific report.

The individual reports are comprised of various visualizations such as line graphs, bar graphs and charts. In addition, there is the option for drill down functionality within in each report. This allows for the provider to gather additional detail.

Limitations

The MRSS Performance Profile dashboard only reflects data entered and stored in the CYBER application. These reports do not include any supplemental or external system data. The MRSS Performance Profile dashboard represents the work of the 15 MRSS provider agencies that is based on initial dispatch information only. In instances where an inter-county transfer occurs, the activity of the receiving provider is not reflected in the MRSS reports. However, based on a multi-year analysis, this occurs less than one percent of the time.

These reports accurately represent the data as entered and focuses on the outcomes entered in the Crisis Tracking Form. The data provided in these reports have not been altered or reinterpreted to show incorrect data entries, ensuring that it reflects what was originally provided.

II. Accessing Reporting

The **NJ2037 Mobile Response Performance Profile** is accessed through CYBER by clicking the Reporting **link** on the left hand menu pane on the Welcome Page.

[FSS Link](#)

[Provider Details](#)

[Message Functions](#)

[System Functions](#)

[Reporting](#)

[Historical Access](#)

Note: A user must have Level 3 security to have access to the Reports button. Please refer to your program's Security Administrator to set these levels appropriately.

The program that your CYBER login is attached to will show in the **'Program'** drop down menu. If you are attached to multiple programs, all programs will show in this menu. To the right of the **'Program'** drop down will be the **'Report'** drop down. In this box, you will see all the reports available to the chosen program.

From the Report dropdown you will select **"NJ2037_MRSS_MenuPage"**.

Reporting Functions

Program: M#-MRSS-MR County Report: 0215 - NJ2037_MRSS_MenuPage View Report

Reporting Service
Reporting service enables you to access all the reports. Please choose a program first. Then, choose a report.

Report: 0215 - NJ2037_MRSS_MenuPage

III. Navigating the Report

Upon clicking the View Report button, you will be presented with the main menu screen for the performance profile. On this screen, you will have the option to select a Date Range for the data that will be displayed within the individual reports. **The date range selected affects the data in the graphs and tables for each individual report.**

StartDate: 2/1/2023 EndDate: 2/14/2024 View Report

1 of 1 100% Find | Next

Once a date range has been selected, select the **View Report Option**.

Landing Page

The Landing Page displays all available reports available in the Performance Profile. Users can enter individual reports via the Landing Page.

NJ2037 Mobile Response Performance Profile

The screenshot shows the NJ2037 Mobile Response Performance Profile interface. At the top, there are two callout boxes: "Selected Date Range" pointing to a red-bordered box containing "MR" and "Report Period 1/1/2022 - 12/31/2022", and "MRSS Agency Name" pointing to the "MR" box. Below this is a section titled "Available Reports" containing 16 report buttons arranged in two columns: Dispatch Requests, Submitted Dispatches, Standard Dispatches, Hours to Scene - All Dispatches, Hours to Scene - Standard Dispatches, Hours Spent on Scene, Dispatch Results, Telehealth, Initial CAT Completion, ICP Timeliness, TICP Timeliness, Living Situation Status, Referred to CMO, Unsubmitted Crisis Tracking Forms, Dispatch Outcome Variation, and Supporting Documentation. At the bottom, there is a callout box "Data refreshed as of date" pointing to a red-bordered box containing "Data refreshed as of - 6/26/2023".

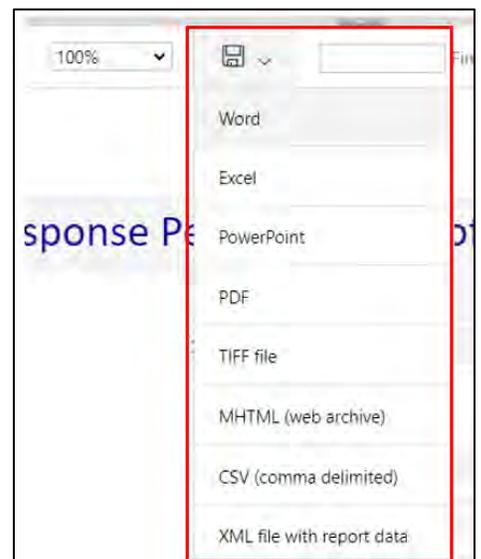
Users have the option to generate one of the 16 reports available by selecting the report name from the landing page.

Users also have the ability view all 16 reports at one time by select the “ **All Reports/Print All**” option. When selecting this option, users will need to allow the system time to generate all aspects of the reports. By selecting “ All Reports/Print All”, for all 16 reports, users can also:

- Export all available reports
- Print all reports

To export all reports at the same time , select the export icon in the tool bar. Users can select any of the format options available to view all of the date.

To print all available reports, users must first export the report and then print.



IV. Report Elements

Each report contains standard elements such as:

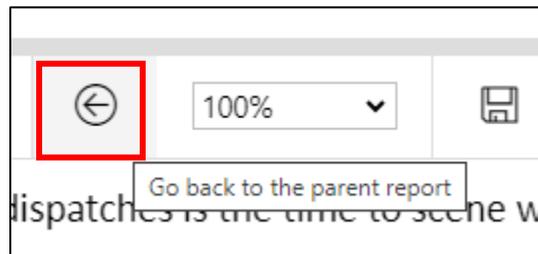
- Report Navigation
- Detailed Reports (Drill down report options)
- Data Legends

Report Navigation

Each individual report is composed of multiple pages. To navigate between the different pages of each report you can select the forward or back icon



To Navigate back to the main landing, you can select the option to go back to the parent report



All reports will return data based on the data range chosen from the Menu Page.

Throughout the performance profile there are underlined values within the reported MRSS tables. Underlined values will always bring the user to a detailed report.

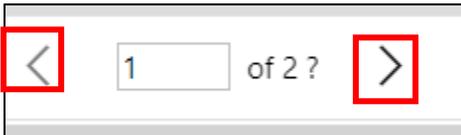
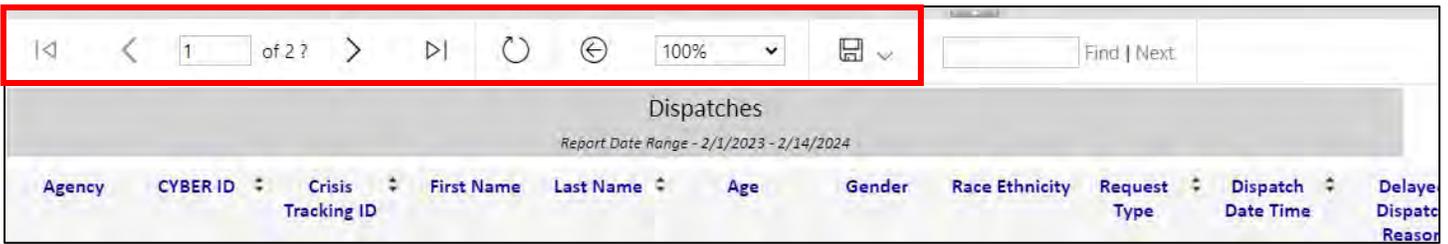
Submitted Dispatches - How many standard and delayed dispatches took place in the period?

1/1/2022 - 12/31/2022	Standard	Standard Dispatch Delayed	Delayed	Agency Total
MR Agency	<u>XX</u>			<u>XX</u>
MR Agency	XX			XX

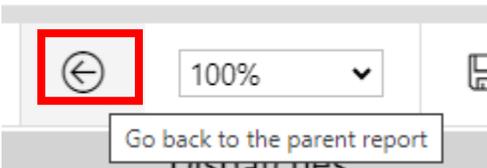
A callout box highlights the value '370' under the 'Standard' column, with an arrow pointing to the underlined 'XX' in the 'MR Agency' row of the 'Standard' column.

Detailed Reports (Drill down report option)

Detailed reports provide drilled down data. Within detailed reports the tool bar has functionality specific to the detailed report.



Page Navigation arrows: By selecting the arrows, you can navigate through the various pages of the detailed report.



Return to Parent Report: When selecting this option from a detailed report, it will bring the user back to the individual report. If a user wants to navigate back the landing page, they must select the same button again once they have exited the detailed report.

Additional fields will display data specific to the detail report that was requested. All detail report column headings are sortable by clicking the small arrow within the column heading.

Dispatches								
Report Date Range - 1/1/2022 - 12/31/2022								
Agency	CYBER ID	Crisis Tracking ID	First Name	Last Name	Age	Gender	Race Ethnicity	
MR Agency	111111	XXXXXX	Youth	Test	15	Female	White	

Youth specific information includes the following:

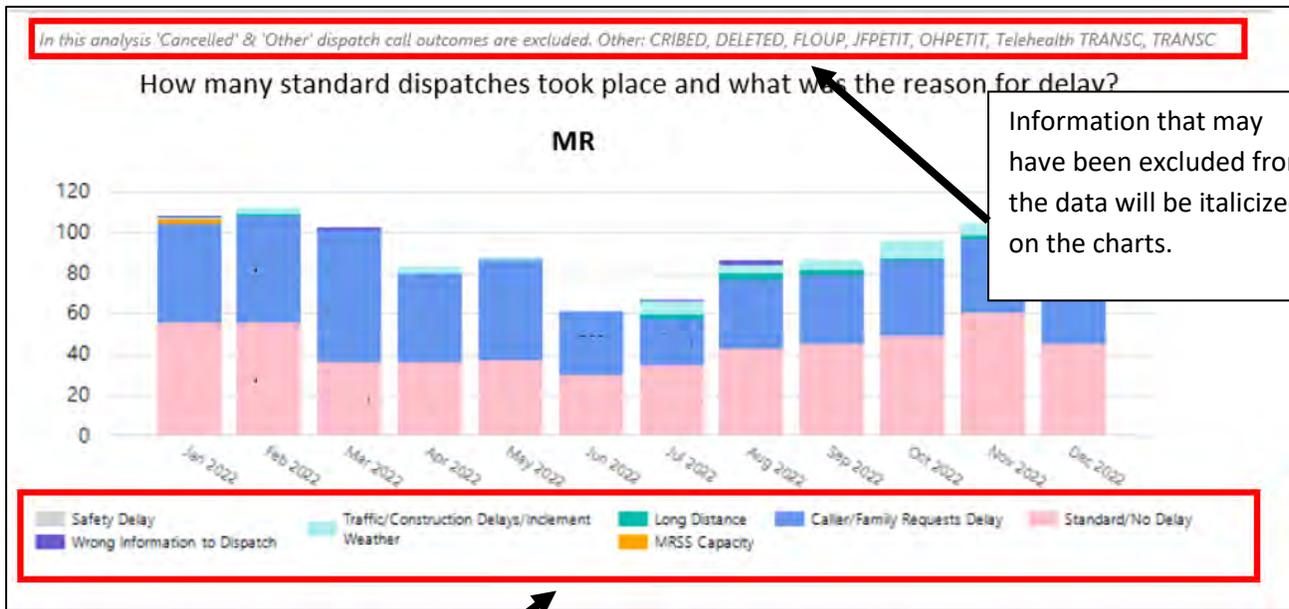
- Agency
- Youth's CYBER ID
- Crisis Tracking ID
- Demographic Information (First Name, Last Name, Age, Gender)
- Request Type
- Dispatch Date and Time
- Delayed Dispatch Reason
- On Scene Date and Time
- Clear Date and Time
- Call Outcome
- Stabilization Auth Date
- CAT Initial Date

- Initial ICP Date
- TICP Date
- Transition Date
- MR Worker (First Name/ Last Name)
 - MR Start Date
 - *Note: Some reports have additional columns within the detailed reports options which are mentioned in the individual report description.*

2	<24 Hours	24 to 48 Hours
	88%	7%
	90%	8%
	53%	22%
	88%	9%
	85%	11%
	87%	8%

Data Legends

Each report will provide data keys to explain the information within the graph or chart.



Specific reports have charts that are shaded in blue. The different shades of blue represent changes in the percentage values. As value increases the shading becomes a deeper shade of blue.

V. Report Descriptions

Each Report description includes:

- A brief overview of the report
- Information on how the data within the individual report was collected
- Data Source (location of raw data) for each report
- Visual Example of the report
- Information about additional detailed report information available

Reports display data specific to the agency viewing the report, in addition to data collected from other MRSS agencies for comparison purposes.

Report 1: Dispatch Requests

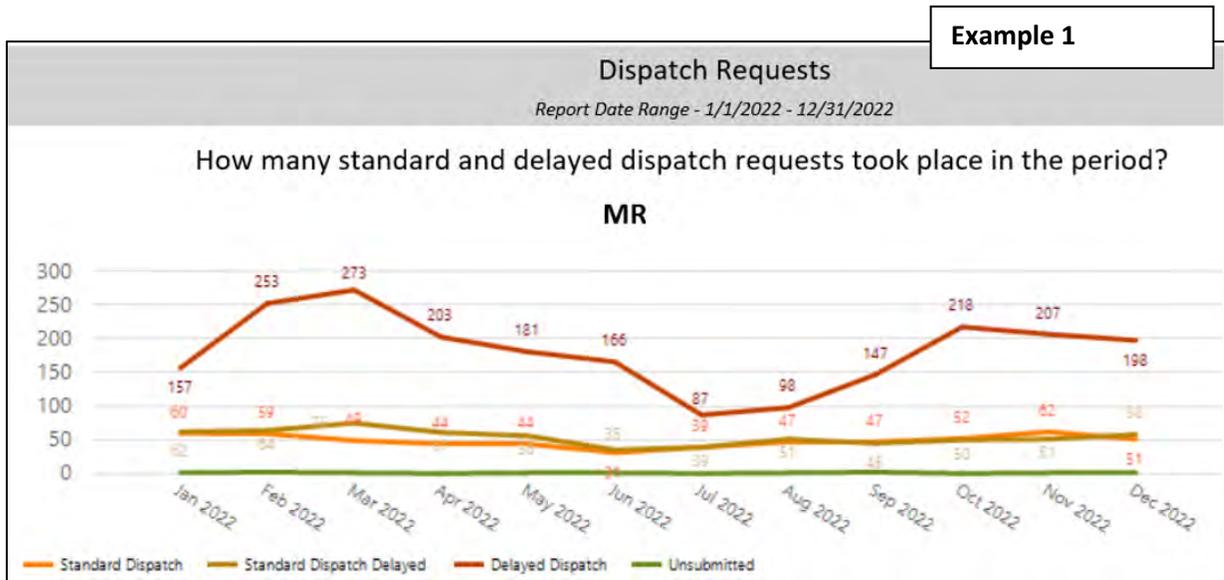
This report provides data from standard and delayed dispatches that took place during a specific period

How the data was collected

The data source for this report is the CYBER Crisis Tracking Form.

The data provided was collected from:

- Total Count of all Crisis Tracking Forms including Unsubmitted.
- Used Request type and Delayed Reasons to create categories



Report 2: Submitted Dispatches

This report provides data on the following dispatch types:

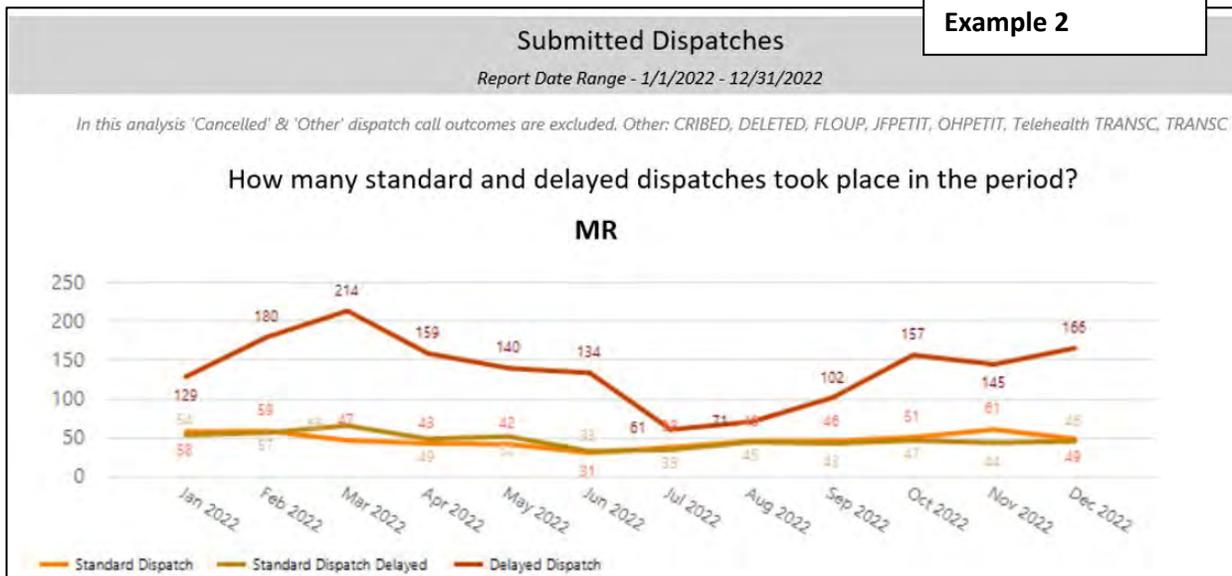
- Delayed Dispatches
- Standard Delayed Dispatches
- Standard Dispatches

How the data was collected

The data source for this report is the [CYBER Crisis Tracking Form](#).

The data provided was collected from:

- Total count of submitted Crisis Tracking Forms
- Used Request type and Delayed Reasons to create categories



Report 3: Standard Dispatches

This report provides additional detailed data on standard and delayed data. In addition, this report contains visual data on specific dispatch delay reasons in comparison to standard dispatches.

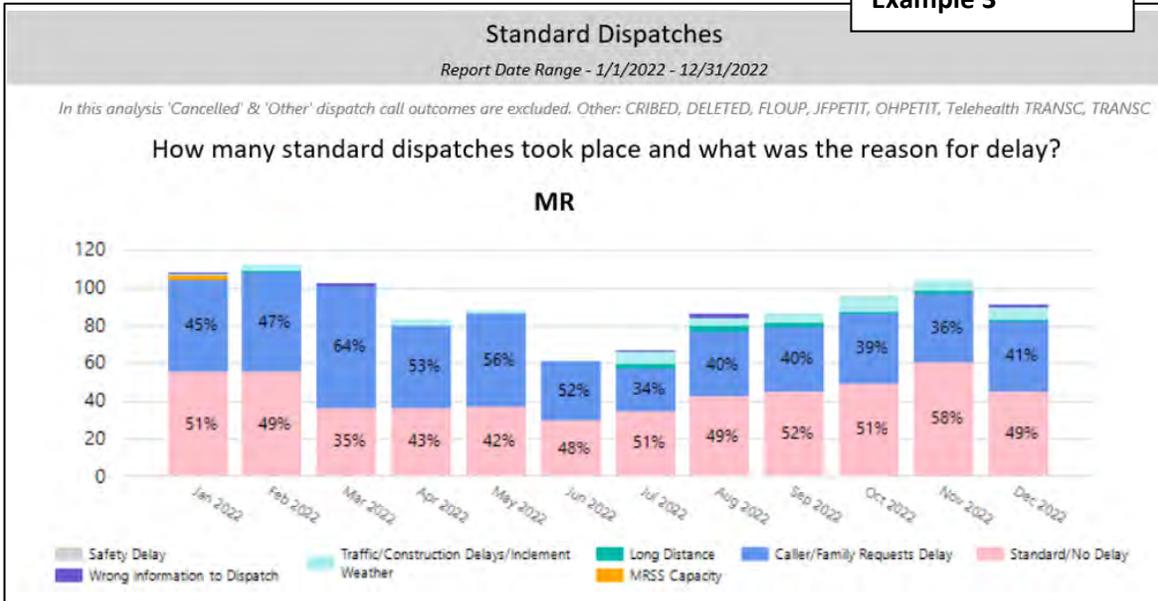
How was this data collected

The data source for this report is the CYBER Crisis Tracking Form.

The data provided was collected from:

- Total Count of Submitted Crisis Track Forms coded as Standard
- Displayed all delayed reasons including dispatches not delayed

Example 3



Additional detailed data available

Within the drilled down data options, there is column for " **Delayed Dispatch Category**." This category will reflect the following options:

- Standard/No Display
- Delayed dispatch reason (i.e.: MRSS capacity, Caller/Family Request, etc.)

Request Type	Delayed Dispatch Category	Dispatch Date Time
Standard Dispatch	Standard/No Delay	
Standard Dispatch	Standard/No Delay	
Standard Dispatch	Standard/No Delay	

Report 4: Hours to Scene-All Dispatches

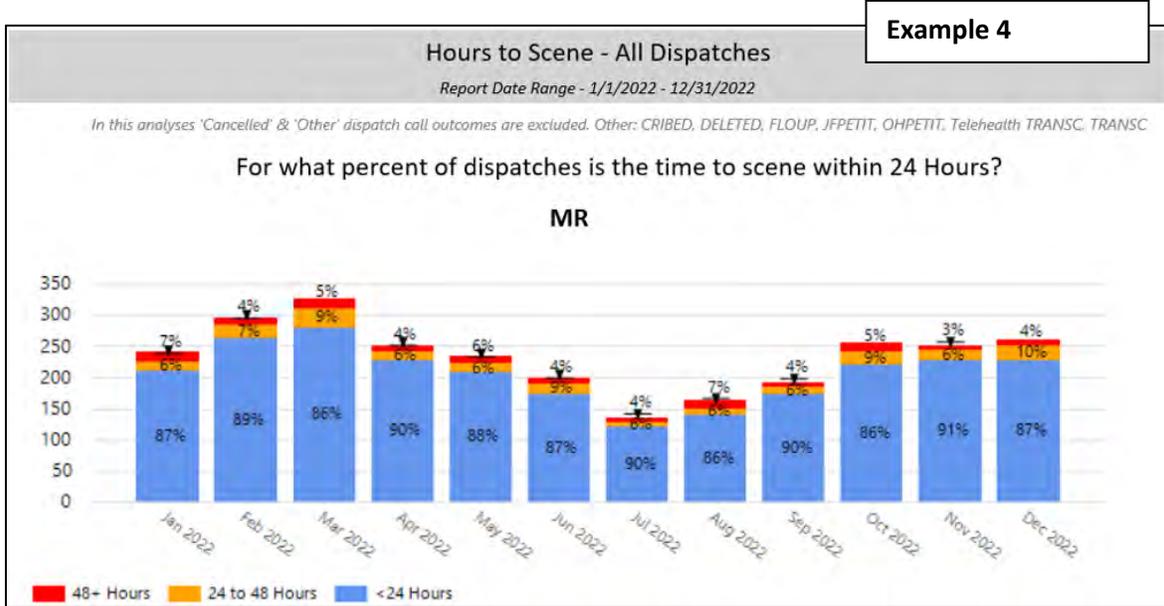
This report provides data on the numbers of dispatches in which the MRSS arrived at the scene within 24 hours.

How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#).

The data provided was collected from: Total submitted Crisis Tracking Forms

The window of time was determined by: **On Scene Time - Dispatch Date/Time = Hours to arrival**



Additional detailed data available

Within the drilled down data options, there is a column for “Time to Scene”. This category will reflect the following options:

- < 24 Hours
- 24-48 Hours
- 48 + Hours

Note: These calculations are based on the formula described in the “How was this collected section” for this report

Request Type	Time To Scene	Dispatch Date Time
Delayed Dispatch	<24 Hours	
Delayed Dispatch	<24 Hours	
Delayed Dispatch	<24 Hours	

Report 5: Hours to Scene-Standard Dispatches

This report provides data on the numbers of standard dispatches and the percentage of in which the time to scene arrival is within one hour. This report also reflects arrivals longer than one hour.

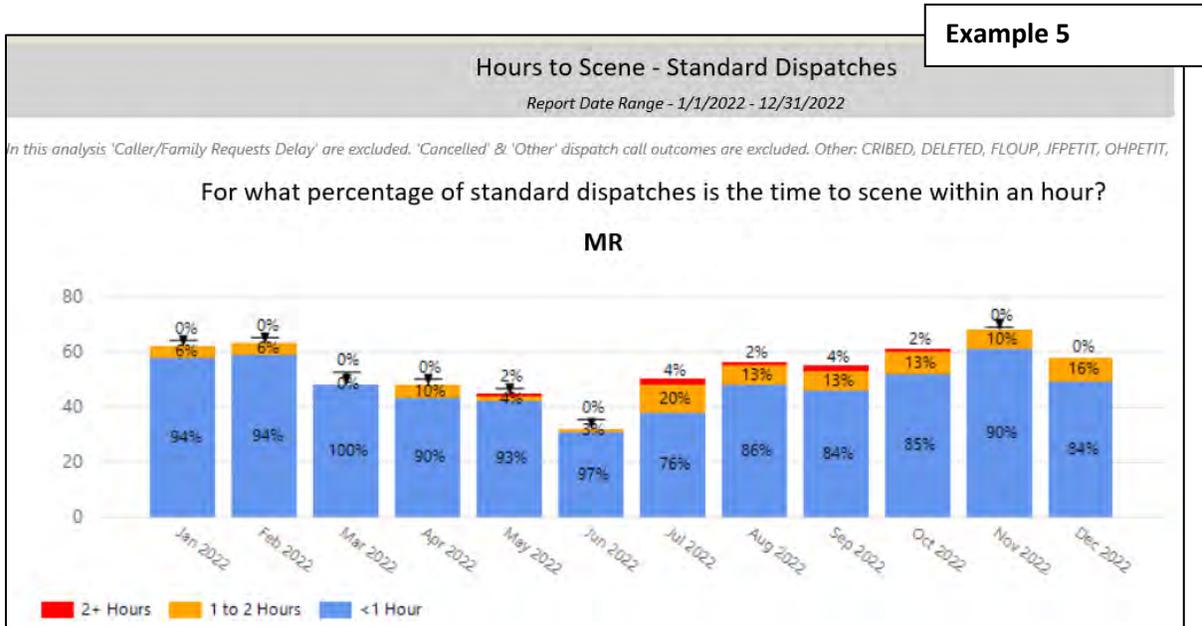
How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#).

The data provided was collected from:

- Total submitted Crisis Tracking Forms with a Standard Dispatch Request type
- Excluded Caller/Family Requested Delay

The window of time was determined by: **On Scene Time- Dispatch Date/Time = Hours to arrival**



Additional detailed data available

Within the drilled down data options, there is a column for “Time to Scene.” This category will reflect the following options:

- <1 Hour
- 1 to 2 Hours
- 2+ Hours

Note: These calculations are based on the formula described in the “How was this collected section” for this report

Request Type	Time To Scene	Dispatch Date Time
Standard Dispatch	<1 Hour	
Standard Dispatch	<1 Hour	
Standard Dispatch	<1 Hour	

Report 6: Hours Spent on Scene

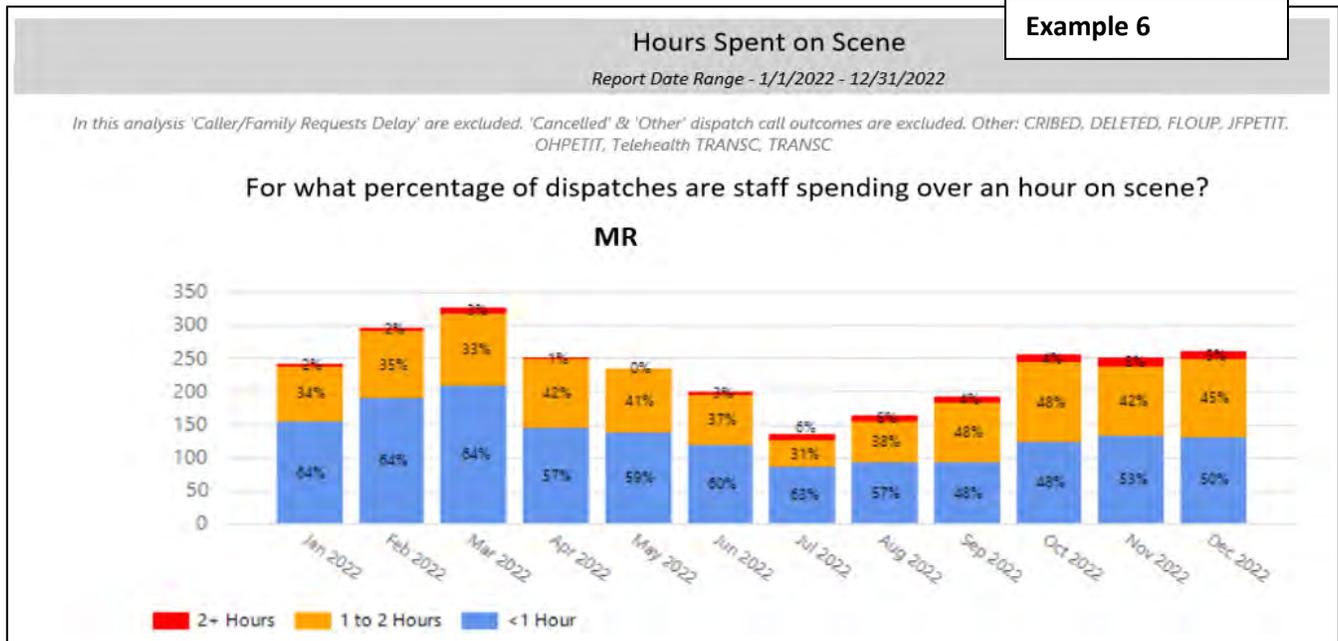
This report provides data on the amount of time staff is spending on scene during a dispatch with families/youth.

How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from: Total submitted Crisis Tracking Forms

The window of time was determined by: **On Scene Time – Clear Time = Hours spent on Scene**



Additional detailed data available

Within the drilled down data options, there is a column for “Time On Scene”. This category will reflect the following options:

- <1 Hour
- 1 to 2 Hours
- 2+ Hours

Note: These calculations are based on the formula described in the “How was this collected section” for this report

Request Type	Time On Scene	Dispatch Date Time
Delayed Dispatch	<1 Hour	
Standard Dispatch	<1 Hour	
Delayed Dispatch	<1 Hour	

Report 7: Dispatch Results

This report provides data on dispatch results based on MRSS service recommendations post-dispatch.

Dispatch Outcomes are categorized as:

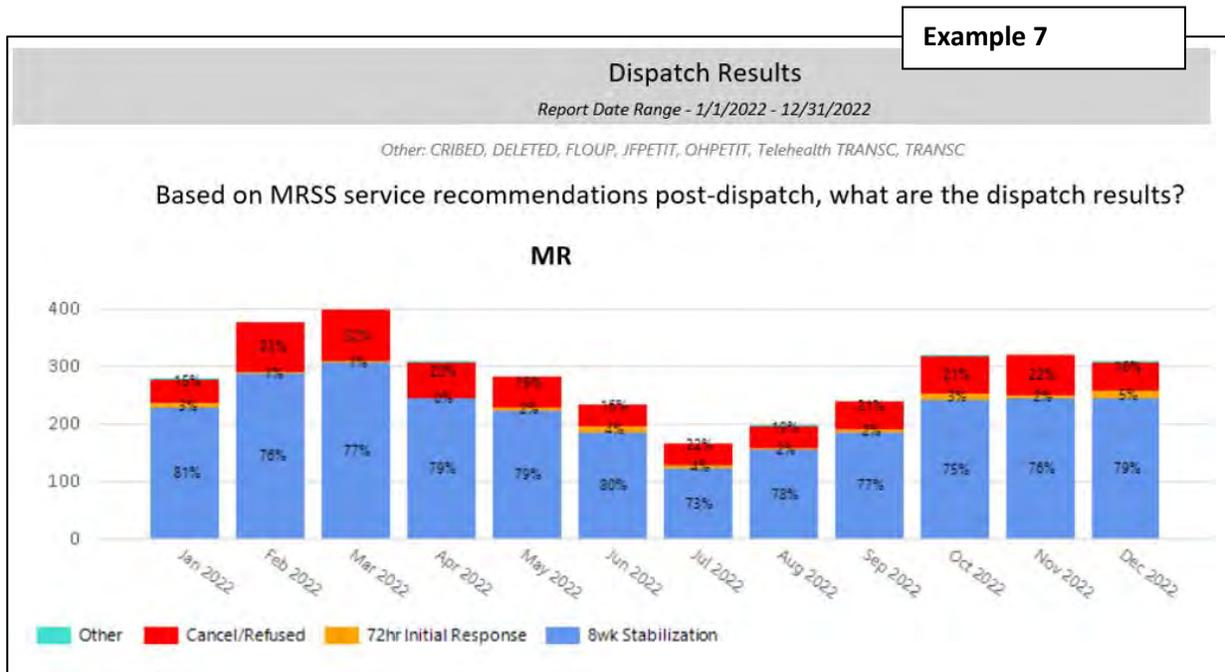
- Cancelled/Refused
- 72hr Initial Response
- 8 wk Stabilization
- Other (CRIBED, DELETED, FLOUP, JFPETIT, OHPETIT, Telehealth TRANSC, TRANSC)

How was this data collected

The data source for this report is the CYBER Crisis Tracking Form

The data provided was collected from:

- Total submitted Crisis Tracking Forms
- Displayed Call Outcomes



Additional detailed data available

Within the drilled down data options, there is a column for **“Call Outcome Category”**. This category will reflect the following options:

- Cancelled/Refused
- 72hr Initial Response
- 8 wk Stabilization
- Other

Race Ethnicity	Call Outcome Category	Request Type
White	72hr Initial Response	Standard Dispatch
Hispanic or Latino	72hr Initial Response	Delayed Dispatch
Black Or African American	72hr Initial Response	Standard Dispatch

Report 8: Telehealth

This report provides data on dispatch that took place in person or by telehealth.

Dispatches are categorized as:

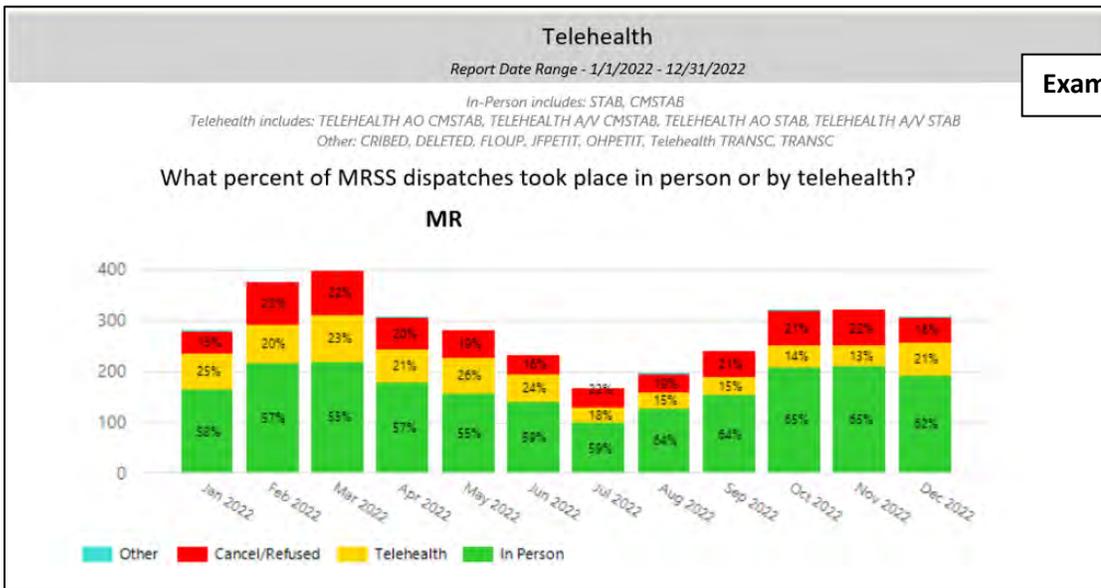
- In-Person (STAB, CMSTAB)
- Telehealth (TELEHEALTH AO CMSTAB, TELEHEALTH A/V CMSTAB, TELEHEALTH AO STAB, TELEHEALTH A/V STAB)
- Cancelled/Refused
- Other

How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from:

- Total submitted Crisis Tracking Forms
- Displayed Call Outcomes
- In-Person: STAB, CMSTAB
- Telehealth: TELEHEALTH AO CMSTAB, TELEHEALTH A/V CMSTAB, TELEHEALTH AO STAB, TELEHEALTH A/V STAB



Example 8

Additional Detailed Data Available

Within the drilled down data options, there is a column for “**Call Outcome Telehealth**”. This category will reflect the following options:

- In Person
- Telehealth
- Cancel/Refuse
- Other

Race Ethnicity	Call Outcome Telehealth Category	Request Type
Hispanic or Latino	In-Person	Standard Dispatch
Hispanic or Latino	In-Person	Standard Dispatch
Hispanic or Latino	In-Person	Standard Dispatch

Report 9: Initial CAT Completion

This report provides data on the amount of time taken to complete the Initial CAT from the dispatch date.

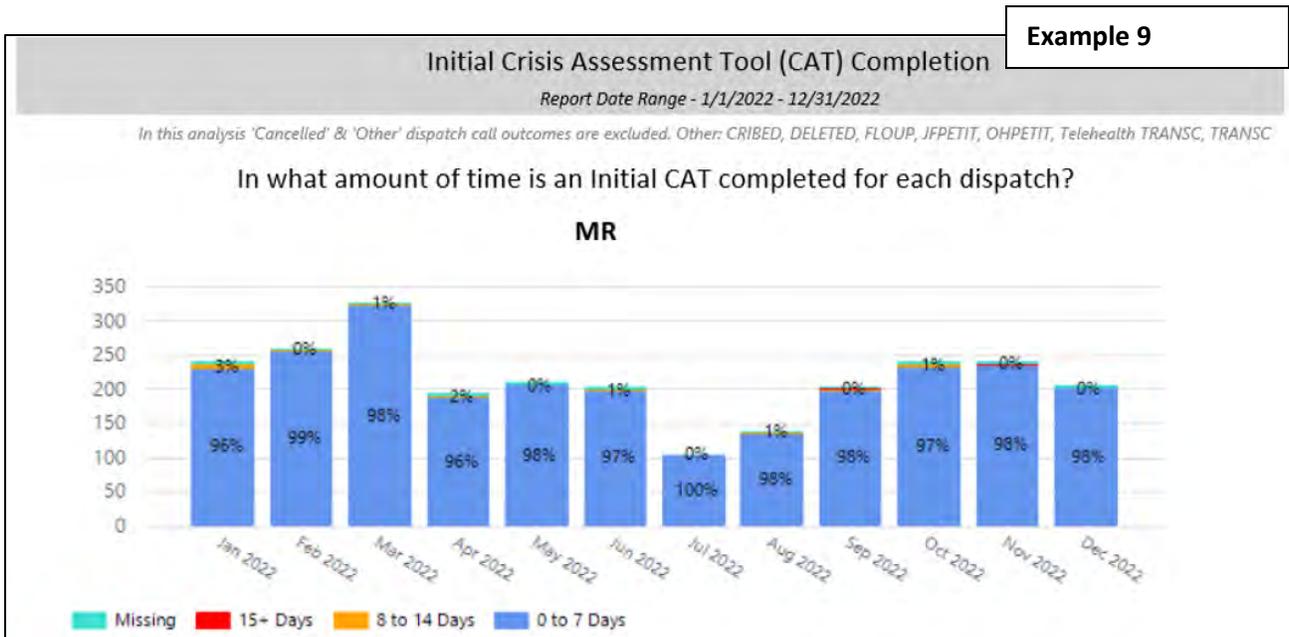
How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from:

- Total Count of submitted Crisis Tracking Forms
- Linked Crisis Tracking to Initial CAT in youth’s record
- Excluded Crisis Tracking forms with “Refused,” “Cancelled” and “Other” call outcomes

The window of time was determined based on: **Initial CAT date – Dispatch Date/Time = Days to Initial CAT**



Additional detailed data available

Within the drilled down data options, there is a column for “Initial CAT Days”. This category will reflect the following options:

- 0-7 days
- 8-14 days
- 15+ days
- Missing

Race Ethnicity	Initial CAT Days	Request Type
Hispanic or Latino	0 to 7 Days	Delayed Dispatch
Black Or African American	0 to 7 Days	Standard Dispatch
White	0 to 7 Days	Standard Dispatch

Report 10: ICP Timeliness

This report is measuring the time difference between the Initial ICP date and the dispatch date.

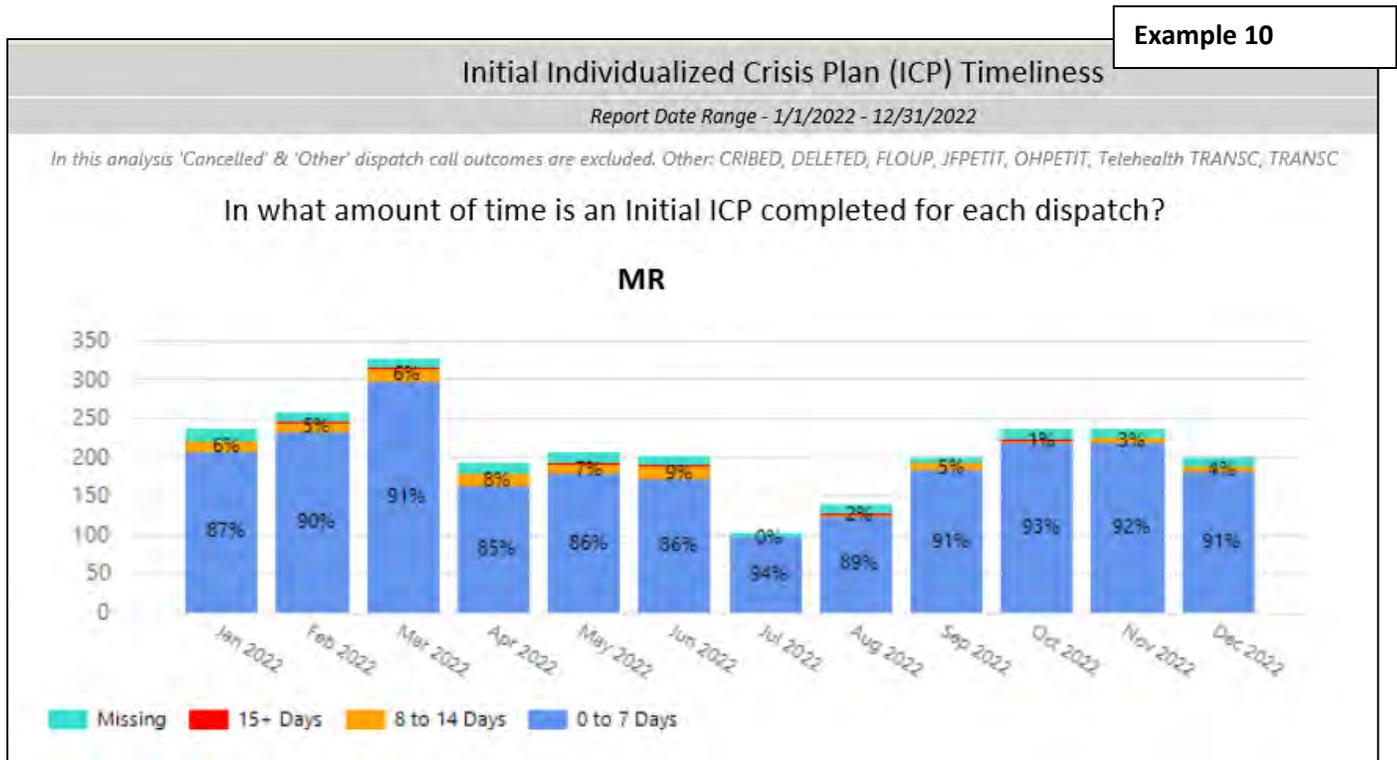
How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from:

- Total Count of Crisis Tracking Forms
- Linked Crisis Tracking to Initial ICP in youth’s record
- Excluded Crisis Tracking forms with “Refused,” “Cancelled” and “Other” call outcomes

The window of time was determined based on: **Initial ICP date – Dispatch Date = Days to Initial ICP**



Additional detailed data available

Within the drilled down data options, there is a column for “Initial ICP Days”. This category will reflect the following options:

- 0-7 days
- 8-14 days
- 15+ days
- Missing

Race Ethnicity	Initial ICP Days	Request Type
Hispanic or Latino	0 to 7 Days	Delayed Dispatch
Black Or African American	0 to 7 Days	Standard Dispatch
White	0 to 7 Days	Standard Dispatch

Report 11: TICP Timeliness

This report is measuring the time difference between the TICP date and the dispatch date.

How was this data collected

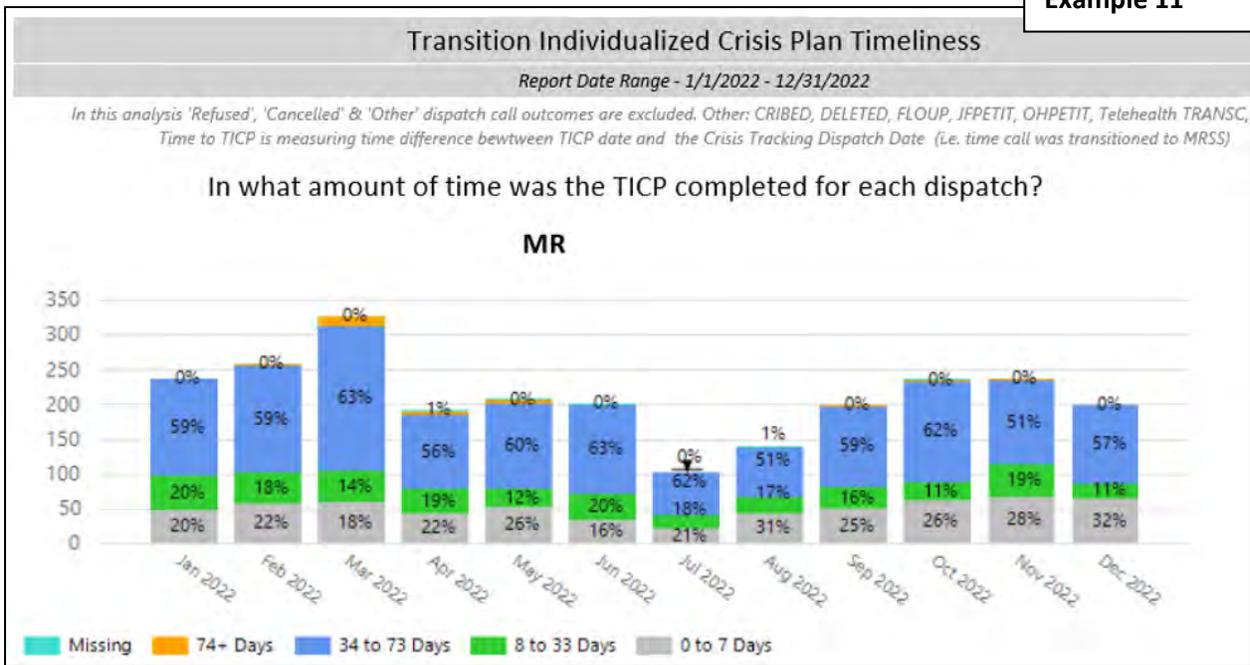
The data source for this report is the CYBER Crisis Tracking Form and Treatment Plans Table

The data provided was collected from:

- Total Count of Crisis Tracking Forms
- Linked Crisis Tracking to TICP in youth’s record
- Excluded Crisis Tracking forms with “Refused,” “Cancelled” and “Other” call outcomes

The window of time was determined based on: **TICP date (assessment date) – Dispatch Date = Days to TICP**

Example 11



Additional detailed data available

Within the drilled down data options, there is a column for “TICP Days”. This category will reflect the following options:

- 0-7 days
- 8 to 33 days
- 34 to 73
- 74+ days
- Missing

Race Ethnicity	TICP Days	Request Type
Hispanic or Latino	0 - 7 Days	Standard Dispatch
White	0 - 7 Days	Delayed Dispatch
Black Or African American	0 - 7 Days	Delayed Dispatch

Report 12: Living Situation Status

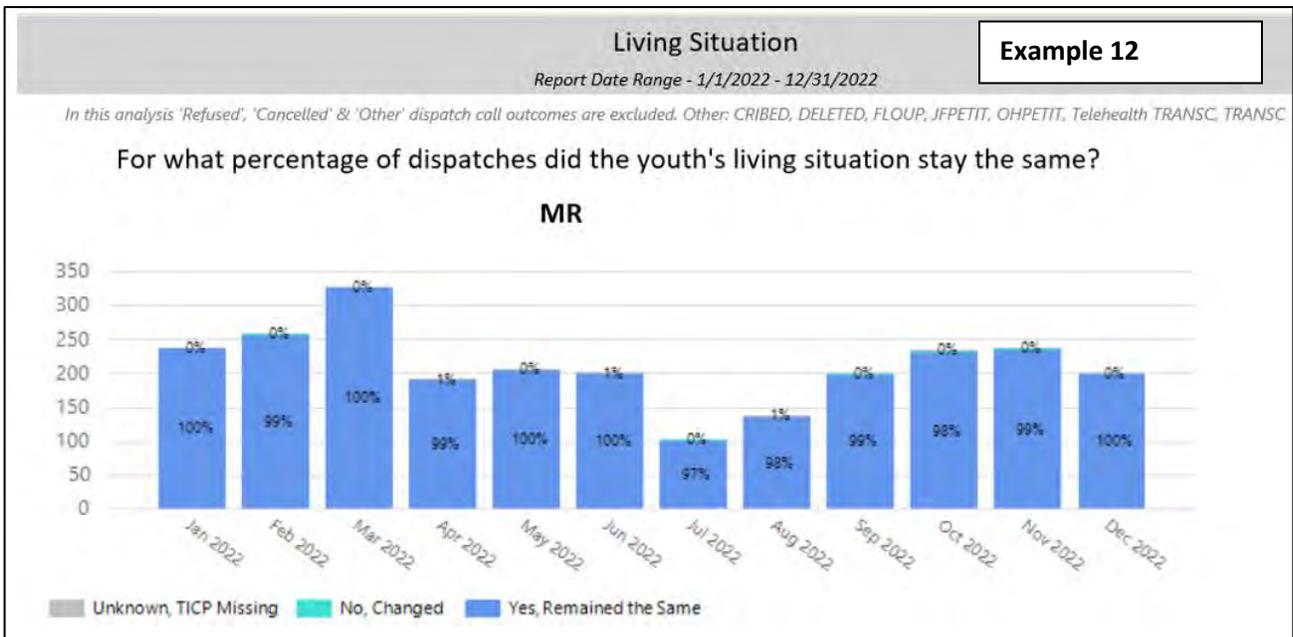
This report provides data on the percentage of youth who experienced a change in living situation as indicated on the TICP.

How was this data collected

The data source for this report is the CYBER Crisis Tracking Form and Treatment Plans Table

The data provided was collected from:

- Total Count of Crisis Tracking Forms
- Linked to TICP in youth’s record
- User check box item in TICP
- Excluded Crisis Tracking forms with “Refused,” “Cancelled” and “Other” call outcomes



Additional detailed data available

Within the drilled down data options, there is column for “ **Living Situation Status.**” This category will reflect the following options:

- Yes, Remain the same
- No, Changed
- Unknown, TICP Missing

Race Ethnicity	Living Situation Status	Request Type
White	Yes, Remained the Same	Standard Dispatch
Other	Yes, Remained the Same	Delayed Dispatch
Hispanic or Latino	Yes, Remained the Same	Standard Dispatch

Report 13: Referred to CMO

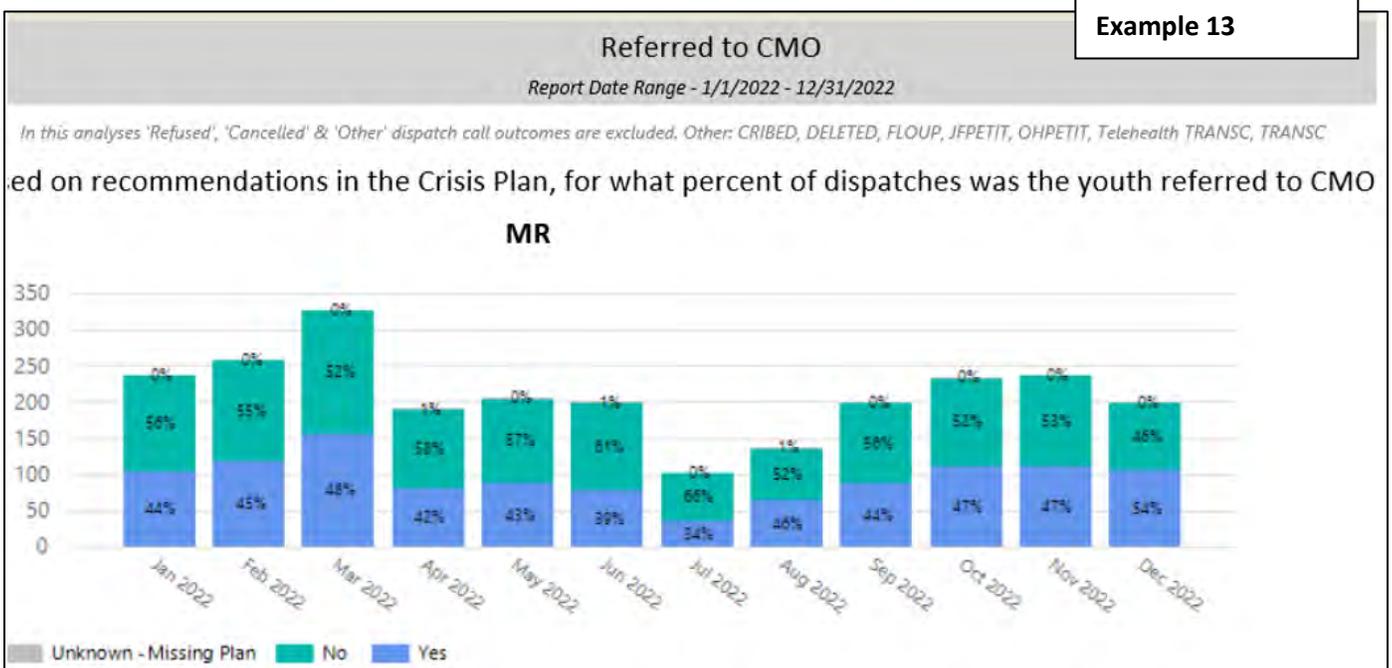
This report provides data on the number of dispatches that resulted in the youth being referred to CMO based on recommendations in the TICP.

How was this data collected

The data source for this report is the CYBER Crisis Tracking Form and Treatment Plans Table

The data provided was collected from:

- Total Count of submitted Crisis Tracking Forms
- Linked to TICP in youth’s record
- User check box item in the TICP
- Excluded Crisis Tracking forms with “Refused,” “Cancelled” and “Other” call outcomes



Additional detailed data available

Within the drilled down data options, there is column for “Referred to CMO”. This category will reflect the following options:

- Referred to CMO
- Not Referred to CMO
- Unknown- Missing Plan

Race Ethnicity	Referred to CMO	Request Type
Hispanic or Latino	Referred to CMO	Delayed Dispatch
Black Or African American	Referred to CMO	Standard Dispatch

Report 14: Unsubmitted Crisis Tracking Forms

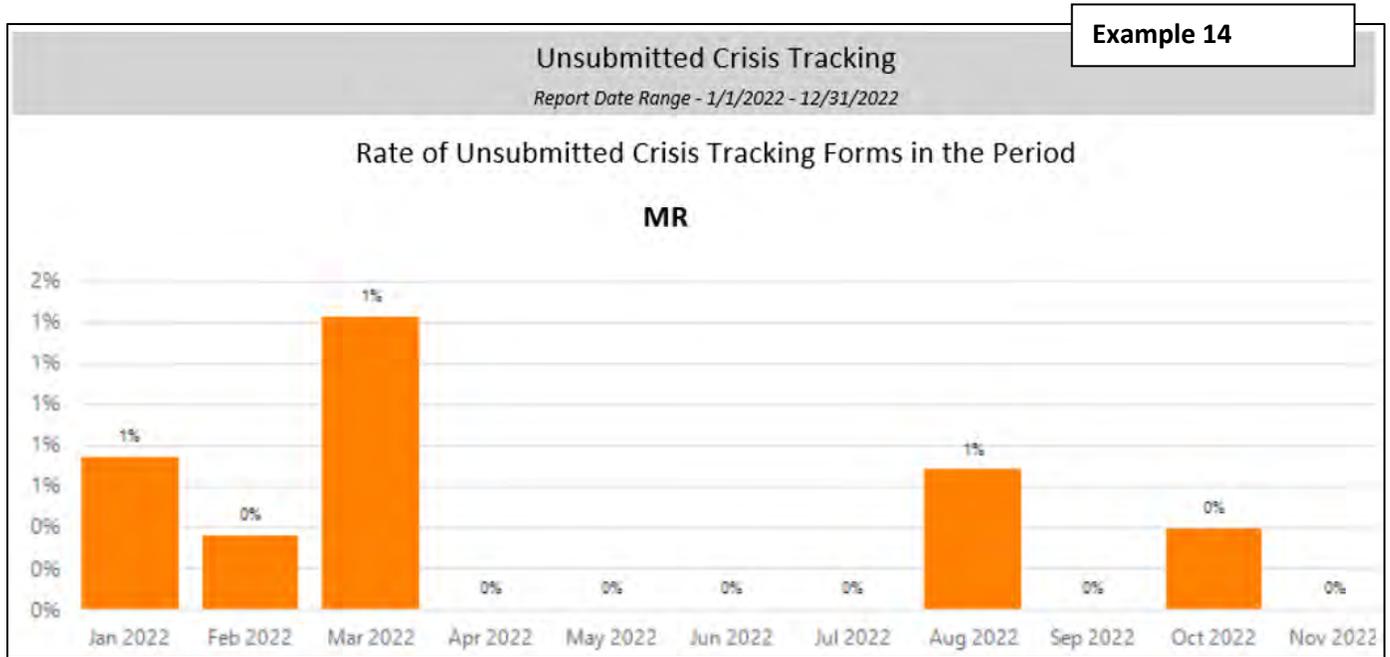
This report provides data on the rate of unsubmitted crisis tracking forms for an agency over a 12-month period.

How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from:

- Count of Crisis Tracking Forms
- Displayed submitted and unsubmitted forms



Additional detailed data available

Within the drilled down data options, there is column for “**Submit Status**”. This category will reflect the status “Unsubmitted”

Race Ethnicity	Submit Status	Request Type
White	Unsubmitted	Standard Dispatch
Other	Unsubmitted	Standard Dispatch
Black Or African American	Unsubmitted	Standard Dispatch

Report 15: Dispatch Outcome Variation

The MRSS Performance Profile Dispatch Outcome Variation report (Call Outcome Details) and shows “What is the variation in dispatch outcomes by provider?”.

How was this data collected

The data source for this report is the [CYBER Crisis Tracking Form](#)

The data provided was collected from:

- Count of Submitted Crisis Tracking Forms
- Displayed Call Outcomes

Outcome Variation - Report Date Range - 1/1/2022 - 12/31/2022										
	Swk Stabilization			72hr Initial Response			Cancel/Refused			
	CM Stab	Telehealth A/V CMSTAB	Telehealth AO CMSTAB	STAB	Telehealth A/V STAB	Telehealth AO STAB	COVID Refuse	COVID Cancel	Cancel	Refuse
MR	1,651	794	2	8	61	8			178	39
MR	917	481	547	4	6	9			383	23
MR	1,982	173	494	69	2	6	1		609	73
MR	590	1,065	1	70	147				235	39
MR	652	1,075	136	1,385	11	8			235	7
MR	1,951	325	247	159	14	9			426	5
MR	705	1,142	11	128	362	6			151	16
MR	161	336		797	3	2			127	1
MR	86	1,992	611		43	49			927	
MR	900	1,095	2		10	3			140	1
MR	1,056	414	11	1	50			1	88	6
MR	1,538	674	30	3	18	2			86	60
MR	1,461	301	520	3	25	24			204	2
MR	1,131	401	11	28	56	1			62	7
MR	629	1,127	35	11	22				177	
State Total	15,410	11,395	2,658	2,666	830	127	1	1	3,428	279
Other										
	CRIBED	Deleted	FLOUP	JFPETIT	OHPETIT	Telehealth TRANSC	TRANSC	Other COVID-19	Total	
MR		3		1				1	2,746	
MR		4				1			2,375	
MR	1	8				3			3,421	

Example 15

Report 16: Supporting Documentation

MRSS Performance Profile Call Outcome No Supporting Documentation report shows, “For how many dispatches is there supporting documentation (Initial CAT, Initial ICP, TICP or Stabilization Auth) .

How was this data collected

The data source for this report is the CYBER Crisis Tracking Form, Authorizations, Assessments and Treatment Plan Table

The data provided was collected from:

- Count of Submitted Crisis Tracking Forms
- Linked Crisis Tracking to Authorizations, Assessment, and Treatment Plan tables in youth’s record
- Displayed Call Outcomes from Crisis Tracking and categories for supporting documentation (any initial CAT, initial ICP, TICP, or Stabilization Authorization linked to the dispatch)

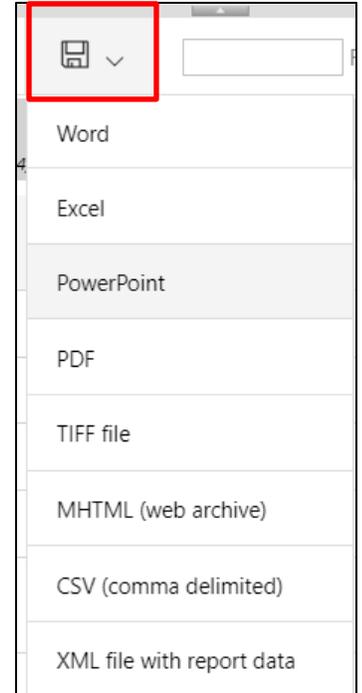
Example 16

Supporting Documentation					
Report Date Range - 1/1/2022 - 12/31/2022					
For how many dispatches is there supporting documentation (Initial CAT, Initial ICP, TICP or Stabilization Auth)					
	No Supporting Documentation	Supporting Documentation	Total		No Supporting Documentation
8wk Stabilization	153	29,310	29,463	8wk Stabilization	1%
72hr Initial Response	19	3,604	3,623	72hr Initial Response	1%
Cancel/Refused	3,592	117	3,709	Cancel/Refused	97%
Other	55	46	101	Other	54%
	Cancel		Refused		
1/1/2022 - 12/31/2022	No Supporting Documentation	Supporting Documentation	No Supporting Documentation	Supporting Documentation	Total
MR	165	13	33	6	217
MR	378	5	23		406

VI. Printing

All reports are formatted to be printed as PDF documents. For the best results please click the Export icon in the upper portion of the report screen.

Once PDF is chosen, the user may print directly from the PDF or save the document to their computer. Then print as they would normally print any document. (Any report you are viewing can be printed in this manner.)



References

PerformCare Website Training page <http://www.performcarenj.org/provider/training.aspx>

CYBER Crisis Tracking Form - presentation on the functionality and process of the Crisis Tracking Form that documents dispatch.

<https://www.performcarenj.org/pdf/provider/training/mobile-response-stabilization/mrss-crisis-tracking-form.pdf>

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