



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

Justice Enterprise Portal (JEP)

Application User Guide for AB109 Providers

Version 2024.1

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Purpose

The DMH Post-Release Services (PRS) AB109 Program provides specialty mental health services for program-eligible individuals being released to community supervision from California Department of Corrections and Rehabilitation (CDCR) prisons and from Los Angeles County jails pursuant to Assembly Bill 109.

The Justice Enterprise Portal (JEP) allows AB109 contract providers to view demographic and service related details pertaining to their AB109 clients and update clients' treatment compliance information on a regular basis.

The JEP system replaces the Post-Release Community Supervision – Provider Outcome Application. Moreover, JEP eliminates the need for the Enhanced File Transfer (EFT) process previously used for admission and discharge authorizations.

Accessing the Application

IMPORTANT: In order to access the Provider Application Portal, users need to be set up with Multi-factor Authentication (MFA). If you have done this step, please continue with the instruction below. If not, please see [Instructions for setting up MFA](#) at the end of this User Guide.

To access the Provider Application Portal, copy and paste the below link into your internet browser. The recommended browsers are Google Chrome and Microsoft Edge.

Note: The link to the Provider Application Portal has been changed. Please use the new link provided below. The old link is no longer accessible – reminder to kindly remove from your bookmarks or favorites.

<https://lacdmhpp.powerappsportals.us>

The Provider Application Portal sign in page has a new look.

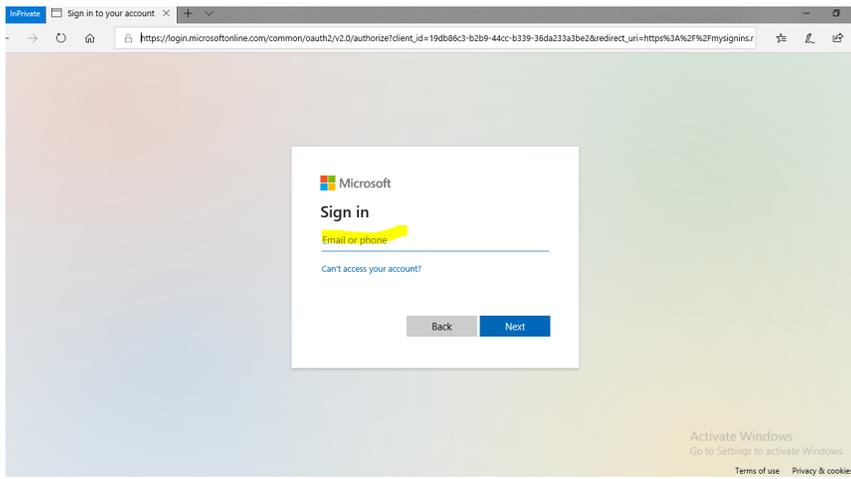
When the Sign in page loads, click on Azure AD



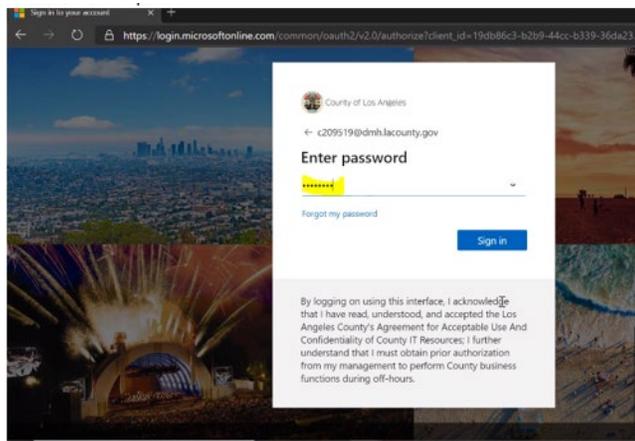
Click 'Azure AD' button to log in:

Azure AD

If Sign in screen comes up, enter your DMH user ID, which is **your** Cnumber@dmh.lacounty.gov (example: C123456@dmh.lacounty.gov)



Enter your SSLVPN password (This is the password you use to access other DMH Applications)



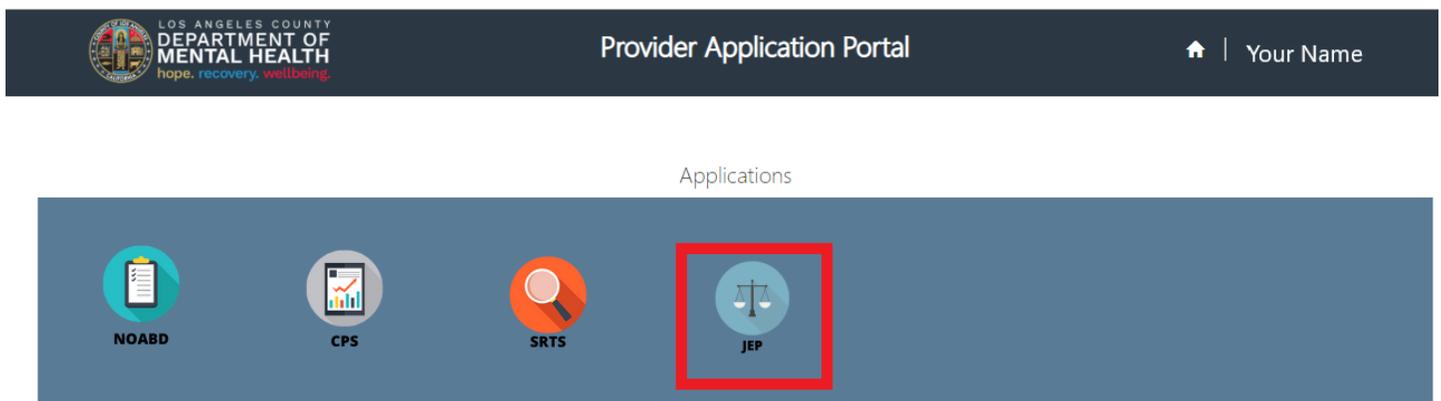
Enter any additional information requested.

After successful log in, your name will appear on the top right corner.

Note: The Provider Application Portal landing page look has been updated.

Your landing page will list applications you may be associated to, and JEP listed as one of the Application Tiles.

Click on JEP.



JEP Landing Page

Justice Enterprise Portal landing page will list all Programs associated with your Log In.

Program Code	Program Name
0004I	0004I NAPA STATE HOSPITAL
0008I	0008I PATTON STATE HOSPITAL
0080Q	0080Q KF COMMUNITY CARE, LLC

To view the list of clients linked to a specific Program, select the Programs from the list.

To view the list of all AB109 Clients (including clients associated with other Programs), go to “Programs” and select “All Programs”.

Program Code	Program Name
0004I	0004I NAPA STATE HOSPITAL
0008I	0008I PATTON STATE HOSPITAL
0080Q	0080Q KF COMMUNITY CARE, LLC
1907A	1907A GATEWAYS HOMELESS SERVICE PROGRAM
19AQA	19AQA TARZANA TREATMENT CENTERS INC.

Search for a Clients

Use the “Search box” to search for a specific Client.

List is sorted alphabetically by Full Name.

Search for Clients...

Search for Client by Name, AKA, CDCR#, Booking #, IBHIS ID, DOB, SSN, X-Number

Release Type	Full Name	AKA Name	CDCR Number	Booking Number	Probation Termination Date	IBHIS ID	Date of Birth	Social Security Number	X-Number	Modified On
N3-Split										4/25/2023 10:07:28 PM
PSP										4/28/2023 5:51:49 PM
N3-Split										4/28/2023 5:51:50 PM

NOTE: If you do not see a specific AB109 client under your provider number in “My Programs”, it may be because:

1. The client was never referred to your provider by PRS or
2. The client was recently linked to another provider. In order to determine whether this is the case, please check “All Programs” and search for the client. If the client can be located, you will be able to determine which provider they are linked to.

If the client cannot be found in the portal AT ALL (i.e., not in “My Programs” or “All Programs”), then please contact PRS. **The client may have been terminated from probation.**

Updating Client Status

* See [Client Status Definitions](#) at the end of the user guide.

NOTE: User can only update the status for clients linked to his/her Programs(s). If a client is linked to a different Service Location, the user will not be able to see the “Add Status” option.

To update the Client Status for a client linked to one of your Programs, find the client’s record on the list, select to “View Client Details.”

Next Click on “Add Status”

The screenshot shows the 'View details' page for a client. At the top, there is a 'Client Status' section with an 'Add Status' button. Below this is a table with columns: Service Location, Service Type, Status Date (with a dropdown arrow), Status History, and Status Updated By. Below the table, there is a 'Create' section with a 'Status *' dropdown menu. A callout box with a green border and the number '1' points to the dropdown menu, containing the text 'Select option from the drop-down'. Another callout box with a green border and the number '2' points to a 'Click submit' button, containing the text 'Click submit'.

Admission Authorization Email

When the Client Status is updated to “Intake Completed”, the system will generate an “Admission Authorization Email”.

[Sample “Admission Authorization” Email:](#)



Report Phishing

+ Get more apps

This is to inform you that Los Angeles County Department of Mental Health PRS-AB109 program has approved the authorization of the following client to your agency ([Provider Name]). The admission authorization is effective as of 11-02-2020.

[Client Name]

CDCR Number

IBHIS ID:

DOB:

I

Please note that effective the receipt of this email the referral to your agency is active. Current Status updates via the provider portal should happen at a minimum weekly.

Thank you.

THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL.

For business related questions, please email PRS-AB109@dmh.lacounty.gov

The email is automatically sent to all JEP users who have access to the specific provider number, as well as to the PRS-AB109 Staff email box at PRS-AB109@dmh.lacounty.gov

Approved for Discharge Notification

- ❖ Based on the program rules, when the Client Status is updated to one of the values below:
 - Incarcerated/Going to State Prison
 - Client Transferred to Another County
 - Client Deceased
 - Hospitalized-Inpatient

The system will generate an "Approved for Discharge Notification". The provider must follow the steps listed in the Email to complete the Client Discharge process.

- ❖ Based on program rules, when the Client Status is updated to
 - In Treatment - Not Compliant - Client left Treatment /Client is AWOL/Left AMA

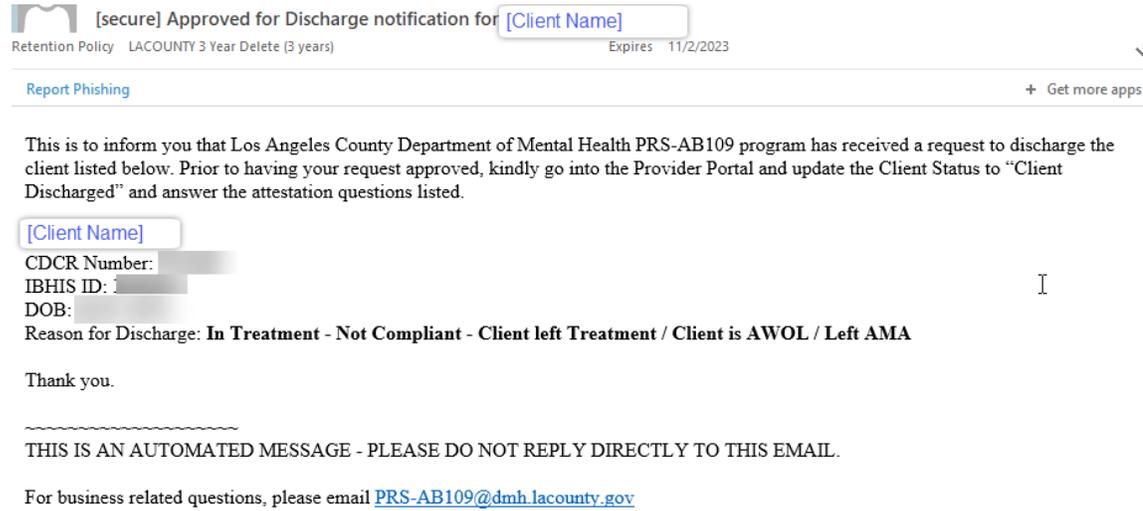
and a predefined number of days from the date of the linkage (Client Linkage) have passed, the system will generate an "Approved for Discharge Notification".

- ✓ If this is only a status update for this client and **you DO NOT want to discharge this client**, nothing further is needed at this time.
- ✓ If you **DO want to discharge this client at this time**, kindly go into the Provider Application Portal and update the Client Status to "Client Discharged" and answer the attestation questions listed.

- ❖ Based on program rules, when the Client Status is updated to one of the values below:
 - No Show for Intake / Client Not Enrolled
 - New Referral/ Intake Appointment Pending

and a predefined number of days from the date of the linkage (Client Linkage) have passed, the system will generate an “Approved for Discharge Notification”. The provider must follow the steps listed in the Email to complete the Client Discharge process.

Sample “Approved for Discharge Notification” Email:



The screenshot shows an email header with a lock icon, the text "[secure] Approved for Discharge notification for [Client Name]", and a retention policy of "LACOUNTY 3 Year Delete (3 years)" and an expiration date of "Expires 11/2/2023". Below the header is a "Report Phishing" link and a "+ Get more apps" button. The main body of the email states: "This is to inform you that Los Angeles County Department of Mental Health PRS-AB109 program has received a request to discharge the client listed below. Prior to having your request approved, kindly go into the Provider Portal and update the Client Status to 'Client Discharged' and answer the attestation questions listed." It then lists fields for "[Client Name]", "CDCR Number:", "IBHIS ID:", and "DOB:". The reason for discharge is listed as "Reason for Discharge: In Treatment - Not Compliant - Client left Treatment / Client is AWOL / Left AMA". The email concludes with "Thank you." and a footer that reads: "THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL. For business related questions, please email PRS-AB109@dmh.lacounty.gov".

The email is automatically sent to all JEP users who have access to the specific provider number, as well as to the PRS-AB109 Staff email box at PRS-AB109@dmh.lacounty.gov

Client Discharged

Based on program rules, if “Client Discharged” is selected, the system will return a list of “Attestation questions”. The provider must carefully read and answer each attestation question. Provider must be able to answer “Yes” to all questions in order for the Client Discharge to be processed. **Answering “Yes” to a question means that you are attesting to the accuracy of the statement.**

If you skip an answer or if you answer “No” to any of the questions, you will see the below message.

 The form could not be submitted for the following reasons:

Your request for discharge of this client is denied. Please contact Post-Release Services (PRS) - AB109 headquarters. Thank You.

After the Provider answers “Yes” to all attestation questions, the system will generate a “Client Discharged” email and the Client will be removed from the Provider list.

Sample “Discharged Notification” email:

 [secure] Discharge notification for [Client Name]
Retention Policy Deleted Items (30 days) Expires 11/28/2020
This item will expire in 26 days. To keep this item longer apply a different Retention Policy.

Report Phishing + Get more apps

This is to inform you that Los Angeles County Department of Mental Health PRS-AB109 program has approved the discharge of the following client from your agency ([Provider Name]). The discharge is effective as of **10-28-2020** due to **Client Discharged**.

[Client Name]
CDCR Number: [Redacted]
IBHIS ID: [Redacted]
DOB: [Redacted]
Reason for Discharge: **In Treatment - Not Compliant - Client left Treatment / Client is AWOL / Left AMA**

Effective the receipt of this email, the above-named individual is not an active client at your agency.

Thank you.

THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL.

For business related questions, please email PRS-AB109@dmh.lacounty.gov

The email is automatically sent to all JEP users who have access to the specific provider number, as well as to the PRS-AB109 Staff email box at PRS-AB109@dmh.lacounty.gov

Treatment Completed

When the Client has successfully completed treatment, the provider will need to update the Client Status to “Treatment Completed” by following the steps below:

1. Update the Client status to “Treatment Completed”.
2. Answer the attestation questions. You must answer “Yes” to at least one of the attestation questions in order for the Client Status to be successfully updated to “Treatment Completed”. **Answering “Yes” to a question means that you are attesting to the accuracy of the statement.**
3. Click “Submit”. Note that when Client status is updated to “Treatment Completed”, the Client name will be removed from the list of Clients for that Provider. The Provider will no longer be able to make edits for that Client.

Client Status

Create

Status *

Treatment Completed 1

Client no longer meets medical necessity *

Client's probation has terminated and services are not being requested * 2

Client was transferred to another provider approved by PRS *

Submit 3

Probation Terminated

The client's Probation Termination date is updated into JEP based on information received bi-monthly from the Probation Department. When the Probation Termination date for the Client is in the past, the Client status is automatically updated to "Probation Terminated" and the Client is removed from the Provider list of Clients. The provider will no longer be able to bill AB109 for the client. PRS Staff will communicate with the Provider in order to ensure the client is discharged or transferred to another funding source.

Current Status definitions

Current Status	Definition
New Referral/ Pending Intake Appointment	Client has been referred to the provider, but has not yet had an intake appointment. Outreach must be attempted and documented. Referral must be kept for length of time determined by AB109 Post Release Services (PRS) Administration.
No Show For Intake/ Client Not Enrolled	Client was referred to the provider <i>but did not show up for scheduled intake appointment</i> . Outreach must be attempted and documented. Referral must be kept for length of time determined by AB109 PRS Administration.
Intake Completed/ Client Enrolled	Client showed up for initial intake appointment. Client is enrolled with provider.

In Treatment - Compliant	Client is receiving treatment services as indicated and determined by provider and is showing up for appointments as scheduled.
In Treatment – Not Compliant – Client left Treatment/ Client is AWOL/ Left AMA	Client had Intake appointment(s) and began treatment, but has stopped showing up, left treatment or is AWOL/ Left Against Medical Advice (AMA). Ongoing outreach must be attempted and documented.
Treatment Completed	Client engaged in and successfully completed treatment and will be terminated because they meet one of the following: 1. No longer meet medical necessity and do not require services OR 2. Client’s probation has terminated and client does not want to participate in services; OR 3. Client was transferred to another treatment provider and transfer was approved by PRS management.
Client Discharged	Client has not successfully completed treatment but is being discharged due to one of the following reasons indicated in the last “Current Status”: 1. Client has died 2. Client was in treatment, but has not been compliant (AWOL or Left AMA) for the required length of time 3. New referral did not show for intake for the required length of time 4. Incarcerated /State Prison sentence 5. Hospitalized – Inpatient 6. IMD/ Subacute Placement 7. Client transferred to another county
Jail	Client is incarcerated (<i>only used when client is in Jail for LESS than 180 days</i>). Provider to complete jail in-reach and should not discharge client until the indicated length of time.
Incarcerated/ Going to State Prison	Client has been/will be in Jail for 180 days or more OR has been sentenced to State Prison. Client discharge status can be entered.
Hospitalized	Client is currently in a hospital, but will be returning to the Provider. Client will not be discharged.
Hospitalized - Inpatient	Client is currently in a hospital awaiting IMD/Subacute placement. Client discharge status can be entered.
Client Transferred to Another County	Client resides in another County. Service linkage made to other County. Client discharge status can be entered.

Client Deceased	Client has died. Client discharge status can be entered.
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Instructions for setting up Multi-factor (MFA)

Do NOT use Internet Explorer.

Do NOT click the back button or it will create duplicate profiles.

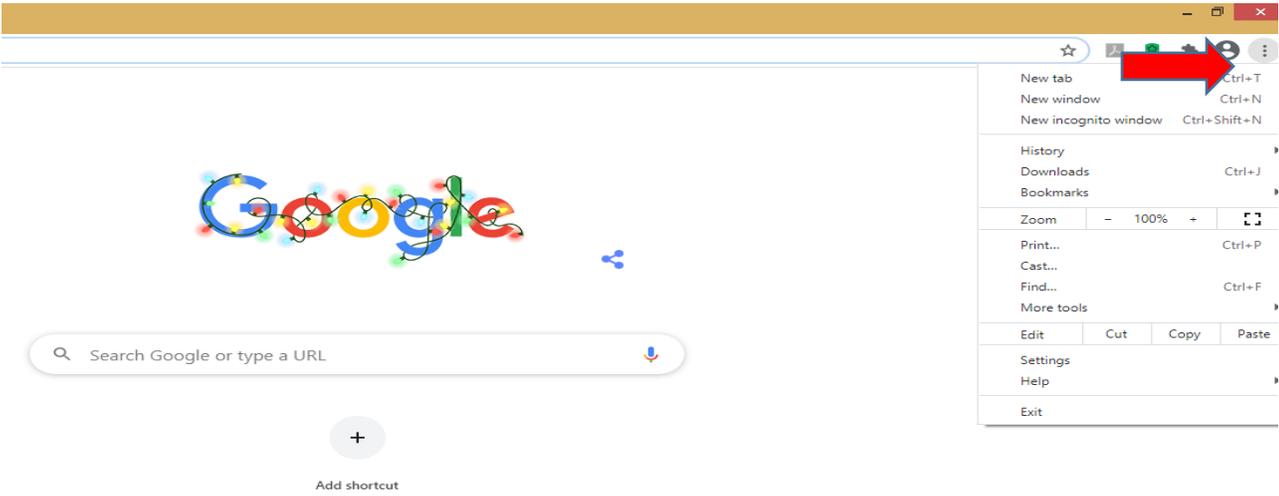
Use Google Chrome or Microsoft Edge.

We will be setting up the Multi-factor authentication in Incognito mode in Google Chrome or InPrivate browsing in Microsoft Edge.

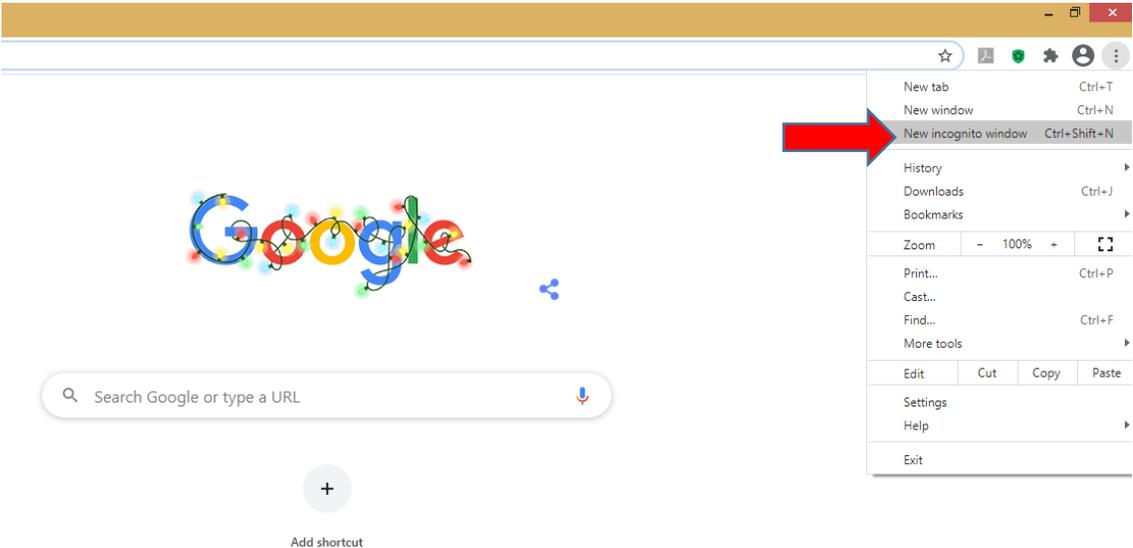
We have to use this method as we are establishing a new Microsoft account and if your organization already uses Multi-factor authentication it will cause conflicts with existing accounts.

For Google Chrome:

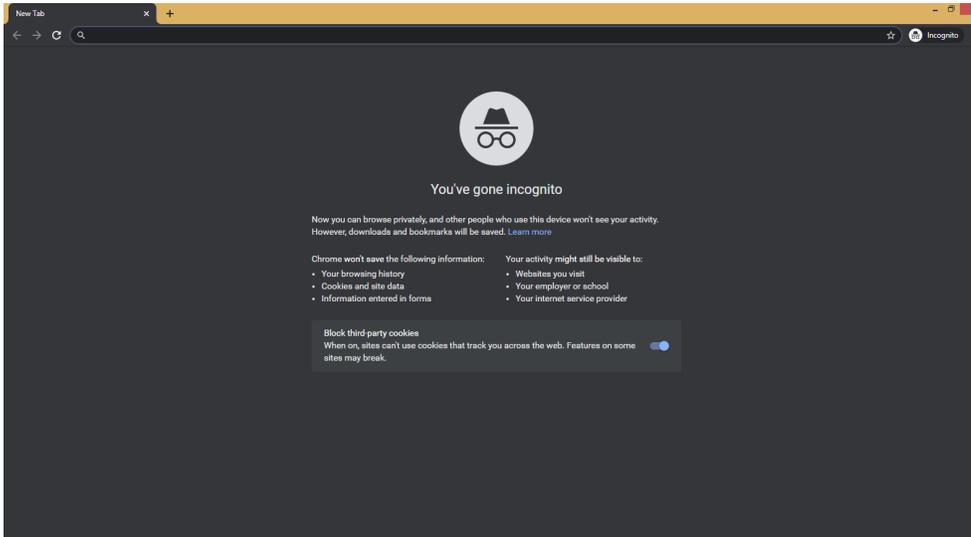
Click on the elipses in the top right corner.



Select "New incognito window."

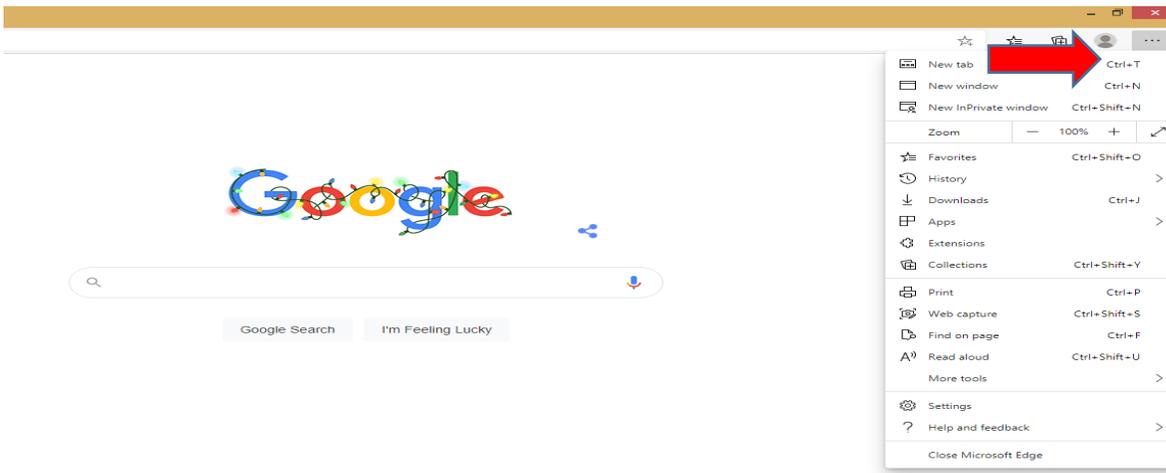


Your browser will then change into incognito mode and look similar to this.

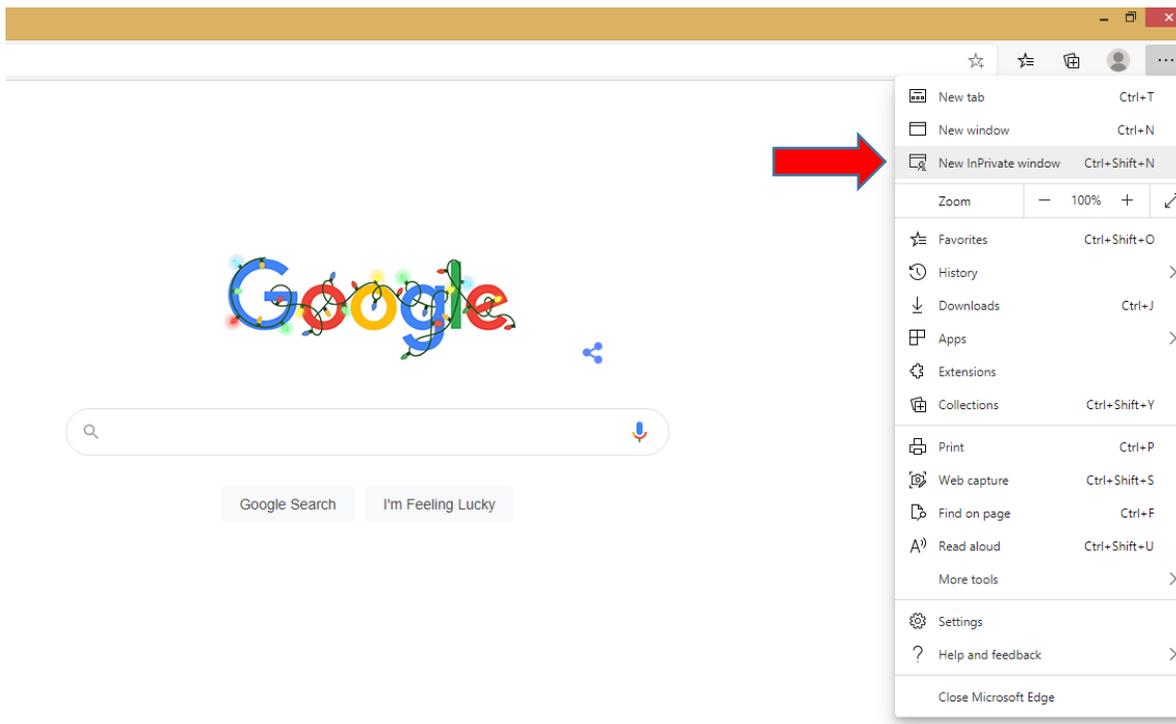


For Microsoft Edge:

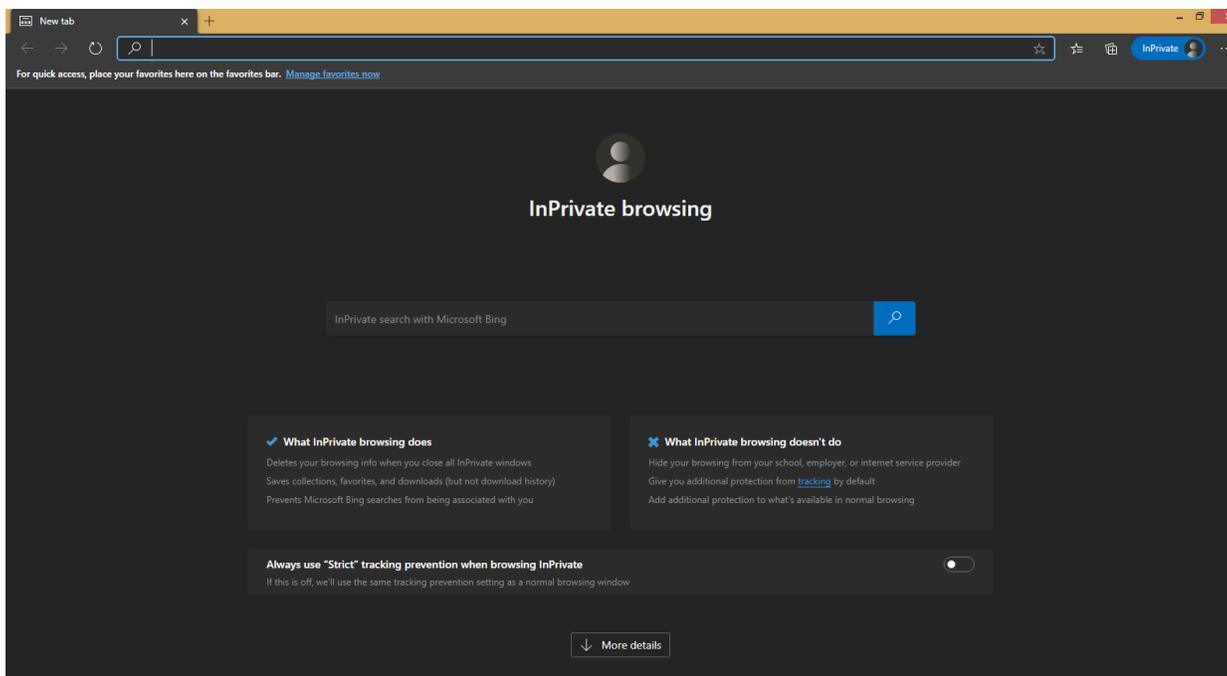
Click on the horizontal elipses in the top right corner.



Select "New InPrivate window."



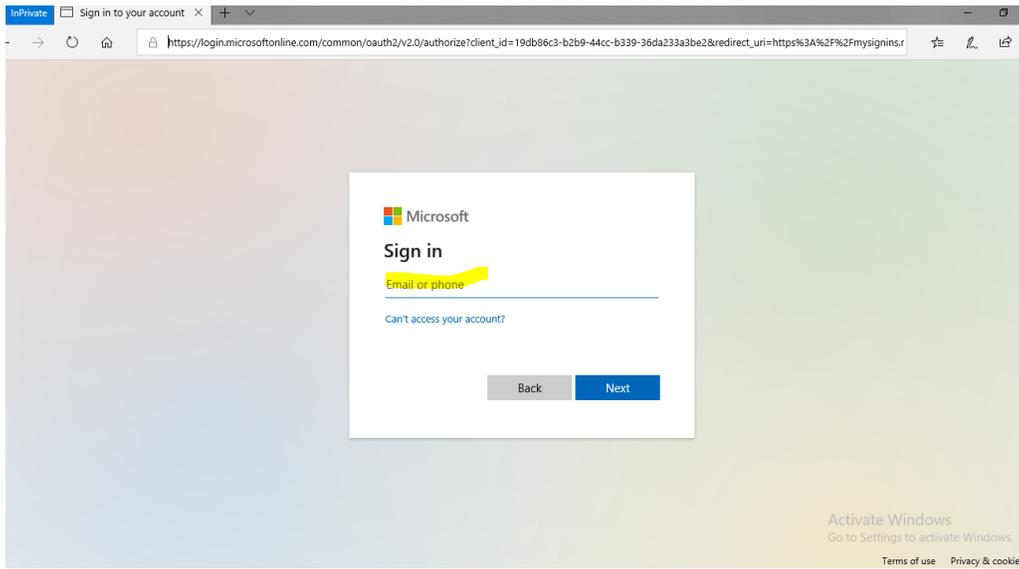
Your browser will then change into incognito mode and look similar to this.



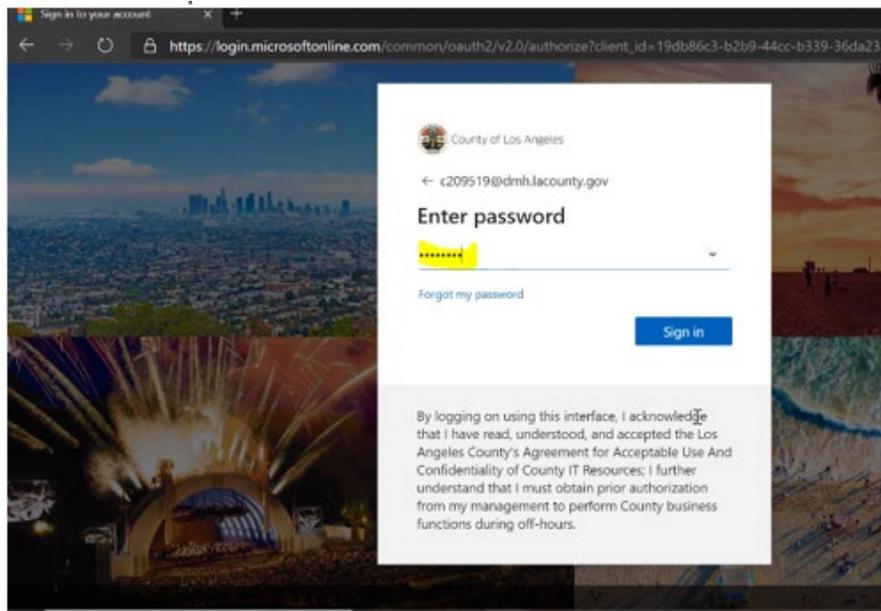
Copy and paste the following link into your browser <https://aka.ms/mysecurityinfo>

You will come to the Microsoft security site Sign In window.

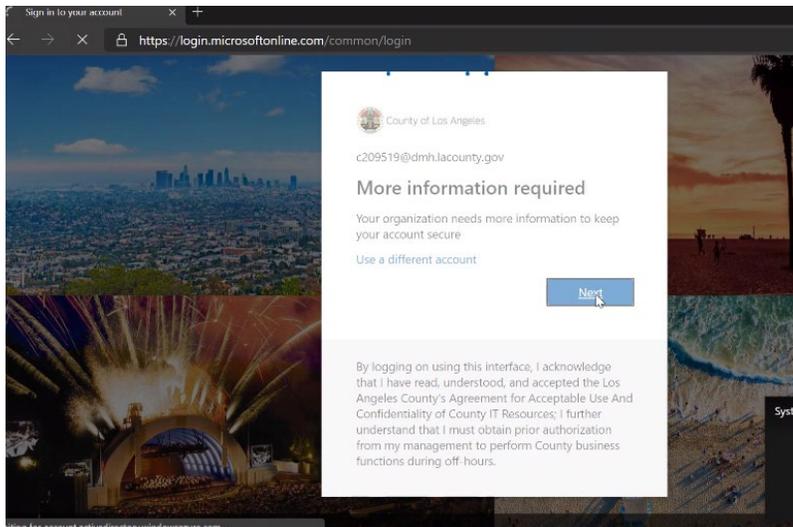
Enter your **DMH user ID which will be your Cnumber@dmh.lacounty.gov**
(example **C123456@dmh.lacounty.gov**)



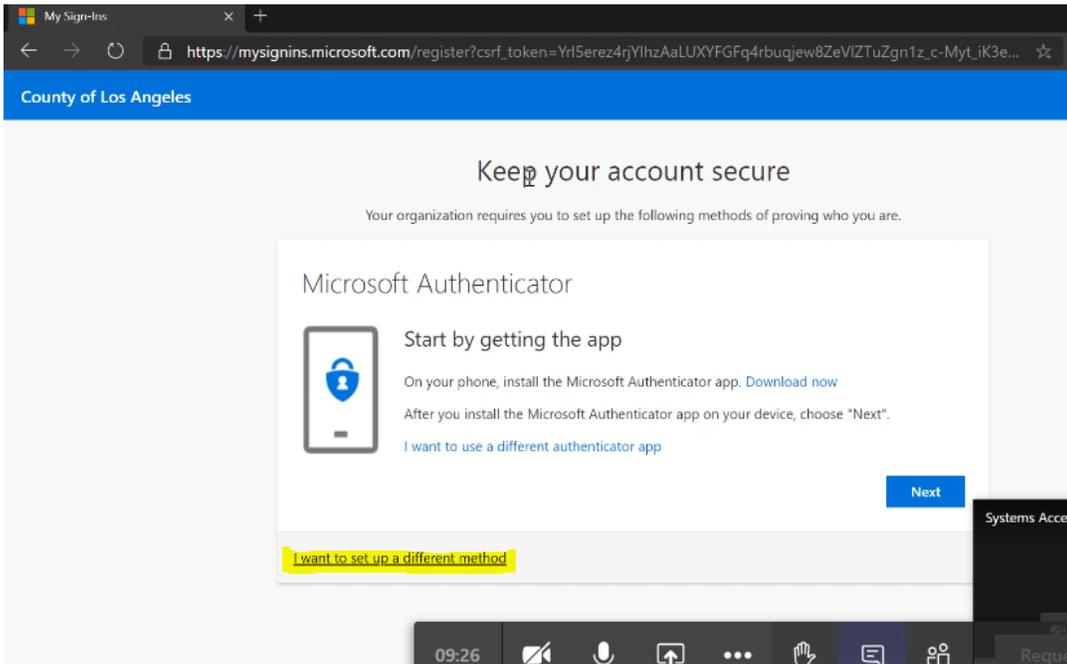
Enter your SSLVPN password.



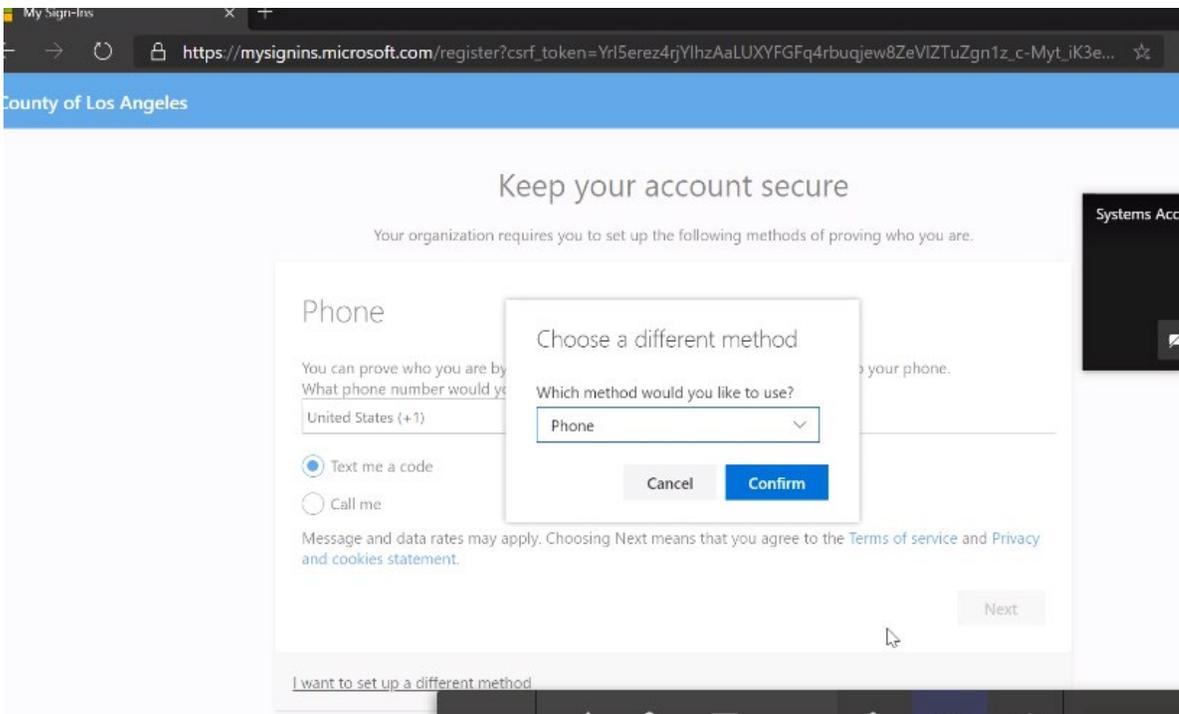
Enter any additional information requested.



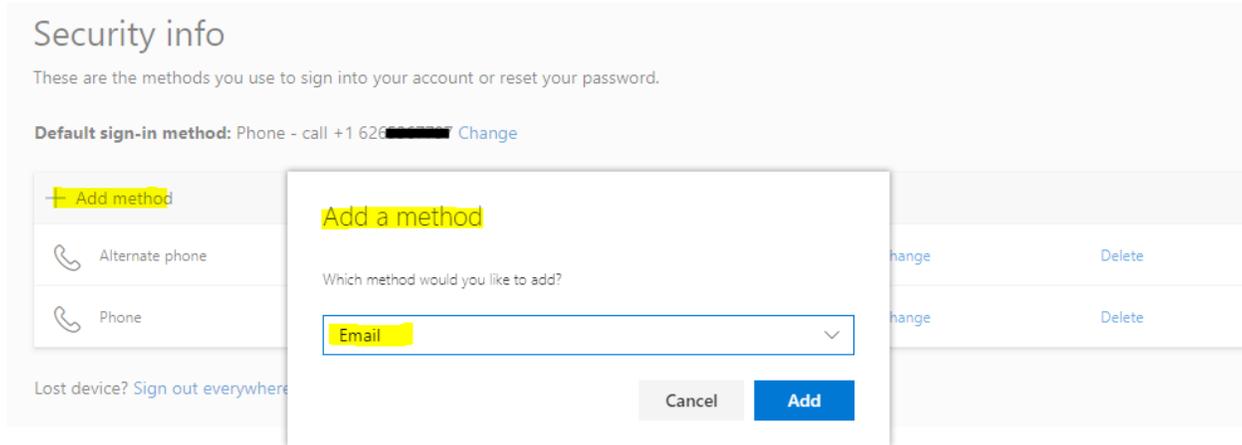
You have the option to use the Microsoft Authenticator app on your mobile phone, or you can add your mobile number to receive text messages for authentication. Click “I want to set up a different method” if you do not want to use the app.



You can choose a different method.



You can repeat the process to add additional methods for authentication such as secure questions or email.



After entering the methods the setup process is done.