

Patient Characteristics Survey (PCS) 2015

User Manual

Contents

What is the Patient Characteristics Survey (PCS)?	4
Why do we need PCS?	4
Important Definitions	4
Facility Survey	4
Patient Characteristics Survey	4
PCS Coordinator	5
Security Manager	5
Facility/Unit/Site	5
PCS Roles	5
Submitter	5
Supervisor	6
PCS Access	6
System Requirements	6
Getting Access to PCS	8
PCS Log-in Instructions	8
Logging in Using a Password	10
Logging in Using a Token	11
Hard Token	11
Soft Token	11
The PCS Home Page	12
The PCS Application’s Main Functions	14
Create a New Submission	15
Field Definitions/Descriptions	16
Create New Submission when a Program’s data are imported from CAIRS or MHARS	19
List of Submissions	22
Editing a Submission	24
Deleting a Submission	24
Copying a Submission from one Unit/Site to Another	25
Print Range of Surveys	26
Supervisor Functions	27
Supervisor Page	27

Locking a Unit Site	27
Reason for No Data	28
Download Facility Data	31
Uploading Data	31
Unlocking a locked Submission.....	34
Restricted Portal.....	35
Quality Assurance Reports	35
Report #1 Prevalence of Invalid Submissions by Facility/Unit/Site	35
Report #2 Prevalence of Unknown Responses by Facility/Unit/Site.....	35
Report #3 Prevalence of Unknown Responses by Item Number by Facility/Unit/Site	36
Report #4 Number/Percent of Responses by Item for Uploaded Data.....	36
Help Menu.....	36
User Satisfaction Survey	36
Log Off.....	37

What is the Patient Characteristics Survey (PCS)?

The Patient Characteristics Survey, or PCS, is the largest source of mental health consumer data in the state of New York. In it, OMH gathers data on all clients served in mental health programs during a one week period. This year, the survey week is **October 19th through October 25th**. All facilities in NY that receive OMH funding or have OMH licensed programs and that provide direct services to clients are required to participate in the PCS.

Each client who receives a service will need to be reported in **each** program that serves him. Almost 200,000 individuals are served during the survey week.

Why do we need PCS?

The data that OMH collects is used for a variety of purposes such as deciding how funding is spent, creating new programs and supporting existing ones. The Office of Mental Health uses the data to apply for federal funding through the Community Mental Health Block Grant, which in turn funds local facilities throughout the state. In 2015, the Block Grant brought over \$28 million into the NY Mental Health system!

Data collected during PCS is made available to providers through the public PCS Portal website.

Important Definitions

Facility Survey

The Facility Survey collects data about the **PROVIDERS** of public mental health services in NY. It's conducted in the spring every other year using the Mental Health Provider Data Exchange (MHPD), the on-line database maintained by OMH where providers record information about their facilities. The Facility Survey asks providers to update contact information for the facility, PCS Coordinator, Executive Director and programs.

Patient Characteristics Survey

The Patient Characteristics Survey collects data on the **CONSUMERS** of public mental health services. Data provided by facilities on their clients completes the picture of the NYS public mental health system.

PCS Coordinator

The PCS Coordinator is the person at your facility who is the contact between you and OMH. Check with your PCS Coordinator if you have questions as to how to proceed in PCS or if you run into problems using the application. Your Coordinator will contact OMH to resolve issues for you and we will contact the PCS Coordinator if we need to get information to or from you.

Security Manager

Your Security Manager is the person who grants users at your facility access to OMH applications. Contact your Security Manager if you change your phone number, email address, name or job title, so that your Security Manager can update that information in our system. If you should happen to lose your password, your Security Manager can reset it.

Facility/Unit/Site

A facility, for our purposes, is your organization. You may have only one location, and only one program, or you may have a number of locations and have programs that cross many counties, but all of that is your “facility”. Each facility has one or more programs, and we refer to those as “units”. Sometimes units are further subdivided into sites. For example, your facility, Acme Hospital, might have two units, a clinic and an advocacy program. The clinic might have several locations, the Main Street Clinic and the Downtown Clinic. So your facility would be Acme Hospital, the units would be the advocacy program and the clinic program, and the different sites of the clinic unit would be the Main Street Clinic and the Downtown Clinic.

PCS Roles

Submitter

Your Security Manager may assign users at your facility into one of two security roles. The first is **Submitter**. A Submitter is a user who is charged with entering data for one or more Facility/Unit/Sites. The Security Manager may grant a Submitter access to ALL the units/sites or only one or two, depending on the needs of your facility. A Submitter is assigned access only to the specific units or sites the Submitter needs to access, and cannot view or edit data for other unit/sites. A Submitter can also view and print quality reports in PCS for those same units/sites, but no others.

Supervisor

A **Supervisor** has all the rights that a Submitter has, but for the entire facility. The Supervisor can enter and edit data for any unit/site and view and print reports for all units/sites. A Supervisor can also download the entire facility's data at any point to review and correct it, or save the data at the end of the survey for the facility's records. The Supervisor certifies that a unit/site has completed data entry by locking that site when finished reviewing the data. The Supervisor is required to enter the reason for no data for any units/sites that do not submit data. Supervisors can also upload data from files extracted from the facility's own electronic data storage, if applicable. Each facility is required to have, at minimum, one Supervisor, as that person can (and in smaller facilities often does) complete the entire process of data reporting, review and locking.

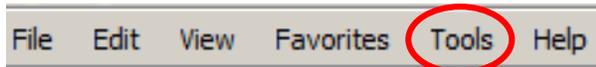
PCS Access

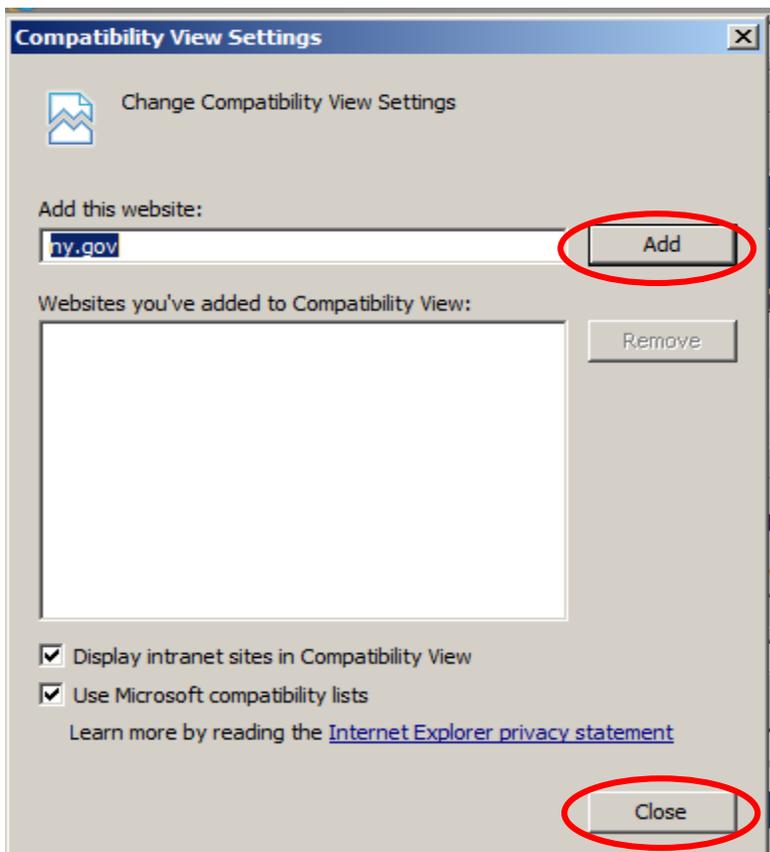
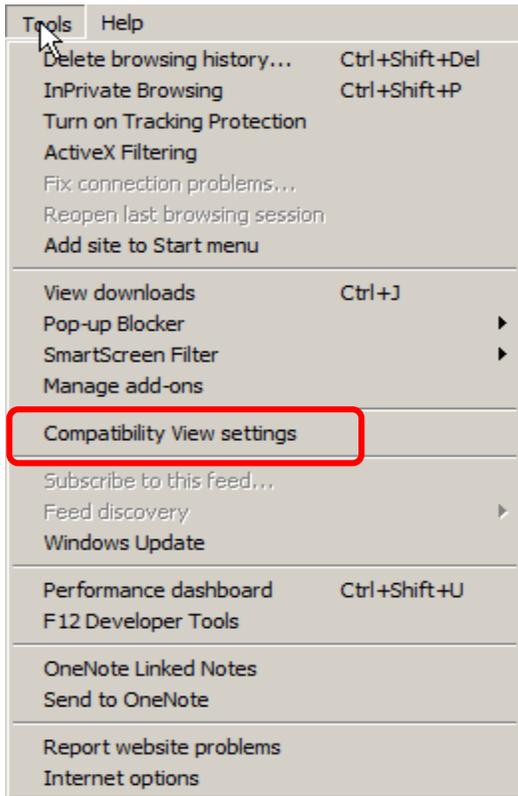
Questions or problems with the Patient Characteristics Survey (PCS) Web-Entry Application should be directed to your PCS Coordinator. Problems with access, user IDs, or passwords should be directed to your Security Manager.

System Requirements

PCS Web-Entry Application can only be accessed using Internet Explorer (IE) and using a PC. PCS is compatible with IE 9, 10, and 11. At this time, PCS is not supported on a Mac, or in Firefox or other browsers.

If a user is unable to get into the PCS application, the user might be having a compatibility issue and should check compatibility view settings. In the IE toolbar at the top of the page, click tools, then click compatibility view settings, add ny.gov, and close.





Pop-Up Blockers must be turned off or uninstalled for the PCS Web-Entry Application to function properly. In Internet Explorer, pop-up blockers can be turned off by going to the

Tools menu, scrolling down to “Pop-Up Blocker”, then selecting “Turn Off Pop-Up Blocker”. Other programs such as the Google toolbar and the Yahoo toolbar also use pop-up blockers, and these must be disabled as well.

JavaScript must be enabled.

For help turning off pop-up blockers or enabling JavaScript, please contact your IT department, or call the OMH Help Desk (800-435-7697).

Getting Access to PCS

The Security Manager grants access to PCS in the Security Management System (SMS). If the user does not have an OMH User ID or password, the Security Manager can generate one for him. Make sure that the Security Manager has the correct name, title, telephone number and email address. After being registered, users will receive two emails, one with a User ID and the other with a password.

If the user already has an OMH User ID, make sure the Security Manager is informed of this. The Security Manager can grant PCS access using the same User ID. A token may be used to log into PCS, but is not required, rather the PCS can be accessed using a password.

Note: *There is a delay between the time changes are made in SMS and the time they are refreshed in PCS. Users need to wait an hour after receiving emails to gain access to PCS.*

PCS Log-in Instructions

Go to: <http://omh.ny.gov/>. This will bring you to the Office of Mental Health website. The OMH website has a link to Resources.

Office of Mental Health
 Ann Marie T. Sullivan, M.D., Commissioner Governor Andrew M. Cuomo

Search OMH

[Home](#) [News](#) [Data & Reports](#) [Publications](#) [Resources](#) [Employment](#) [A-Z Site Map](#)

[Message from the Commissioner](#) | [About OMH](#) | [OMH Facilities](#) | [Initiatives](#) | [Contact OMH](#) | [FAQ](#)

Behavioral Health Managed Care
 Clinic
 Procurement Opportunities
 Forms
 Guidance Documents
 Medicaid Reimbursement Rates
 NY SAFE ACT
 Office of Consumer Affairs
 OMH Transformation
 Division of Quality Management
 PSYCKES
 Public Accommodations
 Regulations
 Suicide Prevention

Health Advisory: Increase in Synthetic Cannabinoid-Related Adverse Events and ER Visits

There has been an increase in the use of synthetic marijuana, which has resulted in severe adverse events and increased emergency room department visits. The following geographic areas are particularly affected and require special attention: Long Island, Brooklyn, Upper Manhattan and Syracuse. OMH is also aware of individual cases in other areas of the state. Please distribute the information below to staff in all mental health programs including clinics, other outpatient programs, and residential programs.

Please note: For additional information, see the [referenced advisories from NYS Department of Health](#) and [NYC Department of Health](#) as well as [Governor Cuomo's health alert](#).

Mental Health Resources

Resources	Find a Program	Contact OMH	Disaster Resources
Children, Teens & Families			
Adults			
Geriatrics			
Military Personnel & Families			
Providers			
Educators			
Government Partners			

"Promoting the mental health of all New Yorkers with a particular focus on facilitating hope and recovery for adults with serious mental illness and children with serious emotional disturbances."

Clicking on the Resources link will bring you to the Information for Service Providers page. The resources on this page are listed alphabetically, so just scroll down to the PCS 2015 Data Collection link.

- **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 2015 Data Collection** - Program 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 2015 survey timeframe and requirements for preparing for and obtaining access to the Web-based PCS application.
 - **Patient Characteristics Survey (PCS) Portal** - The PCS provides a comprehensive one-week "snapshot" of the population served by New York State's public mental health system. View demographic, clinical, and service-related information for each person who receives a mental health service during the specified one-week period using the dynamic Portal Summary or Planning Reports.
- **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.

Clicking on the PCS 2015 Data Collection link will bring up the 2015 Patient Characteristics Survey (PCS) Home Page. There are many useful links found on this page, but to sign into the PCS application, click on link #3.

The 2015 Patient Characteristics Survey (PCS)



The PCS is the only OMH data source that contains client-level demographic, social, clinical, and insurance characteristic across all public mental health service programs. Due to an exceptional level of cooperation and participation from service providers, the PCS has proved to be a reliable resource for helping to manage New York State's public mental health system, complying with federal reporting requirements, and assisting local governments with the mental health services planning process.

This page provides a reference for the training sessions and manuals used during data collection. Data collection for the 2015 Survey starts in the spring with the Facility Survey and is completed in the fall when all public mental health service agencies describe persons they served during the week of October 19 through October 25 using the PCS web-based application. Most facilities manually enter data into the application's forms, while some facilities elect to extract data from their electronic information systems and upload it to the application.

1. [PCS Calendar – Important Dates](#)
2. [Preparing for and Getting Access to the PCS](#)
3. [2015* PCS Application \(User Identification and Password\)](#)
4. [Survey Form](#) (for informational purposes only)
5. [!Use the 2015 PCS application](#) [User Manual](#)
6. [Guidelines](#)
7. [What's New for 2015](#)
8. [Using the Data Upload Feature](#)
9. [Frequently Asked Questions](#)
10. [PCS 2015 Webinar Training](#) [Presentation Slides]
11. [Reports and Data Briefs](#)

Comments or questions about the information on this page can be directed to the [Bureau of Data Infrastructure](#).

Logging in Using a Password

 **NEW YORK STATE**
Office of Mental Health

Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

Please identify by entering your user ID and password or passcode.

User ID:

Password or Passcode:

© Copyright, 2006 New York State Office of Mental Health. All Rights Reserved.

In the User ID box type the User ID assigned by OMH. Enter the password in the Password or Passcode box. The password will be displayed as a series of dots (●). Click the Login button or press Enter on the keyboard to continue.

Logging in Using a Token

Hard Token



In the User ID box, type the User ID assigned by OMH. In the Password or Passcode box, enter the 4 digit personal PIN followed by the 6 to 8 digit number from the SecureID Token.

Note: The 6 to 8 digit number in the SecureID token will change every minute. A timer on the left side of the token counts down the seconds until the next number will appear. Before the number changes, be sure to have entered it and clicked Login. Otherwise, it will be out of synchronization with the server and an error message will occur.

Soft Token



For a soft token, type your 4 digit pin in the box, and a number is displayed. Copy and paste this number into the password or passcode box shown above.

The numbers will be displayed as a series of dots (●) for both the PIN and Token number. Click the Login button or press Enter on the keyboard to continue.

Upon successful authentication, the user enters directly into the PCS Application and sees the PCS Home Page.

The PCS Home Page

The PCS Home Page is user friendly and informative. It charts your facility's progress in PCS.

Patient Characteristics Survey 2015 (PRACTICE)

Survey for the week ending

[PCS Home](#)
[Submission](#)
[Supervisor](#)
[QA Reports](#)
[Help](#)
[Log Off](#)

User:

PCS Role: PCS Supervisor

Facility: Test Facility (for user manual)

Welcome to PCS 2015

Welcome to the Home Page of the 2015 Patient Characteristics Survey (PCS). The survey information is collected for the week of October 19 through October 25, 2015. Choose your task by selecting from the menu at the top of this page.

YOU ARE CURRENTLY LOGGED INTO THE "PRACTICE PLATFORM".

This practice platform will be available until Tuesday October 13, 2015 at 5:00 PM. Please 'try out' our new PCS application with the comfort of knowing that all survey submissions made during this practice time will be erased at that time. The application will be unavailable October 14 through October 18, 2015.

Beginning Monday October 19, 2015, when you log in, you'll be brought to the ACTUAL 2015 Patient Characteristics Survey, and this "PRACTICE PLATFORM" will no longer be available.

Percent of Unit/Sites that are Locked:

22%

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.

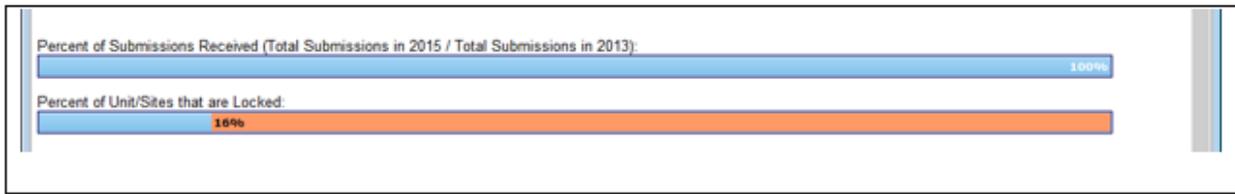
When 100% of your Unit/Sites are locked, you have completed the PCS.

- Clicking on "**Submissions 2015**" for a particular row will bring you to the list of submissions for that Unit/Site. If "**Submissions 2015**" 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/Site(s)

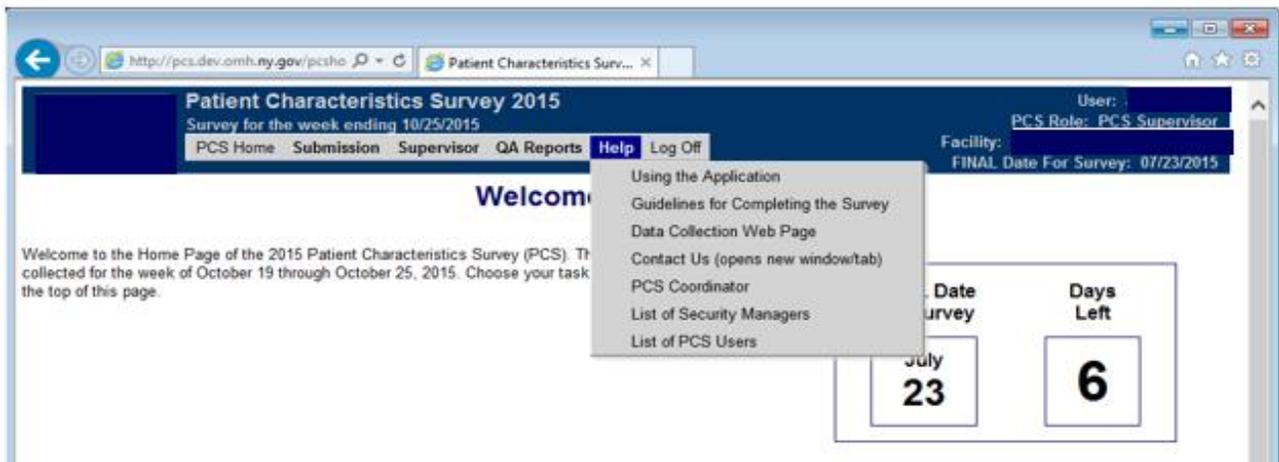
Unit-Site Code	Unit Name	Site Name	Program Type Name	Submissions 2013	Submissions 2015	Unit/Site Locked?	Reason for No Data (RFND)	Number of Users
002-1000	Test Facility - HCBS Waiver	Test Facility - HCBS Waiver	Home and Community Based Services (HCBS) Waiver		1	No		8
003-1000	Blended Case Management	Blended Case Management	Blended Case Management		1	Yes		9
005-1000	AOT for tst	AOT for tst	ACT		0	No		8
006-1000	Test Unit D	Test Unit D	MICA Network		0	No		9
007-1000	Test Facility Licensed Program #1	Test Facility Licensed Program #1	Hospital for Mentally Ill		0	No	Other Reason for No Data - Denied	8
008-1000	ACME Mohawk Clinic	ACME Mohawk Clinic	Clinic Treatment		0	Yes	Other Reason for No Data - Approved	9
008-1001	ACME Mohawk Clinic	ACME Mohawk Satellite 1	Clinic Treatment		0	No		8
008-1002	ACME Mohawk Clinic	ACME Mohawk Satellite 2	Clinic Treatment		1	No		9
009-1000	Advocacy (test whether added	Advocacy (test whether added	Advocacy/Support		0	No		10
Totals:					0	3		

Two bar graphs show a facility's progress with both the entering of submissions and locking of sites once data submission is completed. When the locked bar for a facility reaches 100%, that facility has completed PCS.



A second graphic shows the end date for data entry, as well as a countdown of how many days are left for completion. All facilities must complete data entry and lock each Facility/Unit/Site by the end date.

This year, PCS has moved links with contact information for PCS Coordinator, Security Managers and PCS Users to the Help Tab.



On the Home Page, submitters can find the name and contact information for the PCS Coordinator at their own facilities. Contacting the PCS Coordinator with questions may be the quickest way to solve problems for submitters. Also, any issues with access or password resets can be handled by your Security Manager, and that is listed in the drop-down listing as well.

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 2015" for a particular row will bring you to the list of submissions for that Unit/Site. If "Submissions 2015" 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/Site(s)

Unit-Site Code	Unit Name	Site Name	Program Type Name	Submissions 2013	Submissions 2015	Unit/Site Locked?	Reason for No Data (RFND)	Number of Users
001-1000	Pederson-Krag - HCBW Services	Pederson-Krag - HCBW Services	Home and Community Based Services (HCBS) Waiver	73	2720	No		18
007-1000	Pederson-Krag Wyandanch Clinic	Pederson-Krag Wyandanch Clinic	Clinic Treatment	135	0	No		18
016-1000	PK PROS East	PK PROS East	Comprehensive PROS with Clinical Treatment	157	0	No		18
017-1000	PK PROS North	PK PROS North	Comprehensive PROS with Clinical Treatment	47	1	No		18
020-1000	Community Support Prgrs-C&F	Community Support Prgrs-C&F	Family Support Services - Children & Family		0	No		22
021-1000	P-K House - Dix Hills	P-K House - Dix Hills	Children & Youth	6	2	No		21
Totals:				1567	2749			

On the PCS Home Page, there is a table with all the programs the facility is required to report on in PCS. This table lists basic information and is available to all PCS users. Submitters can view this general information, but can only access submissions and reports for Unit/Sites for which they have access. If a Submitter only wants to view units/sites for which the Submitter has access, a filter at the top of the chart allows users to "Show Unit/Site(s) I Have Access to" or "Show All Unit/Site(s)".

Another feature that Submitters may find helpful is the column labeled "Number of Users". Clicking on this column will bring up a list of all Submitters and Supervisors with access to entering data for that particular program. If a Submitter does not have access to a program, they must call the Security Manager at their facility to solve the problem.

The PCS Application's Main Functions

Patient Characteristics Survey 2015 (PRACTICE)

Survey for the week ending 09/20/2015

[PCS Home](#)
[Submission](#)
[Supervisor](#)
[QA Reports](#)
[Help](#)
[Log Off](#)

User: _____

PCS Role: PCS Supervisor

Facility: Test Facility (for user manual)

PCS Home – Returns the user to the PCS Home Page

Submission – Contains three options:

Create New Submission: starts a new submission

List of Submissions: takes user directly to a list of all submissions for the facility

Unlock Submission: only available to Supervisors, to unlock a submission inadvertently locked by another user

Supervisor – Contains two options available to Supervisors:

Supervisor Page: for supervisors to lock a Unit/Site after data entry is completed, explain any units having no data to submit, and download the facility data once data entry is complete

Upload Data: where electronic submitters can upload files directly into PCS

QA Reports – Used to monitor completion and accuracy of all surveys entered

QA Report 1: Percent of Valid Submissions by Unit/Site. Allows users to see how many submissions require corrections to make them valid.

QA Report 2: Percent of Unknown Responses by Unit/Site. Compares your facility's percent of unknown responses to those of all other sites of the same type in the State

QA Report 3: Percent of Unknown Responses by Item. Allows Facilities to track what information they are not collecting in general

QA Report 4: Number/Percent of Responses by Item for Uploaded Data. Is designed to facilitate the review of the upload of a data file to identify unexpected values

Help – Users can access information also found on our PCS Homepage

Using the Application

Guidelines for Completing the Survey

Data Collection Web Page

Contact Us

PCS Coordinator

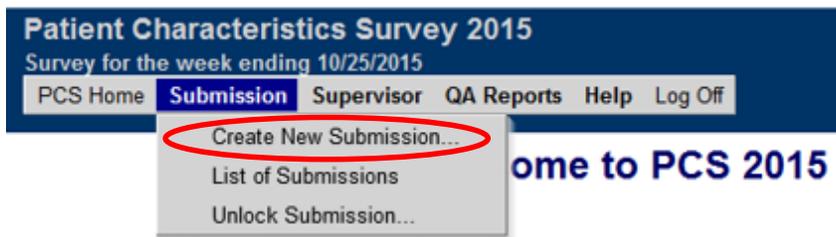
List of Security Managers

List of PCS Users

Log Off – Used to execute an orderly log-off from the PCS Application

Create a New Submission

Begin by selecting “Create New Submission” from the Submission menu.



This will bring up a blank Enter/Edit Submission screen so that a new submission can be started.

Enter/Edit Submission

Data Source:

Facility Code <input type="text" value="2222"/>	Facility Name <input type="text" value="Test Facility"/>						
1. Unit Code <input type="text"/>	2. Site Code <input type="text"/>						
Unit Name <input type="text" value="Make Your Selection"/>							
Site Name <input type="text" value="Make Your Selection"/>							
Program Code <input type="text"/>							
Program Name <input type="text"/>							
3a. Client's First Name <input type="text"/>	3b. Client's Last Name <input type="text"/>						
4. Date of Birth <table><tr><td><i>mm</i></td><td><i>dd</i></td><td><i>yyyy</i></td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table>		<i>mm</i>	<i>dd</i>	<i>yyyy</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>mm</i>	<i>dd</i>	<i>yyyy</i>					
<input type="text"/>	<input type="text"/>	<input type="text"/>					
5. Assigned Sex at Birth <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown							
<input type="button" value="Next"/> <input type="button" value="PCS Home"/>							

On this screen, first select the Unit Name, then, if necessary, the Site Name. If the Unit only has one Site, Site Name will auto populate.

Next enter the Client's First Name, and Last Name, Date of Birth and Assigned Sex at Birth. The use of full names in PCS is required, which will assist us in coordinating data between PCS and other OMH reporting systems, as well as helping to eliminate duplicate submissions. All personal data is HIPAA protected and is stripped before any composite data leaves OMH.

Tip: Use Tab Key or Mouse to move from field to field. Fields written with **Bold Letters** in the PCS application are to be completed by the user. E.g., **Unit Name** must be selected by the user since it appears in bold type, but items 1 Unit Code and 2 Site Code are not in bold type because they auto-populate from the information entered in **Unit Name** and **Site Name**.

Field Definitions/Descriptions

Facility Code – A read-only field indicating the Facility Code of the Facility to which the PCS user has access. This field is automatically populated after login.

Facility Name – A read-only field indicating the name of the Facility that corresponds to the Facility Code. This field is automatically populated.

1. **Unit Code** – This field is automatically populated based on Unit/Site selected in Unit Name
2. **Site Code** – This field is automatically populated based on Unit/Site selected in Site Name

Unit Name – From the drop-down list, the user selects a Unit Name

Site Name – From the drop-down list, the user selects a Site Name. If the Unit has only one Site, Site Name auto-populates with that information

Program Code – This field is automatically populated based on Unit/Site selected in Unit and Site Names

Program Name – This field is automatically populated based on Unit/Site selected in Unit and Site Names

Note: *This document describes how to use the PCS application. Guidance for answering each question on the survey is given in **Guidelines for Completing the 2015 Patient Characteristics Survey** found in the Help menu. Make sure to check the guidance document as you complete the survey.*

Next Button – Proceeds to the next page of data entry for this particular survey

PCS Home Button – Returns to the PCS Homepage

The system will alert the user if any field has not been properly filled in when the user clicks on the **Next** Button. Once the fields have been populated, the user clicks the **Next** button to proceed to the next page of data entry fields for this current survey.

OMH refers to each combination of name, date-of-birth, and sex as a **client**. When the user selects **Next**, the **client identifying data** will be checked to make sure that the client has not already been entered for this Facility/Unit/Site (FUS). If a survey does already exist with this client-identifying combination for this particular FUS, then the PCS application will display the message “There are survey records with the same name, DOB, gender. Is this the same person?” below the **Next** button. Please interpret this as “same name, DOB and sex.” The user may need to scroll down the page to see this. The existing sheet number/s with the same client identifiers will be displayed (functioning as a search feature). If this may be the same person, select a sheet number to view and edit the existing survey. If it is certain that this survey is not a duplicate, then

the user can press the **Create New Submission** button to continue entering the rest of the survey information for this new client.

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:
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.

After the user clicks **Next** and there are no duplicates or **Create New Submission** after a duplicate check, the rest of the survey questions become available.

Tip: Questions with round checkboxes are “select one” answer. Questions with square check boxes are “select all that apply.”

38. Date of Client Service (Select all that apply)
 Oct 19 Oct 20 Oct 21 Oct 22 Oct 23 Oct 24 Oct 25

When the user clicks the **Save** button at the bottom of the survey, not only will the information be saved in the PCS application, but it will be evaluated for quality. Questionable data will be flagged and divided into two groups displayed at the bottom of the survey form for the user to review. Issues in red font are invalid responses while issues in blue font are peculiar responses.

The following items are problematic. Please correct each item in order to make the submission valid.

- 11. Parental Status must be answered.
- 21. Special Education Services? must be 'Not Applicable' when the client is 22 yrs of age, or older.

Review your submission for the following peculiarities:

- Unit Name: This program serves children but you indicated an age above 21 years old. Please make sure you are reporting on the child and not the parent or collateral.
- 20. You reported client is 93 years old but Education is 'Kindergarten'. That is unusual. If that is not correct. please edit the submission.

Sheet# 5121 : Survey submission saved.

An invalid or problematic item is one that must be corrected in order for your survey to be valid. If a submission says that a six year old had prior military service, it would be considered to be problematic and ask the submitter either correct the client’s age or the veteran status.

If the survey contains any invalid responses then the **survey status** will be “Invalid”; otherwise, the survey status will be “Valid.” Any survey whose status is “Invalid” must be edited either immediately or at a later date to remedy the issues listed in red font. After saving, the survey form will remain displayed in **View** mode but data cannot be changed in **View** mode; the survey can only be read.

Peculiarities are answers that may be correct, but fall outside of normal ranges. For instance, a 93 year old client has a Kindergarten education. It would be considered to be unusual, but not impossible, and ask that you go back and review that answer, correcting if necessary.

To correct issues immediately, select **Edit** to enter the **Edit** mode where corrections can be made. In **Edit** mode, each item having an issue will be noted with a red asterisk (*). Correct any issues, and then scroll to the bottom of the screen and select **Save**.

Alternatively, the user can choose not to correct issues immediately, and may continue entering data for other clients by pressing **Create New Submission**, or can return to the PCS home page by pressing **PCS Home**. The survey with issues will still be saved, and can be viewed later (again, with issues listed) and necessary edits can be made at that time.

Create New Submission when a Program’s data are imported from CAIRS or MHARS

The CAIRS (Child and Adult Integrated Reporting System) and MHARS (Mental Health Automated Record System) systems contain much of the information collected in the Patient Characteristics Survey. Programs required to report in CAIRS or MHARS will have their data imported to the PCS application.

When the PCS user creates a new submission and selects a Unit/Site name that currently reports data to either system, a box will appear under the Program Name that contains the respective client roster. The Data Source box at the top right will indicate that PCS is pulling data from another source, in this case CAIRS.

Enter/Edit Submission

Data Source: CAIRS

Facility Code	<input type="text"/>	Facility Name	<input type="text"/>
1. Unit Code	<input type="text" value="016"/>	2. Site Code	<input type="text" value="1000"/>
Unit Name			
<input type="text" value="PROS East"/>			▼
Site Name			
<input type="text" value="PROS East"/>			▼
Program Code	<input type="text" value="6340"/>		
Program Name	<input type="text" value="Comprehensive PROS with Clinical Treatment"/>		
<p>The Unit/Site you've selected imports the answers to many questions from the CAIRS system. As such, please select a client from this CAIRS 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 CAIRS system and enter the admission form for the client. Once this is done and you refresh this screen, the client will be visible in this roster.</p> <p>If you are unable to enter the data into the CAIRS system at this time then you can enter the client directly into this PCS system, returning to the CAIRS at a later date to enter the admission form for the client.</p>			
Client	<input type="button" value="Enter data for a different client"/>		
<input type="text" value="Make Your Selection"/>			
▼			
3a. Client's First Name	<input type="text"/>		3b. Client's Last Name
<input type="text"/>		<input type="text"/>	

The client roster will list all persons entered into the CAIRS or MHARS system who were not discharged prior to the PCS Survey week. As new clients are added to the CAIRS or MHARS system, they will automatically appear in the PCS roster of clients. If the client you are looking for is not on the list, it may indicate that the client is not listed in CAIRS or MHARS. If the client should be, you should go back to those systems and report on those clients. When you re-open the PCS application, the clients name will be displayed. What you can do, however, is add the client directly into PCS at this time without returning to CAIRS or MHARS. Above the list of clients is a button which will give you the option to enter data for a different client. After selecting this option, continue entering the client's information as you did when completing a new survey manually. Note that this information will NOT transfer back to CAIRS or MHARS; you must go back as soon as you can and add the client there.

Unit Name
PROS

Site Name

First Name	Last Name ▲	Date of Birth	Gender	Id from CAIRS/MHARS	Sheet Number
Joseph	Axdyxo	19620309	M	1462786	4284
Paul	Bazictlmmi	19611116	M	1430455	
Karen	Bfbaowwetb	19650103	F	1455020	
John	Bgcpyyckp	19611121	M	1430585	
Richard	Bh	19641118	M	1430496	
Daniel	Bqevcl	19670408	F	1672758	
Kate	Bwinsapg	19801203	F	1452339	
Erin	Ckijimmao	19631029	F	1430830	
Paul	Cnegrbzur	19590410	M	1430256	
Laura	Cpplknxmk	19610928	F	1430489	

Make Your Selection

3a. Client's First Name

3b. Client's Last Name

4. Date of Birth
mm dd yyyy

When the user pulls down the **Client: Make your Selection** list, the roster displaying client Name, Date-of-Birth, and Gender, followed by the CAIRS or MHARS ID appears. If a PCS form has already been started (or completed) for the client, the PCS Sheet Number will also be displayed. When a particular client from this roster is selected, the PCS fields for **Client's Name**, **Date-of-Birth**, and **Gender** will automatically populate and the user simply clicks **Next** to continue to the remainder of the PCS form. A sheet number indicates that a PCS submission already exists for this client in PCS. Choosing this client again and clicking next will bring up the duplicate submission dialog.

Note: *Any list in PCS can be sorted by any of the items in the list. Click on the header of the column to sort by that item. Clicking a second time in the same header will sort in reverse order.*

The user is asked to review all CAIRS or MHARS imported items and provide current values if they are out-of-date. For example, if a person was unemployed when admitted to a program three months ago, but is now competitively employed, the user must change the employment item in PCS accordingly. Changes made to the PCS record will not be reflected in CAIRS or MHARS.

For data integrity, there are some items extracted from CAIRS or MHARS that the user will not be allowed to edit in the PCS. For these items, the PCS user must return to CAIRS or MHARS in order to edit them, if necessary.

The items are:

Client's First and Last Name

Date of birth

Gender

Additionally, when importing from CAIRS, the following items may only be edited in CAIRS:

Hispanic Ethnicity

Race

Admission Date, Current Episode

If one of these items needs editing, the user must:

(a) not save the current submission

(b) return to CAIRS or MHARS (whichever is appropriate)

(c) edit the appropriate item, and

(d) create a new submission in PCS, selecting the same client from the drop down list, check to make sure the information is now correct, and save when finished.

In contrast, once a client record has been selected from the client roster and saved, items that can be edited in PCS (all items except those listed above) will not be re-loaded to PCS when a change is made in CAIRS or MHARS. Corrections to those items must be done manually in PCS.

From the client roster, the CAIRS or MHARS ID can be used to locate the client in CAIRS or MHARS should changes be needed to any CAIRS or MHARS information.

Data for State-operated Unit/Sites reporting in MHARS are imported to the PCS application unless the Unit/Site was already included in the CAIRS import. If a State-operated program wishes to change the data source for the import, for example, to import from MHARS instead of CAIRS, please contact the PCS Unit (pcs@omh.ny.gov).

List of Submissions

The **List of Submissions** can be accessed from the menu under **Submission** or from the PCS Home Page or from various reports. If accessed from a report or from the Home Page, the list will be filtered for the Unit/Site selected, but if accessed from the Submissions menu, users will have the option of viewing all submissions for the entire facility or filtering the list for a particular Unit/Site. With larger facilities, it is recommended that users make use of this filter, as longer lists take longer to sort, and may result in the program timing out.

List of Submissions

Unit Name:
Site Name:
Apply Filter

The following table displays all the submissions for your facility (or for the Unit/Site selected in the Filter Box**)

Unit-Site Code	Unit Name	Site Name	Sheet Num.	Client's First Name	Client's Last Name	Valid?	Number Problematic*	Number Unknown	View	Edit	Delete	Copy	Creator Name	Update Name	Date Last Saved
002-1000	Test Facility - HCBS Waiver	Test Facility - HCBS Waiver	2	Amy	Jones	Y	0	0					Helen H. Sacher	Helen H. Sacher	2015/08/17
003-1000	Blended Case Management	Blended Case Management	3	Sam	Wilson	Y	0	1					Helen H. Sacher		2015/08/17
008-1002	ACME Mohawk Clinic	ACME Mohawk Satellite 2	1	John	Smith	N	5	11					Helen H. Sacher	Helen H. Sacher	2015/08/17

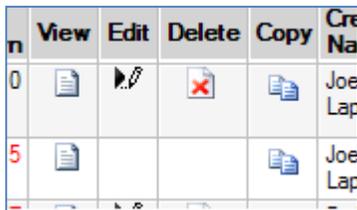
Totals:
 Number of submissions: 3
 Number of submissions valid: 2

* **A Problematic Item** is either of:
 a. a response that conflicts with another response, such as "Date of Admission" preceding "Date of Birth," or
 b. an item that remains unanswered (i.e., a "missing" response.)

** **Filter Notes:**
 a. If you do not see a particular Unit/Site in the list, then you are a submitter who does not have access to that site. If you feel you need access to the site then please return to the Home Page to find your Security Manager who can grant you that access.
 b. Choosing "all sites" may result in a slower response time which could be substantial if sorting the submissions.
 c. If you opened this page using a link on another page in the PCS application, list of submissions for the selected link will be displayed. Filter box will not be displayed in this case.

Print All Submissions with Sheet Numbers
 From: To:
Print

To **View**, **Edit**, **Delete** or **Copy** a submission, select the icon from the appropriate column in the row of the selected sheet.



View opens the submission in view mode for review, but no editing.

Edit allows the user to make changes to the submission, then hit save to submit those changes.

Delete allows a user to remove a submission completely, and **Copy** lets the user copy a submission into a second FUS without removing it from the first.

Note: If the **Edit** and **Delete** icons are missing, the Unit/Site has been locked on the Supervisor page and is unavailable for editing. Submissions in a locked FUS can be viewed or copied, but not changed. Contact a PCS Supervisor to unlock the FUS if edits are required.

Editing a Submission

Once the desired survey is selected in the List of Submissions, clicking the Edit icon takes the user to the Edit screen for that submission.

Enter/Edit Submission
Data Source: PCS Data Entry 39. Sheet No.: 5119

Facility Code: 2222 Facility Name: Test Facility

8. Race (Select all that apply) *

White American Indian/Alaska Native Other
 Black/African American Native Hawaiian/Other Pacific Islander Unknown
 Asian

20. Education Level ?
Third grade

38. Date(s) of Client Service During Survey Week (Select all that apply) *

Oct. 19 Oct. 20 Oct. 21 Oct. 22 Oct. 23 Oct. 24 Oct. 25

The following items are problematic. Please correct each item in order to make the submission valid.

- 8. Race must be answered.
- 38. Date(s) of Client Service During Survey Week must be answered.

Review your submission for the following peculiarities:

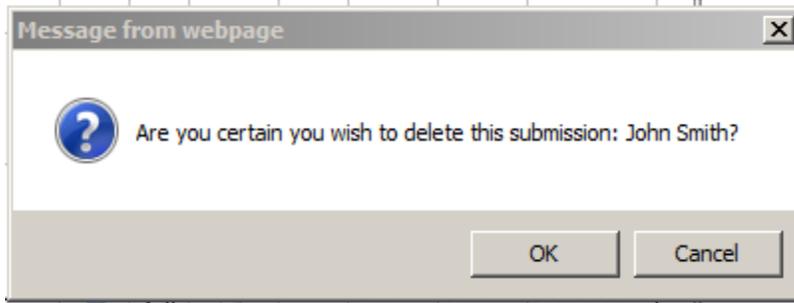
- 20. You reported client is 56 years old but Education is 'Third grade'. That is unusual. If that is not correct, please edit the submission.

Save Cancel
[Back to List of Submissions](#)

Clicking the Back to List of Submissions link will take the user back to the sorted list from which this survey was selected.

Deleting a Submission

Selecting the **Delete** icon in the row of a sheet to delete will bring up a warning box.



If it is certain that the sheet should be deleted, click OK to delete, otherwise click Cancel, and return to the List of Submissions to select a different sheet. Once deleted, a sheet cannot be retrieved.

Copying a Submission from one Unit/Site to Another

Copy Submission

Sheet Number: 5119 Client Name: Joe Smith
FROM:
Unit Name: Community Support Prgms-C&F
Site Name: Community Support Prgms-C&F
TO***:

Unit Name:

Site Name:

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.

The **Copy Submission** box appears directly under the **List of Submissions** when a user clicks the **Copy** icon. Listed is the name of the client and Unit/Site as well as the sheet number of the original submission. The user selects a Unit and Site from the drop down menus to copy the submission to, and then clicks **Copy Submission**.

Note: If the Unit/Site required does not appear in the drop downs, then either the user is a Submitter without access to that FUS, or the Unit/Site has been locked on the Supervisor page and is unavailable for editing. Contact a Security Manager to get access to different Unit/Sites, or a PCS Supervisor to unlock the FUS if edits are required.

Copy Submission

Sheet Number: 5119 Client Name: Joe Smith
 FROM:
 Unit Name: Community Support Prgms-C&F
 Site Name: Community Support Prgms-C&F
 TO***:

Unit Name:
 Site Name:

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:
 If this is **not** the same person, press 'Continue with Copy' button to create a copy of the submission.

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.

If a client with the same **Client Identifiers (Name, Date of Birth and Gender)** already exists in the new FUS, a duplicate submission dialogue appears, asking if the user wishes to view the duplicate record or continue with the copy. If the user is certain that this is not a duplicate, then clicking **Continue with Copy** will create the new submission in the new FUS, the user will be returned to the **List of Submissions**, and a green message will appear at the bottom of the **List of Submissions** informing the user of the Sheet Number for the newly created submission.

Some items, such as **Dates of Service** and **Diagnosis**, do not copy. When the submission is copied to the new FUS, those items are stripped, as they are specific to each program. The user must go to the new submission and edit it to make it valid. Copying a submission does not remove it from the old FUS. To do so, the user must locate the old submission on the **List of Submissions** and **Delete** it.

Print Range of Surveys

Print All Submissions with Sheet Numbers

From: To:

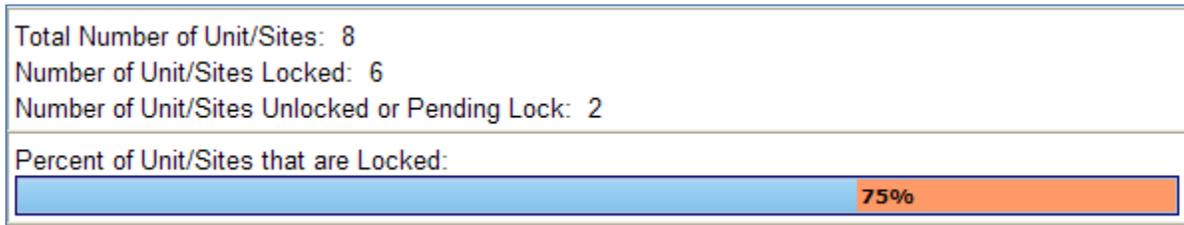
To print one or more surveys, enter the sheet number or range of numbers in the boxes at the bottom of the **List of Submission** page. Click **Print** to print out those sheets.

Note: When printing submissions, fields will be expanded to show the full response set, not just the selected response.

Supervisor Functions

Supervisor Page

The purpose of the **Supervisor Page** is to monitor completion of the PCS. It maintains a list of all Unit/Sites that are required to enter survey data and allows the Supervisor to **Lock** each individual Unit/Site as data entry is completed. The page also has a **Progress Bar**, the same as on the **PCS Home Page**, that tracks percent of Unit/Sites that have been locked. Once all Unit/Sites are locked, the **Progress Bar** will read 100% and PCS is complete.



Locking a Unit Site

The Supervisor page is, primarily, a list of Unit/Sites, the number and validity of submissions for each Site, and its status. If any submissions in a particular FUS are invalid, the number in the **Submissions 2015** column will appear in red font. Hovering over that number will display a pop-up that tells how many surveys are still **invalid** for that Unit/Site. A Unit/Site with **invalid** submissions cannot be locked.

Supervisor Page

The following table is a list of all the Unit/Sites participating in the 2015 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.

Total Number of Unit/Sites: 9									
Number of Unit/Sites Locked: 2									
Number of Unit/Sites Unlocked or Pending Lock: 7									
Percent of Unit/Sites that are Locked:									
22%									

Unit-Site Code	Unit Name	Site Name	Program Type Name	Submissions 2013	Submissions 2015	Unit/Site Locked?	Reason for No Data (RFND)	Last Updated by	Oth Rec
002-1000	Test Facility - HCBS Waiver	Test Facility - HCBS Waiver	Home and Community Based Services (HCBS) Waiver		2*	No			
003-1000	Blended Case Management	Blended Case Management	Blended Case Management		1	Yes		Helen H. Sacher	
005-1000	AOT for tst	AOT for tst	ACT		0	No		Helen H. Sacher	
006-1000	Test Unit D	Test Unit D	MICA Network		0	No			
007-1000	Test Facility Licensed Program #1	Test Facility Licensed Program #1	Hospital for Mentally Ill		0	No	Other Reason for No Data - Denied	OMH Central Office: Sacher	
008-1000	ACME Mohawk Clinic	ACME Mohawk Clinic	Clinic Treatment		0	Yes	Other Reason for No Data - Approved	OMH Central Office: Sacher	
008-1001	ACME Mohawk Clinic	ACME Mohawk Satellite 1	Clinic Treatment		0	No		Helen H. Sacher	
008-1002	ACME Mohawk Clinic	ACME Mohawk Satellite 2	Clinic Treatment		1*	No			
009-1000	Advocacy (test whether added	Advocacy (test whether added	Advocacy/Support		0	No			

Unit/Site 002-1000 "Test Facility - HCBS Waiver, Test Facility - HCBS Waiver" has 2 submissions of which 1 are VALID and 1 are INVALID.

All Invalid submissions must be corrected before you can LOCK this Unit/Site.

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 data entry is completed for a Unit/Site and the submissions contain no **invalid data**, the Supervisor should **Lock** the Unit/Site. Selecting a row with all its submissions **valid**, such as the Advocacy/Support Services program below, brings up a box below the list that allows the Supervisor to choose to **Lock** that Unit/Site.

Total Number of Unit/Sites: 30
 Number of Unit/Sites Locked: 6
 Number of Unit/Sites Unlocked or Pending Lock: 24

Percent of Unit/Sites that are Locked:
20%

Unit-Site Code	Unit Name	Site Name	Program Type Name	Submissions 2011	Submissions 2013	Unit/Site Locked?	Reason for No Data (RFND)	Last Updated by
101-1001	Acme Clinic	Acme Clinic	Clinic Treatment	317	412	No		
430-1001	Family Based Treatment Program	Family Based Treatment Program (Office)	Family Based Treatment	8	0	Yes	Unit/Site served no clients during the survey week	Ann Smith
472-1001	PREVENTION,CONSULTATION & EDUCATION	PREVENTION,CONSULTATION & EDUCATION	Advocacy/Support Services	43	39	No		
473-1001	FAMILY SUPPORT C&Y	FAMILY SUPPORT C&Y	Family Support Services - Children & Family	41	3*	No		

Unit/Site 472-1001 "PREVENTION,CONSULTATION, & EDUCATION, PREVENTION,CONSULTATION, & EDUCATION" has 39 submissions of which 39 are VALID and 0 are INVALID.
 This Unit/Site is CURRENTLY UNLOCKED and available for continued data entry.
 Do 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

Once a Unit/Site is locked, no further data entry or editing can be done. If further editing is required, the Supervisor can reverse the process by selecting the row of that Unit/Site, and in the box below clicking the **Yes, Unlock** button to unlock the Unit/Site and allow editing. When finished, the Supervisor must be sure to lock the FUS again.

This Unit/Site is CURRENTLY LOCKED and unavailable for continued data entry.
 Do you wish to UNLOCK this Unit/Site, and allow further data entry?

Yes, Unlock

Reason for No Data

When a Unit/Site submits no data, a Supervisor must provide a reason why this is so. On the Supervisor page, selecting a row for a Unit/Site that has not submitted any data brings up a different dialogue box, Reason for No Data.

009-1000	Advocacy (test whether added to PCS)	Advocacy (test whether added to PCS)	Advocacy/Support Services	0	No		
----------	--------------------------------------	--------------------------------------	---------------------------	---	----	--	--

Unit/Site: 009-1000 Advocacy (test whether added to PCS) Advocacy (test whether added to PCS)

This Unit/Site has 0 submissions. You must provide a reason for not submitting data. Please choose the appropriate reason from the drop down menu. When finished, click the 'SAVE' button below.

Reason for No Data: Select a Reason for No Data

- Unit/Site is closed
- Unit/Site served no clients during the survey week
- Other Reason for No Data - Requested

There are three reasons available for not supplying data in PCS.

Unit/Site is closed:

This reason indicates that the Unit/Site was closed prior to 10/19/15. If this answer is selected, the facility must also submit a **change request** in the **Mental Health Provider Data Exchange (MHPD)** to close the program. Contact mhpd@omh.ny.gov for more information.

Unit/Site served no clients during the survey week

This reason may be used if no clients were seen by the Unit/Site during the week of 10/19/15 through 10/25/15. It is not appropriate for clients in certain programs (residential and inpatient programs) where the client is in residence, even if the client was not actually seen during the week. For residential and inpatient programs, a client is considered to be served every day of the week so long as they have been admitted and not discharged.

Once one of these two answers has been selected, clicking **Save** will lock the Unit/Site, and submit that answer to OMH.

Other Reason for No Data – Requested:

Choosing this reason does **not** automatically **Lock** the Unit/Site as did the first two reasons. A Supervisor with another reason for not submitting data must submit a request to OMH for exemption. To submit the request, select “Other Reason for No Data – Requested” and a **Comment Box** pops up with instructions to provide a specific description of the service(s) provided by the Unit/Site detailing the information that is collected from clients and the reason

that data cannot be submitted for the PCS. After filling out the **Comment Box** and pressing **Save**, the request will be sent to OMH for processing.

009-1000	Advocacy (test whether added to PCS)	Advocacy (test whether added to PCS)	Advocacy/Support Services	0	No	
----------	--------------------------------------	--------------------------------------	---------------------------	---	----	--

Unit/Site: 009-1000 Advocacy (test whether added to PCS) Advocacy (test whether added to PCS)

This Unit/Site has 0 submissions. You must provide a reason for not submitting data. Please choose the appropriate reason from the drop down menu. When finished, click the 'SAVE' button below.

Reason for No Data:

You have selected "Other Reason for No Data – Requested" and your reason must be approved by a PCS Administrator at OMH. In order to receive approval, you must provide a more detailed explanation. Please use the box below to describe:

- 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.

You will not be allowed to 'SAVE' unless the explanation is provided. Your request will be reviewed and either approved or you will be contacted for further information. You have 1000 characters.

Comment for 'Other Reason':

OMH will review the request in a timely fashion, and, if accepted, **Other Reason for No Data – Approved** will appear in the Reason for No Data column, and **Unit/Site Locked?** will read **Yes**. At this point, the facility’s responsibility for data reporting for that Unit is done.

007-1000	Test Facility Licensed Program #1	Test Facility Licensed Program #1	Hospital for Mentally III	0	No	Other Reason for No Data - Denied	OMH Central Office: Sacher
008-1000	ACME Mohawk Clinic	ACME Mohawk Clinic	Clinic Treatment	0	Yes	Other Reason for No Data - Approved	OMH Central Office: Sacher

If the reason provided is not sufficient, the facility may be contacted for more information, and OMH may deny the reason. In which case, **Other Reason for No Data – Denied** will appear in the **Reason for No Data** column, the FUS will be unlocked

permitting data entry, and the facility will be responsible for entering data into that Unit/Site. In either case, an email will be sent to the Supervisor who requested the RFND informing her of OMH's decision.

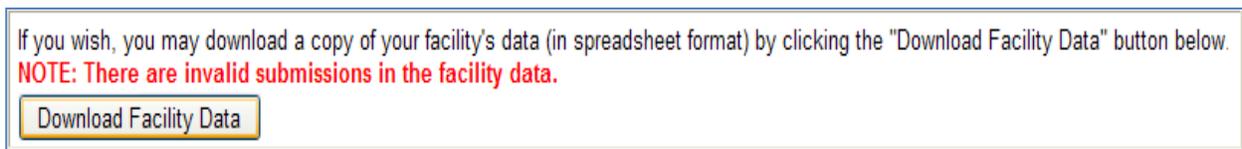
If the **Other Reason** has been entered inadvertently, clicking **Remove Reason** clears out the given reason for no data, including **Other Reason – Denied**, and returns the Unit/Site to the unlocked condition, to allow data entry.



Note: *New this year – Users will be able to access the feedback survey from the Supervisor's page.*

Download Facility Data

At any point after data entry has begun, Supervisors will have the option of downloading the entire facility's data into a single Excel spreadsheet. A box will appear at the bottom of the Supervisor Page with the option to download data.



If the facility has any invalid submissions in its data, a note will indicate it. The last column of data in the spreadsheet will indicate whether the row (submission) is valid or invalid. Supervisors may find this useful for tracking down and correcting invalid submissions. Note that the default file name shows the date and time of the data download.

Uploading Data

Larger facilities that store their own records electronically may find that it saves them time to extract data from those records and upload it into PCS. The facility must be able to manipulate its data to conform to OMH standards, a process that may take some time and programming ability. Uploading is not recommended for smaller facilities with only a few records, but may be quite useful for facilities with hundreds of records to enter.

Data Upload

The following table displays all the unit/sites that are participating in the Patient Characteristics Survey. To upload data for a particular unit/site, mark the checkbox in the column "Upload Data?" and then press the "Next" button. You may select and upload more than one unit/site at a time. Uploading data to a unit/site will erase any previously uploaded submissions for the unit/site; it shall **not** affect the manually entered submissions. If selecting multiple unit/sites for simultaneous upload, then at least one submission for each selected unit/sites must be contained in your uploaded file. After a successful upload, submissions will be subjected to the same validity tests as manually entered data, hence, the uploaded submissions must be inspected on the QA Report "[Percent of Valid Submissions](#)" and edited for quality.

- Clicking on a number in either of the columns "Total No. of Submissions," "No. of Uploaded Submissions," or "No. of Manually Entered Submissions" will bring you to the respective list of submissions for that unit/site.
- The file you intend to upload must end in ".txt"

Note: Check boxes are disabled for unit/sites that have been locked. For OMH housing programs (program codes 2040, 4040, 7070, 7080, 8050, 6070, 5070, 6080) you will only see one site code for the listed program unit. If you select that site code then all the unit's data will be loaded to that site code, regardless of the actual site code(s) in your text file.

Select all unit/sites in the facility for data upload.

Unit-Site Code	Unit Name	Site Name	Program Type Name	Total Number of Submissions	Number of Uploaded Submissions	Number of Manually Entered Submissions	Upload Data?
025-1000	Mobil Crisis Unit	Mobil Crisis Unit	Crisis Intervention	0	0	0	<input type="checkbox"/>
100-0102	Clinic Treatment	High School Satellite	Clinic Treatment	2	1	1	<input type="checkbox"/>
100-1000	Clinic Treatment	Middle School Support Program	Clinic Treatment	1	0	1	<input type="checkbox"/>
100-1001	Clinic Treatment	Clinic Treatment	Clinic Treatment	1	0	1	<input type="checkbox"/>
100-1003	Clinic Treatment	School Support Program	Clinic Treatment	0	0	0	<input type="checkbox"/>
Totals:				188	25	163	

A Supervisor can upload data by choosing **Upload Data** from the **Supervisor** menu. When the Data Upload screen appears, the Supervisor chooses one or more Unit/Sites to upload to by clicking the boxes in the far right column. A greyed out box means that the Unit/Site is locked, and must be unlocked on the **Supervisor Page** before any data can be uploaded.

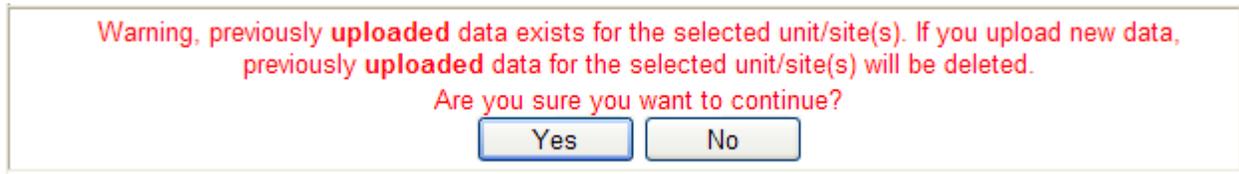
Clicking **Next** brings up a box where the Supervisor selects the file to be uploaded. Uploads must be text files, with a .txt extension.

Note: PCS data file name must end with ".txt" file extension.

PCS data file to upload:

The Supervisor uses the **Browse** button to select the text file from her own computer, and then clicks **Upload Now** to upload the file. If there are errors in Client Name, Date of Birth or Gender, if the file length is not correct, or if the wrong Unit/Sites have been selected, the file will be rejected. Otherwise, all uploads will be accepted, but out of range answers will be eliminated, leaving those answers as **Missing**. A user must go into the uploaded submissions and correct any mistakes or missing data. See the [PCS Homepage](#) for further documentation on the upload process.

If data has already been uploaded, any subsequent upload will delete previously uploaded data. In this instance, a warning box will appear after the user clicks **Next**. Select **Yes** to continue, **No** to abort.



Note: *Uploading data a second time to a particular Unit/Site will wipe out any data previously uploaded to that Site, even if the uploaded data has been edited in PCS. Data directly entered into that same Site will not be affected. It will not delete submissions imported from CAIRS. However, it is not possible to upload a submission for a given client and then to import from CAIRS specific fields for that client.*

Unlocking a locked Submission

Supervisor Page

The following table is a list of all the Unit/Sites participating in the 2015 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.

Total Number of Unit/Sites: 9									
Number of Unit/Sites Locked: 3									
Number of Unit/Sites Unlocked or Pending Lock: 6									
Percent of Unit/Sites that are Locked:									
33%									
Unit-Site Code	Unit Name	Site Name	Program Type Name	Submissions 2013	Submissions 2015	Unit/Site Locked?	Reason for No Data (RFND)	Last Updated by	Oth Rec
			Community Based Services (HCBS) Waiver						^
003-1000	Blended Case Management	Blended Case Management	Blended Case Management		1	Yes		Helen H. Sacher	
005-1000	AOT forst	AOT forst	ACT		0	No		Helen H. Sacher	
006-1000	Test Unit D	Test Unit D	MICA Network		0	No			
007-1000	Test Facility Licensed Program #1	Test Facility Licensed Program #1	Hospital for Mentally Ill		0	No	Other Reason for No Data - Denied	OMH Central Office: Sacher	
008-1000	ACME Mohawk Clinic	ACME Mohawk Clinic	Clinic Treatment		0	Yes	Other Reason for No Data - Approved	OMH Central Office: Sacher	
008-1001	ACME Mohawk Clinic	ACME Mohawk Satellite 1	Clinic Treatment		0	No		Helen H. Sacher	
008-1002	ACME Mohawk Clinic	ACME Mohawk Satellite 2	Clinic Treatment		1	Yes		Helen H. Sacher	
009-1000	Advocacy (test whether added to PCS)	Advocacy (test whether added to PCS)	Advocacy/Support Services		0	No			v

When a user does not **Save** a submission after editing, or log off by using the **Log Off** menu item, the submission is locked and others cannot edit it. To correct this problem, the **Supervisor** may unlock the record by selecting **Unlock Submission** from the **Submission** menu.

To unlock a submission, the **Supervisor** simply selects the locked submission from the list to unlock it, at which point any user with access to that record can edit it.

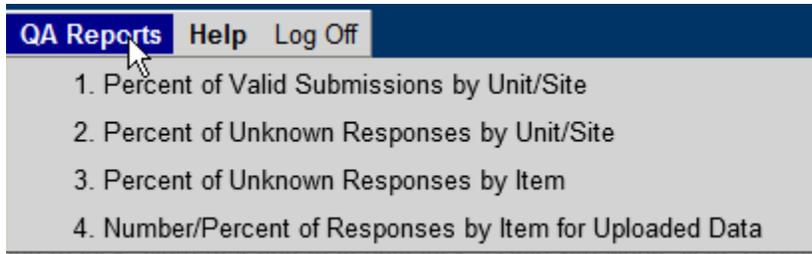
To prevent locking records, users should press the **Save** button whenever exiting a record after editing, and **Log Off** using the menu option whenever leaving PCS.

Restricted Portal

In the spring following PCS 2015, Supervisors are given access to a restricted version of the PCS Portal. The Restricted Portal provides the same Summary Reports as shown on the Public Portal, but data are restricted to each Supervisor's facility.

Facilities will receive notification via email when 2015 PCS data are available in the Restricted Portal.

Quality Assurance Reports



There are four **Quality Assurance Reports** to help monitor completion and accuracy of reported data. These can be accessed through the **QA Report** menu.

Report #1 Prevalence of Invalid Submissions by Facility/Unit/Site

The **Prevalence of Invalid Submissions** report lists all of the Facility-Unit-Sites (FUS) required to report PCS data from the facility. For each FUS, it tallies the number of submissions overall, and then separates this total into two groups: **Invalid** submissions and **Valid** submissions. An **Invalid** submission is any submission that has either a “missing item” or a “problematic item”. These missing/problematic items must be remedied by the end of the survey submission period. A **Valid** submission is one with no missing/problematic items. This report should be used principally to monitor survey completion, since all submissions must be made valid by the end of the survey submission period.

Report #2 Prevalence of Unknown Responses by Facility/Unit/Site

This report tallies the number of unknown items, by FUS. Rather than monitor completion (like report #1), this report shows the quantity of usable data each FUS has provided to OMH. Any responses left as “unknown” fails to provide any usable data. To provide data that is usable the FUS should have a low percentage of items answered as unknown. This report rates each FUS using a scale of 1 (worst) to 5 (best) in its usage of unknown/missing. This is accomplished by comparing the percent of unknown responses for each FUS at this facility to all other FUS of similar program type in the state. For those who are mathematically curious, the 5 ratings issued by OMH are the 5

quintiles of unusable data provided for each program type, based on previous (year 2013) PCS submissions.

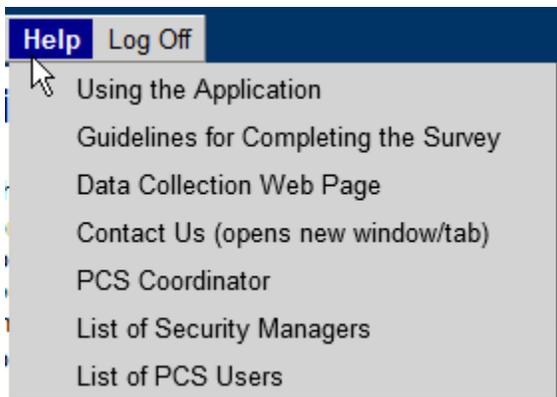
Report #3 Prevalence of Unknown Responses by Item Number by Facility/Unit/Site

Similar to Report #2 this report tallies the amount of unusable data, but it does so by item number rather than by FUS. It is used to show areas where an entire facility has excelled or lagged in responding to individual items.

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

This report checks the Number/Percent of Responses by Item for Uploaded Data. You may find this facility-level report useful for different purposes, but it is designed primarily to facilitate the review of the upload of a data file to identify unexpected values. For example, 100% of persons served are older than 100 years.

Help Menu



The Help menu provides methods of assistance to completing the survey, “The PCS User Manual “(this document), “Guidelines for Completing the Survey” and “Contact Us”. Most questions will be answered in the two documents, and the “Contact Us” option brings up a screen where questions can be forwarded directly to OMH. Also for easier access, we have moved the PCS Coordinator, List of Security Managers, and List of PCS Users to the Help tab.

User Satisfaction Survey

After you are 100% Locked, you will find a link to the User Satisfaction Survey both on the Supervisor page and on the PCS Application Web page. Please fill out the survey to let us know how things worked for you. We take this information into account each time we do PCS, so that we can make the application work better and make data entry

easier for you. Please ask that all PCS users at your facility to take the survey as well. You can either click on the link and forward that Web address to them, or ask them to pop back into PCS and click the link on the home page for themselves. Either way, your comments can only help to make improvements! Note that the User Satisfaction Survey will not be available during the practice platform, but will be when we reach the Survey week.

Log Off

This menu item allows for a safe, orderly exit from the PCS Web Application. Once logged off, the user should close the browser window. After a period of inactivity, the system may time out, bringing the user back to the log in screen. If so, the best course of action is to **close the browser**, reopen it, and log back in.