Patient Characteristics Survey 2022 Training

Thank you for joining us, the WebEx will begin shortly.
Before we begin...

• You will not be able to talk during the call, only listen.

• You may submit questions at any time regarding today’s training to PCS@omh.ny.gov or call us at 1-800-430-3586.

• This Patient Characteristics Survey WebEx will be recorded and available on the PCS Homepage (https://omh.ny.gov/omhweb/pcs/submissions/) to view at your convenience.
What is the Patient Characteristics Survey (PCS)?

- The PCS is the primary source of information about individuals served by the Mental Health system in New York State.

- All public programs that provide Mental Health services in New York State participate.

- Almost 200,000 individuals received Mental Health services in 4,000 programs during the PCS week in 2019.
Why do we need PCS?

- Information gathered is used to support implementation and evaluation of new programs

- PCS supplies required data for continued receipt of Federal funding through the Community Mental Health Block Grant (approx. $38 million in FFY 2021)

- PCS Tableau Data Visualizations offers rapid access to statewide data
  https://omh.ny.gov/omhweb/tableau/pcs.html
Important Definitions

- **Facility Survey (FS)** – conducted through MHPD prior to PCS, collects data about *providers* of mental health services.

- **Patient Characteristics Survey (PCS)** – conducted every other year, collects data about *consumers* of mental health services.

**NOTE:** Consumers do not complete the survey. Information for PCS is gathered from client records kept by your facility and entered by Staff or Personnel in the PCS application.
Facilities are divided into Units, and some of these Units are further divided into Sites (FUS).
Important Definitions

- **PCS Coordinator** is the person at your facility who serves as OMH’s contact during PCS

- **Security Manager** is the person at your facility who uses SMS to grant access to Supervisors and Submitters, to add users, and to reset passwords

**NOTE:** If your facility does not have a Security Manager, please contact us at PCS@omh.ny.gov or call 1-800-430-3586
PCS Roles

- **PCS Submitter** – A User assigned to enter data and view/print reports in PCS for the Units or Sites with which the User is associated.

- **PCS Supervisor** – A User allowed to see and enter data for ALL Unit/Sites at the Facility, and to upload and download Facility data. The Supervisor also certifies that the Facility has completed its data entry by locking Unit/Sites or explains why a particular Unit/Site has not provided data.
Changes since the 2019 Application

Please refer to the What’s New for 2022 document found on the PCS Homepage.

Changes to the Survey Form

Question 5. X (Non-Binary) as a response
Question 25. a-e. Covid Related
Question 26q. Chronic Medical Condition: Covid-19
Question 42. Number of days you have served this client in the past 12 months?

NOTE: Please refer to the 2022 PCS Guidelines document 2022 Guidelines for Completing the PCS (ny.gov) for more information.
Application Changes

• Improved survey layout and design. Added pagination and filters for most of the grids in the application.

• Upgraded user interface – new web page header, footer and navigation menus.

• Ability to use MS Edge and Chrome without having to enable compatibility mode in the browser. Internet Explorer is not a supported browser for PCS 2022 application.

• Reports updated to support new survey questions.
OMH Website:  https://www.omh.ny.gov

The OMH Website has a link to Resources & Tools…
Information for Service Providers

Behavioral Health Providers

Behavioral Health Resources & Tools:

Mental Health Provider Data Exchange (MHPD)
The MHPD is a Web-based application designed to support an accurate and timely master directory of providers in the New York State public mental health system. The MHPD enables local mental health authorities and providers to use the ease of the Internet to verify or request changes to program information they are required to submit to OMH.

Patient Characteristics Survey (PCS)

PCS Data Collection
Programs funded or licensed by OMH report client-level demographic, clinical, and service descriptions for persons they served during the week of the survey. All survey data are submitted to OMH electronically using the Web-based PCS application. This page provides mental health providers with information about the survey timeframe and requirements for preparing for and obtaining access to the Web-based PCS application.

Security Management

Security Management System (SMS)
The Security Management System (SMS) is an OMH Web-based application that state and local facilities use to grant their staff access to secured OMH Web-based applications including the Patient Characteristics Survey (PCS) and PSYCKES Medicaid.

- Patient Characteristics Survey (PCS) Home Page, where you will find information about PCS, a user manual, and links to the application itself.
The Patient Characteristics Survey (PCS)

Patient Characteristics Survey Delayed!
The PCS is being delayed until the week of March 21st to March 27th, 2022, to help providers better manage current burdens related to the ongoing COVID-19 pandemic.

Any preparations conducted to date will apply to the new March dates. We do not anticipate any changes to the planned survey as shared already but will be providing additional guidance as we approach the new survey dates.

What is the PCS?
The PCS is conducted every two years, and collects demographic, clinical, and service-related information for each person who receives a public mental health service during a specified one-week period.

Why is the PCS so important?
The PCS is the only data source that collects specific client-level information from all public mental health service programs. It is a reliable resource for helping to manage New York State’s public mental health system.

The data informs:
- compliance with federal reporting requirements
- planning process for local governments with the mental health services
- distribution of funding

Survey Resources
Preparing for the Survey
- 2022 PCS Calendar – Includes all of the important dates for 2022
- What’s New for 2022 – Summarizes changes to the form and application
- Survey Training
  - Webinar
  - Presentation Slides

The Data Entry Web Application:
- 2022 PCS Practice Platform Application (User Identification and Password Required)
  - Available: February 14 – March 11, 2022

PCS Reference Materials
- 2022 PCS User Manual
- 2022 Source Forms (for informational purposes only – not for data collection)
- 2022 PCS Guidelines
- 2022 Using the Electronic Data Upload Feature – Contains information on:
  - File Upload
  - Validations
  - Valid County Zip Code Combinations
  - Valid ICD-10 DSM-5 Codes Sorted by Label
  - Valid ICD-10 DSM-5 Codes Sorted by Codes
  - Data Entry Verification Form
  - 2022 Frequently Asked Questions (FAQs)

Other Resources
- Mental Health Provider Data Exchange (MHDX) webpage – Includes the MHPO Basic User Manual and Facility Survey Manual
- Quality Management System (QMS) webpage – Includes the QMS Reference Manual
- PCS Records and Data Briefs webpage – Access to the PCS public web portal

Questions about the information on this page or issues with document accessibility can be directed to the PCS Team in the Surveillance and Surveys Unit.

NOTE: PCS Practice Platform is available Feb 14 – Mar 11th
How to log in to the PCS

• Log in using your User ID and password or token
• Remember you can use either a password or token
After entering the User ID and password or token, you come to the home screen.

Banner displays important information and updates from PCS Administration at OMH Central Office.
- Application Guidelines and Reference materials
- Send us an email by clicking “Contact Us” in the Help Menu
- Locate contact information
PCS Application Home Page

Welcome to PCS 2022

Welcome to the Home Page of the 2022 Patient Characteristics Survey (PCS). The survey information is collected for the week of March 21 through March 27, 2022. Choose your task by selecting from the menu at the top of this page.

Following is a note from PCS Administrators at OMH Central Office:

Test Message for PCS 2022.

Percent of Submissions Received (Total Submissions in 2022 / Total Submissions in 2016): 5%
Percent of Unit/Sites that are Locked: 10%

The following table is a list of all the Unit/Sites that are participating in the Patient Characteristics Survey. When each Unit/Site has finished data entry, a PCS Supervisor must go to the Supervisor Page and lock its data. This signifies to OMH that data entry for that site is complete. When a particular Unit/Site is locked, neither further data entry nor editing will be possible unless a PCS Supervisor subsequently unlocks it. When 100% of your Unit/Sites are locked, you have completed the PCS.

- Clicking on "Submissions 2022" for a particular row will bring you to the list of submissions for that Unit/Site. If "Submissions 2022" is not an active link, then you are a submitter who is not authorized to view data for this Unit/Site.
- Clicking on "Number of Users" for a particular row will display the names of users who have permission from their Security Manager to view and edit the data for that Unit/Site. If this column displays a zero, then there are no users authorized and no list will be shown.
- If you feel you need authorization for additional Unit/Sites, please contact your facility’s Security Manager to obtain it.

Show Unit/Site(s) I Have Access to Show All Unit/Sites

• Countdown Calendar lists number of days left to complete PCS
• Progress bar tracks submissions and percentage of submissions that are locked
• The boxes above give you the option of showing the Units/Sites you have access to or show all the Units/Sites. Click in the box for the option you desire.
• The “Show Filters” tab allows you to filter columns.
• On this screen, you can also note the number of users for each program.
Create a New Submission

- On the menu bar, click the Submission tab
- In the dropdown menu, click Create New Submission
- This will bring up the Enter/Edit Submission page
New Submission

2. Site Code

- Begin by selecting the correct unit from the “Unit Name” drop down menu

Unit Name *

- If your unit has multiple sites, you will need to select the correct site from the “Site Name” drop down menu

Site Name *

- After filling in questions 1–5, click next to continue the survey
Creating a Submission - continued

- Once a Unit and Site are selected, these fields auto populate
- Enter Client’s Name, DOB, and Gender
- Clicking “Next” checks for duplicate entries, then allows you to continue to the next screen
Creating a Submission
Duplicate Alert Message

There are survey records with the same name, DOB, gender. Is this the same person?

If this may be the same person, select a sheet number to view and edit the existing submission:

**Sheet number**

2

If this is **not** the same person, and you'd like to create a new submission, press 'Create New Submission' button to begin a new submission.
PCS Questions

1. Information is asked of everyone
2. Allows for improved care
3. HIPAA protected and kept completely confidential

Note: Please refer to OMH Bureau of Cultural Competency for training videos to help in asking these important questions.
PCS Questions

- Questions with *round* check boxes “select one”
- Questions with *square* check boxes “select all that apply”
PCS Questions: Question #10 - Living Situation

• Living Situation
  • Inpatient programs report on PRIOR Living Situation and RTF unless:
    • Client transferred directly from another inpatient setting
    • Client has been in residence in this inpatient setting for over one year
      – All other programs report on CURRENT Living Situation

• Homeless (Shelter, Street, Transitional Living Situation)
  – If you know the county of residence prior to being homeless, select that for county of residence
  – If you do not know the county of residence prior to being homeless, use the county of the homeless shelter
PCS Questions: Question #26 – Chronic Medical Condition

- Chronic Medical Conditions are individual questions with “No”, “Yes”, “Unknown” responses

- All Chronic Medical Conditions are “No”
- All Chronic Medical Conditions are “Unknown”
### PCS Questions: Questions #34 and #35 - Diagnosis

#### 34. Primary Psychiatric Diagnosis*

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F0280</td>
<td>Dementia In Other Diseases Classified Elsewhere Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Frontotemporal Neurocognitive Disorder, Probable, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Alzheimer's Disease, Probable, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Another Medical Condition, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Hiv Infection, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Huntington's Disease, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Multiple Etiologies, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Parkinson's Disease, Probable, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Possible Alzheimer's Disease, Without Behavioral Disturbance</td>
</tr>
</tbody>
</table>

#### 35. Additional Diagnosis*

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F0280</td>
<td>Dementia In Other Diseases Classified Elsewhere Without Behavioral Disturbance</td>
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<td>Major Neurocognitive Disorder Due To Alzheimer's Disease, Probable, Without Behavioral Disturbance</td>
</tr>
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<td>F0280</td>
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</tr>
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<td>F0280</td>
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<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Huntington's Disease, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
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<tr>
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<td>Major Neurocognitive Disorder Due To Parkinson's Disease, Probable, Without Behavioral Disturbance</td>
</tr>
<tr>
<td>F0280</td>
<td>Major Neurocognitive Disorder Due To Possible Alzheimer's Disease, Without Behavioral Disturbance</td>
</tr>
</tbody>
</table>

- Type either the DSM-5 Code or label to filter the list
- Note that a given code may have multiple labels.
38. Admission Date, Current Episode (If the program does not have an admission date, then Date of Intake is acceptable) (MMDDYYYY format)

- Check here if program does not do formal admission paperwork.
- Check here if unknown admission date.

- Admission Date
  - Programs that do complete formal admission paperwork should:
    - Enter the date of the client's current admission to the reporting FUS (do not consider admissions to other FUS's.)
    - Be sure that the admission date neither precedes the client’s birth date nor follows the first date of service during the survey week.
    - If date of admission cannot be determined, then selected “If unknown admission date, check here.” The date box will be auto-populated with “99999999”.
  - Programs that do not have a formal admission process should:
    - Enter the date the client first started coming to the program
    - If that can’t be determined, select “If program does not do formal admission paperwork, check here” The date box will be auto-populated with “77777777”
PCS Questions: Question #41 - Date of Client Service

39. Criminal Justice or Juvenile Justice Status (check one - select the current status that applies).
- None
- Criminal Procedure Law (CPL) 330.20
- Article 10-Sex Offender Management & Treatment (SOMTA)
- NYS Dept. of Correctional Services Prisoner
- County/City Jail, Court Detention or Police Lockup Prisoner (including CPL 730 and CL 508 referrals)
- Parolee (adults)
- Probationer (adults)
- PINS (Person in Need of Supervision)
- Adjudicated Juvenile Delinquent or Offender
- Alternative to Incarceration (ATI) status, Mental Health Court, Court Diversion, Drug Court Treatment
- Other criminal justice status
- Unknown whether or not client has a criminal justice or juvenile justice status

40. Date Last Served Before 03/21/2022 by this Program (MMDDYYYY format)
Date: [Blank]
- Check here if client was never before served by this program.
- Check here if client’s date last served is unknown.

41. Date of Client Service (select all that apply)
- Mar 21
- Mar 22
- Mar 23
- Mar 24
- Mar 25
- Mar 26
- Mar 27

42. Number of days you have served this client in the past 12 months? _____

- ONLY complete surveys for clients who received services during the survey week
- Check off each day that the client received services in this program
Creating a Submission
Moving through and saving a submission

• After entering data for a section, you can click the Select Section dropdown menu, “Previous” or “Next” buttons, or the “Save” button
Creating a Submission
Saving a submission

- After entering data for a submission, click the save button at the bottom of the screen.
- Once you click the save button, you will see a message displaying the newly created sheet number and that the survey is saved.
Problems and Unusual Items

- If there are any problems or unusual items, this message box will pop up. Click OK.

NOTE: RED items are Problematic and Yellow items are Unusual
### Problems and Unusual Items

- If there are any problems or unusual items, they will also appear in the drop-down menu as well.
- In order to move back and forth through the survey, you can only use the drop-down menu.
Problems and Unusual Items

The sheet number is displayed, making it easier to look up this submission again later.

Click the Edit button to make corrections immediately.

Click Create New Submission button to start a new survey.
After selecting a Unit and Site, note that the data source indicates information pulls in from MHARS.
The Unit/Site you've selected imports the answers to many questions from the MHARS system. As such, please select a client from this MHARS roster to begin entering his/her information. Don't see the client you are looking for? Then, to save yourself from entering the client's information twice, you are advised to go to the MHARS system and enter the admission form for the client, making sure the form is confirmed. Once this is done and you refresh this screen, the client will be visible in this roster.

If you are unable to enter the data into the MHARS system at this time then you can enter the client directly into this PCS system, returning to the MHARS at a later date to enter the admission form for the client.

**Client**

- Select a Client from the drop-down list
- If Client is not on the list, enter by clicking here

- Enter data for a different client
Select a Client from the List

• The drop-down list will show all Clients currently admitted to your program

• If a Client is not on the list, you will be able to add them directly by scrolling to the bottom of the list and choosing “Enter data for a different client”
List of Submissions

- Filter by Unit and Site to narrow your list
- Submitters will only see unit/sites to which they have access

<table>
<thead>
<tr>
<th>Unit-Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Sheet Number</th>
<th>Client's First Name</th>
<th>Client's Last Name</th>
<th>Valid?</th>
<th>Number Problematic*</th>
<th>Number Unknown</th>
<th>View</th>
<th>Edit</th>
<th>Delete</th>
<th>Copy</th>
<th>Creator Name</th>
<th>Updater Name</th>
<th>Date Last Saved</th>
</tr>
</thead>
</table>
**List of Submissions**

The following table displays all the submissions for your facility:

<table>
<thead>
<tr>
<th>Unit-Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Sheet Num.</th>
<th>Client's First Name</th>
<th>Client's Last Name</th>
<th>Valid?</th>
<th>Number Problematic</th>
<th>Number Unknown</th>
<th>View</th>
<th>Edit</th>
<th>Delete</th>
<th>Copy</th>
<th>Creator Name</th>
<th>Updater Name</th>
<th>Date Last Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>001-1000</td>
<td>Transportation Program</td>
<td>Transportation Program</td>
<td>1</td>
<td>Harold</td>
<td>Leonard</td>
<td>N</td>
<td>1</td>
<td>2</td>
<td>View</td>
<td>Edit</td>
<td>Delete</td>
<td>Copy</td>
<td>View, Paula X</td>
<td>View, Paula X</td>
<td>2019/08/16</td>
</tr>
<tr>
<td>010-1000</td>
<td>Recovery PROS</td>
<td>Recovery PROS</td>
<td>3</td>
<td>Robin</td>
<td>Blake</td>
<td>N</td>
<td>74</td>
<td>0</td>
<td>View</td>
<td>Edit</td>
<td>Delete</td>
<td>Copy</td>
<td>View, Paula X</td>
<td>View, Paula X</td>
<td>2019/09/03</td>
</tr>
<tr>
<td>010-1000</td>
<td>Recovery PROS</td>
<td>Recovery PROS</td>
<td>2</td>
<td>Michael</td>
<td>Moore</td>
<td>Y</td>
<td>0</td>
<td>0</td>
<td>View</td>
<td>Edit</td>
<td>Delete</td>
<td>Copy</td>
<td>View, Paula X</td>
<td>View, Paula X</td>
<td>2019/08/19</td>
</tr>
</tbody>
</table>

**Totals:**

**Number of submissions:**

3

**Number of submissions valid:**

1

---

*Fictional data*

- **NOTE:** if Edit and Delete are missing, this submission is in a Unit that is locked. See your PCS supervisor to unlock the unit if you need to edit this sheet.

- Print one or more submissions using the Print feature.
Copy Submission

- The Copy Submission box appears right under the List of Submissions, when you choose Copy in the row of the sheet you wish to copy.

- Select the Unit and Site you wish to copy to, then click “Copy Submission”.

---

Sheet Number: 2
Client Name: Michael Moore
FROM:
Unit Name: Recovery PROS
Site Name: Recovery PROS
TO***:
Unit Name: Make Your Selection***
Site Name: Make Your Selection***

Copy Submission | Cancel Copying

Once you have copied a submission, you will be returned to the List of Submissions.

Please note that:
1. copying a submission does not delete it from the originating Unit/Site.
2. copied submissions do not include: diagnosis codes, dates of service, admission dates, or the dates last served before the survey week. After copying, you must edit the new submission to complete these few items.

*** If you do not see a particular Unit/Site in this list, then either:
A. You are a submitter that does not have access to that Unit/Site, OR
B. The Unit/Site is locked and must be unlocked by a Supervisor before further submissions may be entered.
Copy Submission – Duplicate Records

If a record with the same name already exists in the new Unit/Site, PCS will ask if you wish to view the existing record or continue with the copy.

- If the same name already exists in the new Unit/Site, PCS will ask if you wish to view the existing record.
- If it may be the same person, select a sheet number to view and edit the existing submission.

- If this is not the same person, and you'd like to create a new submission, press 'Continue with Copy' button to create a copy of the submission.
Viewing Reports

- Quality Assurance Reports help improve the quality of the data submitted to OMH.
- Select a QA Report from the menu.
QA Reports

QA Report 1: Percent of Valid Submissions by Unit/Site

The following table is a list of all the Unit/Sites that are participating in the Patient Characteristics Survey. For each Unit/Site, the percent of valid submissions is displayed. In order for the PCS Supervisor to "Lock" a Unit/Site, all submissions within it must be valid. When all of your Unit/Sites are "Locked," you have completed the PCS.

- Clicking on a number in either of the columns “Submissions Total,” “Submissions Valid,” or “Submissions Invalid” will bring you to the respective list of submissions for that Unit/Site. If a particular row in the table does not have active links, then you are a submitter who is not authorized to view data for that Unit/Site. If you feel you need access to that Unit/Site then please contact your Security Manager who can grant you authorization.

- If “Percent Valid” displays "na" then there are no submissions for that Unit/Site.

- Show Unit/Site(s) I Have Access to / Show All Unit/Site(s)

<table>
<thead>
<tr>
<th>Unit-Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Program Type Name</th>
<th>Submissions Total</th>
<th>Submissions Valid</th>
<th>Submissions Invalid</th>
<th>Percent Valid</th>
</tr>
</thead>
<tbody>
<tr>
<td>001-1000</td>
<td>Transportation Program</td>
<td>Transportation Program</td>
<td>Home and Community Based Services (HCBS) Waiver</td>
<td>16</td>
<td>11</td>
<td>5</td>
<td>68.75</td>
</tr>
<tr>
<td>004-1000</td>
<td>Recovery PROS</td>
<td>Recovery PROS</td>
<td>Comprehensive PROS with Clinical Treatment</td>
<td>14</td>
<td>8</td>
<td>6</td>
<td>57.14</td>
</tr>
<tr>
<td>456-1000</td>
<td>Test - Add a Program</td>
<td>Test - Add a Program</td>
<td>Supported/Single Room Occupancy (SRC)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>no</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>30</strong></td>
<td><strong>19</strong></td>
<td><strong>11</strong></td>
<td><strong>63.33</strong></td>
</tr>
</tbody>
</table>

- Allows users to see how many submissions require corrections to make them valid
QA Reports

QA Report 2: Percent of Unknown Responses by Unit/Site

The following table is a list of all the Units that are participating in the Patient Characteristics Survey.
- Clicking on "Submissions Total" for a particular row will bring you to the list of submissions for that Unit. If "Submissions Total" is not an active link, then you are a submitter who is not authorized to view data for this Unit.
- If you feel you need authorization for additional Units, please contact your facility's Security Manager to obtain it.

Show Unit/Site(s) I Have Access to □ Show All Unit/Site(s)

<table>
<thead>
<tr>
<th>Unit-Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Program Type Name</th>
<th>Submissions Total</th>
<th>Percent of 'unknown' answers</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>001-1000</td>
<td>Transportation Program</td>
<td>Transportation Program</td>
<td>Home and Community Based Services (HCBS) Waiver</td>
<td>16</td>
<td>7.36%</td>
<td>3</td>
</tr>
<tr>
<td>010-1000</td>
<td>Recovery PROS</td>
<td>Recovery PROS</td>
<td>Comprehensive PROS with Clinical Treatment</td>
<td>14</td>
<td>8.96%</td>
<td>2</td>
</tr>
<tr>
<td>456-1000</td>
<td>Test - Add a Program</td>
<td>Test - Add a Program</td>
<td>Supported Single Room Occupancy (SRO)</td>
<td>0</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

Note: "Rating" is a measure of each site's usage of the response "Unknown." It compares your site's percent of "unknown" responses with all other sites of the same program type. Sites which use "unknown" least often are given the highest rating (they are given a 15 on a scale of 1 to 5). If "Rating" displays blank then there are no submissions for that site. If "Rating" displays "n/a" then there is no baseline data of that particular program type for comparison.

- Compares your facility’s percent of unknown responses to those of all other sites of the same type in the State
QA Reports

QA Report 3: Percent of Unknown Responses by Item

- Allows Facilities to track what information they are not collecting in general
QA Reports

QA Report 4: Number/Percent of Responses by Item for Uploaded Data

<table>
<thead>
<tr>
<th>PCS Item</th>
<th>Outcome</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>04) Age</td>
<td>0-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10-19</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>20-29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>30-39</td>
<td>12</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>40-49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>50-59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>60-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>70-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>80-89</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>90-99</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>100-109</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>110</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>04) Date of Birth</td>
<td>Unknown</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>05) Assigned Sex at Birth</td>
<td>Unknown</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- It is designed to facilitate the review of the upload of a data file to identify unexpected values.
Supervisor Page

- Click on the menu bar to access the Supervisor Page
- You must be a PCS Supervisor to access this page
Supervisor Page

The following table is a list of all the Unit/Sites participating in the 2016 Patient Characteristics Survey.

- To indicate that a Unit/Site has completed its PCS data entry, a Supervisor must "Lock" the Unit/Site. To do so, select the row in the table which contains the Unit/Site and an option will appear below the table allowing you to lock. Note that you may only lock a Unit/Site when all its submissions have a status of "Valid." A Unit/Site with at least one "invalid" submission will see its number of submissions in red font and marked with an asterisk. When a Unit/Site is Locked, no further data entry or editing is possible. Any Locked Unit/Site may be subsequently Unlocked via the same process.

- When you have no submissions for a particular Unit/Site, a "Reason for No Data" must be entered by clicking on the row and following the subsequent instructions on the screen below the table.

---

### Unit/Site Information

<table>
<thead>
<tr>
<th>Unit/Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Program Type Name</th>
<th>Submissions 2019</th>
<th>Submissions 2022</th>
<th>Unit/Site Locked?</th>
<th>Reason for No Data (RFND)</th>
<th>Last Updated by</th>
</tr>
</thead>
<tbody>
<tr>
<td>002-1000</td>
<td>Test Facility - HCBS Waiver</td>
<td>Test Facility - HCBS Waiver</td>
<td>States and Community Based Services (HCBS) Waiver</td>
<td>1</td>
<td>No</td>
<td></td>
<td></td>
<td>Helen H. Sacher</td>
</tr>
<tr>
<td>005-1000</td>
<td>Blended Case Management</td>
<td>Blended Case Management</td>
<td>Blended Case Management</td>
<td>1</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>006-1000</td>
<td>Test Unit D</td>
<td>Test Unit D</td>
<td>MICA Network</td>
<td>No</td>
<td>No</td>
<td>Other Reason for No Data - Denied</td>
<td>OMH Central Office</td>
<td>Helen H. Sacher</td>
</tr>
<tr>
<td>007-1000</td>
<td>Test Facility Licensed Program</td>
<td>Test Facility Licensed Program</td>
<td>Hospital for Mentally Ill</td>
<td>No</td>
<td>No</td>
<td>Other Reason for No Data - Denied</td>
<td>OMH Central Office</td>
<td>Helen H. Sacher</td>
</tr>
<tr>
<td>008-1000</td>
<td>ACME Mohawk Clinic</td>
<td>ACME Mohawk Clinic</td>
<td>Clinic Treatment</td>
<td>1</td>
<td>No</td>
<td></td>
<td></td>
<td>Chung Lee</td>
</tr>
<tr>
<td>009-1000</td>
<td>ACME Mohawk Satellite 1</td>
<td>ACME Mohawk Satellite</td>
<td>Clinic Treatment</td>
<td>1</td>
<td>No</td>
<td></td>
<td></td>
<td>Chung Lee</td>
</tr>
<tr>
<td>010-1000</td>
<td>ACME Mohawk Satellite 2</td>
<td>ACME Mohawk Satellite</td>
<td>Clinic Treatment</td>
<td>1</td>
<td>No</td>
<td></td>
<td></td>
<td>Chung Lee</td>
</tr>
<tr>
<td>011-1000</td>
<td>Advocacy Support (fast whether added to PCS)</td>
<td>Advocacy Support (fast whether added to PCS)</td>
<td>Advocacy Support (fast whether added to PCS)</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

If you wish to lock this Unit/Site, preventing further data entry and indicating to OMH that you have finished submitting data for this Unit/Site?

Yes, Lock

If you wish, you may download a copy of your facility's data (in spreadsheet format) by clicking the "Download Facility Data" button below.

NOTE: There are invalid submissions in the facility data.

---

- Click anywhere in the row of the Unit/Site you wish to lock, and if all the submissions are valid, the option to lock will appear below the list.
Locking and Unlocking

• When unlocked, a site with valid submissions displays the “Lock” button

• When locked, a site with valid submissions displays the “Unlock” button
**Reason for No Data**

<table>
<thead>
<tr>
<th>Unit/Site: 008-1001 ACME Mohawk Clinic</th>
<th>ACME Mohawk Satellite 1</th>
<th>Clinic Treatment</th>
<th>0</th>
<th>No</th>
<th>Helen H. Sacher</th>
</tr>
</thead>
<tbody>
<tr>
<td>008-1002 ACME Mohawk Clinic</td>
<td>ACME Mohawk Satellite 2</td>
<td>Clinic Treatment</td>
<td>1+</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

When indicating that a unit/site is closed, please also make sure it is closed in MHPD.

Once a reason for not submitting data has been selected, you must click “Save” to submit that reason to OMH.
Other Reason for No Data

Once you select “Other Reason for No Data Requested,” you must provide more information in the comment box before saving. You must answer in detail the 3 questions listed.

- The services provided by your Unit/Site, and
- The information you collect about clients, and
- Why you cannot or should not report data to OMH.
Other Reason for No Data – cont’d

To remove a Reason for No Data after saving, and thereby, unlock a Unit/Site for data entry, click Remove Reason.
1. **Pending**: We are reviewing your request, check back to see the results

2. **Other Reason for No Data – Denied**: Your reason was not acceptable, data must be entered for this Unit/Site

3. **Other Reason for No Data – Approved**: Your reason is acceptable, this Unit/Site is locked, no further attention is needed
At any point during data entry…

A Supervisor may download your facility’s data to an Excel spreadsheet…

If you wish, you may download a copy of your facility’s data (in spreadsheet format) by clicking the "Download Facility Data" button below.

NOTE: There are invalid submissions in the facility data.

• If there are invalid submissions, it will be noted here, as well as in the last column on the downloaded Excel spreadsheet.
### Uploading Data to the Web Application

- **Select all units/sites in the facility for data upload.**
- **Upload to all Unit/Sites at once by selecting this option**
- **Or select one or more Unit/Sites here**
- **A grayed-out box indicates that the Unit/Site has been locked**

<table>
<thead>
<tr>
<th>Unit Site Code</th>
<th>Unit Name</th>
<th>Site Name</th>
<th>Program Type Code</th>
<th>Program Type Name</th>
<th>Total Number of Submissions</th>
<th>Number of Uploaded Submissions</th>
<th>Number of Manually Entered Submissions</th>
<th>Upload Data?</th>
</tr>
</thead>
<tbody>
<tr>
<td>002-1000</td>
<td>FCH - Chilson, Leslie</td>
<td>FCH - Chilson, Leslie</td>
<td>0040</td>
<td>Family Care</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>010-1000</td>
<td>Sunrise Recovery Center</td>
<td>Sunrise Recovery Center</td>
<td>3750</td>
<td>Peer Wellness Center</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>019-1000</td>
<td>Mobile Integration Team</td>
<td>Mobile Integration Team</td>
<td>7030</td>
<td>Mobile Integration Team</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>020-1000</td>
<td>Skilled Nursing Facility Enhanced Support Program</td>
<td>Skilled Nursing Facility Enhanced Support Program</td>
<td>7020</td>
<td>Nursing Home Support</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
Uploading Data to the Web Application

- Use the “Choose File” button to locate your data file on your computer.
Uploading Data to the Web Application

• A data file must have a “.txt” file extension and when you open it, it will look like this*. See the PCS homepage for more information about formatting your data.

* Fictional Data
Uploading Data to the Web Application

- Click the “Upload Now” button and your file will be uploaded
User Feedback Survey

• When the PCS is completed, the User Feedback Survey helps us make future improvements

• Allows users to identify issues and concerns with the PCS Application

• Link will be made available on the PCS Supervisor Page
QUESTIONS?

Patient Characteristics Surveys (PCS) Home page
https://www.omh.ny.gov/omhweb/pcs/submissions/

If you have any questions, please send them to
pcs@omh.ny.gov