Los Angeles County Department of Mental Health
Quality, Outcomes, and Training Division

Full Service Partnership (FSP) Assessments and Data Entry
Frequently Asked Questions

General

Why am I required to complete FSP Assessments?
FSP Assessments and the FSP Outcomes Measures Application (OMA) were developed in response to the Mental Health Services Act (MHSA) mandate to report outcomes data to the State to demonstrate the effectiveness of funded programs and to justify future funding. DMH reports the data to the State by uploading Assessment information on a weekly basis.

Do I have to use the LACDMH specific FSP forms?
Yes. As of 7/1/22, only the new versions of the FSP forms should be used.

What types of FSP Assessments are there?
There are 3 types of Assessments:

- Baseline: The Baseline is used to collect information about the client right up to the moment you provide the first billable FSP service.
- Key Event Change (KEC): The KEC is used to track "Key Events" in a client's life, (e.g., residential change, hospitalization, change in education, legal status, etc.).
- 3-Month Assessment (3M): The 3M captures information about the client on a quarterly basis and it deals with slightly different issues than the KEC including income, substance abuse, school attendance, etc.

What are the different age groups for data collection?

- Children (ages 0-15)
- Transitional Age Youth (TAY) (ages 16-25)
- Adult (ages 26-59)
- Older Adult (ages 60+)

Now that Child and TAY FSP programs have been combined into one program (Child and Young Adult FSP), do I still need to complete TAY Assessments?
Yes. The Assessments remain distinct because the State continues to collect data on each age group separately. So even though they may be treated in the same program, you must complete Children FSP Assessments for those ages 0-15, TAY Assessments for those ages 16-25, and Adult Assessments for those ages 26-59.

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Accessing and Completing FSP Assessments

Where can I find the FSP Assessments?
You can access the Assessments on the LACDMH Outcomes webpage at https://dmh.lacounty.gov/outcomes/fm/ (click on "FSP" then "FSP OMA Assessments") – OR – Directly from the LACDMH Quality Assurance (QA) website https://dmh.lacounty.gov/qa/om/

Am I able to edit the PDFs (the format/fields/checkboxes) in Adobe Acrobat?
Yes, you can edit the PDF documents in Adobe Acrobat. If you do not use Adobe Acrobat, some validations may not appear. *NOTE: To undo a previous entry, you can press Control + Z.*

Can the Assessments be published as html Assessments, in addition to pdf?
LACDMH is not able to publish the Assessments as html. We recommend using Microsoft Edge as your browser and using Adobe Acrobat for the assessments. Please make sure you are using "InPrivate Browser" mode and have updated your browser for maximum security.

What if I don't see all the headings on the FSP OMA?
You can try increasing the size of your Web browser window to the full screen, as a smaller sized window may hide some of the headings. You may also need to click on the ellipses (3 dots). Refer to the FSP OMA manual for instructions.

Can I bill for completing an FSP Outcome Measure?
Refer to the QA Bulletin dated February 3, 2017, No. 17-02, located in the QA Bulletin page of LACDMH's website: https://dmh.lacounty.gov/qa/om/

FSP Assessments Training

What are the training requirements for FSP Assessments?
Trainings are not required but are strongly recommended.

How do I get trained to complete FSP Assessments?
You can find information on FSP Forms and data entry trainings on the DMH Outcomes webpage: https://dmh.lacounty.gov/outcomes/training/ You may attend trainings as many times as you like.

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Who can complete FSP Assessments?
DMH has no specific requirement. It takes considerable clinical skill and experience to complete a Baseline, so DMH suggests that it be completed by a licensed clinician, but this is not a DMH requirement. The KEC and 3M ask more straightforward questions and can often be filled out by a case manager or other staff.

Who can input FSP data?
It is up to your agency. Some providers have clinicians doing direct data input. Other agencies have clinical teams fill out Assessments and clerical staff enter data.

Important dates

What is the difference between Authorization, Partnership, and Assessment dates?

- **Authorization Date:** The day a client is authorized to receive FSP services by the Countywide FSP Administration.
- **Partnership Date:** The first day any FSP services are delivered and billed for. It must be ON or AFTER the FSP Administration's Authorization date.
- **Assessment Date:** The day the Assessment is completed.

When is the Partnership date?
Partnership Date is the first day you provide services (not Outreach and Engagement) on or after the date you receive authorization from Countywide FSP Administration. This almost always coincides with the date of the first billing claim. All Partnership dates must be ON or AFTER the Authorization date.

Can the Partnership date be the date I received the FSP referral?
Only if you receive the referral and authorization from FSP Administration on the same day. Otherwise, all Partnership dates must be ON or AFTER the Authorization date.

Does the Assessment date have to be the same as the Partnership date?
Assessment dates must be ON or AFTER the Partnership date. We encourage you to follow your supervisor's/agency's recommendations regarding specific protocols.

Baseline Assessments

Do I have to answer all the questions on the Baseline?
Yes.

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When do I need to complete a Baseline?
Baselines are completed when a new Partnership is established or when a partnership is reestablished more than 365 days from the close of the previous partnership.

How long do I have to complete a Baseline for a client?
Baselines should be completed by the clinical team within 30 days of the establishment of Partnership. They can be entered later, but the clinical team needs to collect the data on the Assessments within 30 days.

When does a client need a new Baseline?
A new Baseline is only needed if there is a break in services longer than 365 days.

How can I confirm that a Client was in FSP previously and has a Baseline?
The new FSP OMA displays all assessments completed for the client, which includes all entered Baselines for a client and the provider that completed it. For additional confirmation, you may contact the previous provider. You may also reach out to the DMH FSP Outcomes Team: FSPOutcomes@dmh.lacounty.gov

Should I use a different Baseline if the client changed age groups while enrolled?
No, clients do not need a new Baseline if they "age up" (example: Child to TAY, TAY to Adult). No new Baseline is needed unless the client has been out of treatment for more than 365 days.

Should I use a different Baseline if the client changed Programs?
No new Baseline is needed unless the client has been out of treatment for more than 365 days.

Should I use a different Baseline if the client changed Providers?
No new Baseline is needed unless the client has been out of treatment for more than 365 days.

Can I edit a Baseline that was not created by my agency?
No, you will need to contact the provider that created the Baseline and ask them to make the change.

Where can I find the previous FSP provider's contact information?
Contact your Service Area Navigator for assistance.

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KEC Assessments:

When do I need to complete a KEC?

- A Standard KEC should be completed if there is a change in provider (by the transferring provider and also by the receiving provider). Additionally, if there is any major change in the client's life in the domains listed on the KEC form.
- A Discontinuation KEC should be completed when a client is disenrolled by a provider.
- A Reestablishment KEC should be completed if a client returns to FSP services and it has been less than 365 days from the discontinuation.

Do I need to fill out every section of a KEC?
No, only the section(s) that applies to the change in the client's life.

Can I submit one KEC to cover multiple changes in different domains?
Yes, if the changes are in different domains on the same date. If there is more than one change in the same domain, fill out a separate KEC for each one. LACDMH recommends filling out a KEC as soon as the change occurs and not holding onto KECs.

Discontinuing a client: This is when a client is disenrolled from FSP services. The client will not be receiving FSP services anywhere in LA County.

When do I need to complete a discontinuation KEC?
When the client is going to end FSP services anywhere in LA County.

How do I discontinue a Client?
For information on discontinuing a client, refer to the following document on the Outcomes website:
http://file.lacounty.gov/SDSInter/dmh/1127813_1061365_KECMovingClients07-27-2022.pdf

Is the status change date the last day our agency provided services before discontinuation?
The status change date is the date Countywide FSP Admin approves the disenrollment.

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Reestablishing a Client: This is when a Client is returning to FSP services within 365 days of disenrollment from FSP services

How do I reestablish a Client?

1. Get Countywide Authorization to re-enroll and know the date of authorized re-enrollment
2. Select Re-establishment KEC
3. Enter Date of Partnership Status Change (on the date of Authorization from Countywide FSP Administration)
4. Scroll to the bottom of the screen and click on Submit

Does the Reestablishment date become the new Partnership date, or does it remain the original Partnership date?
It remains the original Partnership date.

What is the difference between receiving a client and reestablishing a client?
The difference is their enrollment status in FSP services in LA County. A client is received when there is no break in services and is transferred from one agency to another. A client is reestablished only if they previously discontinued FSP and had a break in services that is less than 365 days.

Transferring clients: This is when there is a transfer of a client from one provider to another when there's no break in FSP services. If your agency is transferring a client out, you need to do a Standard KEC (not a Discontinuation KEC or Reestablishment KEC) to release the client's outcomes so the new agency can file new KEC's and 3M's for the client. ***NOTE: If the client is transferring out of your agency, you should ensure all outcome measures are up to date prior to transferring client.***

How do I transfer a client to a different provider?
For information on how to transfer a client, refer to the following document:
http://file.lacounty.gov/SDSInter/dmh/1127813_1061365_KECMovingClients07-27-2022.pdf

What should I do if the previous provider did not enter the transfer KEC when the Client left their program, and therefore left the Client "active" with them?
You will need to contact the previous provider and ask them to complete the required KEC You may reach out to the service area navigator for assistance.

Receiving a client: This is when your provider site is receiving the client from the transferring provider.

How do I receive a client?
For information on receiving a client, refer to the following document:
http://file.lacounty.gov/SDSInter/dmh/1127813_1061365_KECMovingClients07-27-2022.pdf

Should I assume the previous provider completed a Baseline or should I complete one for a transferred Client, just in case?
All of the client's Baselines will be listed in FSP OMA. If you are not able to find it, first check with your data entry staff. If there is still confusion, we recommend that you then contact the previous provider before completing a new Baseline. Contact the DMH FSP Outcomes team for more assistance: FSPOutcomes@dmh.lacounty.gov

3-Month (3M) Assessments

Do I have to complete the whole 3M?
Yes.

When are 3Ms due?
3Ms are due every 3 months from the Partnership Date. For example, if your Partnership Date is January 2nd, then you have a 3M due on or around April 2, July 2, Oct. 2, Jan. 2, and so on. You can use the 3M calculator on the Outcomes webpage to confirm the dates:
https://dmh.lacounty.gov/outcomes/resources/ *Scroll to FSP and look under worksheets and tips sheets*.

How long do I have to complete a 3M?
You have a 45-day window around the due date to complete the 3M: 15 days before the due date to 30 days after. This deadline applies to the clinical team member who is filling out the Assessment, not the data entry person entering it into the FSP OMA.

If I complete the 3M form within the 45-day window (not on the actual date) will the rest of the dates change? For example, the original dates were 4/2,7/2,10/2 but I complete the form on 4/15, will the next due date be 4/2 or 4/15?
The due date would remain 4/2. The 3M is based on the Partnership Date, whether your agency did the Baseline or not. For transfer clients you may need to look up that original Partnership date.

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Does the 3M need to be "Completed" within the window period or "Entered" in FSP OMA within the window period?
The 3M needs to be completed within the window period. It can be entered anytime into FSP OMA, although we encourage you to enter the data as soon as possible.

What if there is an upcoming 3M due for a client but the client has not been active with my agency in the last 3 months?
The FSP program by design requires at least weekly contact with the client. In the rare case that this is not happening, every effort should be made to contact the client. Otherwise, LACDMH recommends that you use alternative means to fill out the 3M such as record review or collateral contact. If you have further questions, contact LACDMH FSP Outcomes for assistance:
FSPOutcomes@dmh.lacounty.gov

For the 3M, what if I am not able to locate the Client during the 45-day window?
LACDMH recommends that you use alternative means to fill out the 3M such as record review or collateral contact. If you have further questions, contact LACDMH FSP Outcomes for assistance:
FSPOutcomes@dmh.lacounty.gov

Questions about FSP Assessments

Administrative Information section

Where do I get the new provider number?
You can ask the previous provider their number. Alternatively, you can contact the Service Area Navigator for assistance.

Do I still need to include an NPI number in the FSP Assessments?
No, that field has been removed.

Do I still need to include who completed the Assessment on FSP forms?
No, that field has been removed.

Under the Program Name section, why are there asterisks next to some of the names?
The asterisks indicate that these programs ended 6/30/2021. They are still listed here in case there is a need to document older information.

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Housing FSP was renamed HSSP. If a Client is enrolled in this program, will I need to complete FSP Assessments for them?
No. You will notice an asterisk after Housing FSP, indicating that this program ended 6/30/2021. It is still listed here in case there is a need to document older information.

Do clients that are in IFCCS also have to complete this new version of FSP Assessments?
Yes.

What is the "DMH#"?
It is the Client's ID number.

Living Arrangements section

Do the total number of days need to still add up to 365 for the Living Arrangement table?
Yes.

Will there be a new Living Arrangement Calculator?
No, since we are no longer requesting dates. The new FSP pdf Assessments will sum up days as you add them in, so you know if you are reaching 365 days.

For the KEC, do I still have to provide answers for "Reason Codes" for why the client's residential status changed?
No, this section has been removed.

For the Baseline, will the living arrangement table automatically adjust for leap years?
No, but only the last 365 days need to be accounted for.

How many KECs will you complete if the client has multiple changes of living arrangement settings within one day?

- You only need to file one KEC if the living arrangement at 11:59pm on the day of the change is different than what is listed on the most recent Assessment (Baseline or KEC).
- You will <u>not</u> need to file a KEC if the living arrangement at 11:59pm the day of the change is the same as what is listed on the Baseline or previous KEC (even if the Client had various other living arrangements earlier in the day).

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What KECs do I need to complete for a hospital stay?
A hospital stay requires two KECs to be completed: one for the date the visit started and one for the day the client was discharged.

DAVEL section, Education subsection

If a client failed their current grade, do I need to complete a KEC?
No, you only document changes on KECs. If they failed, they would stay in the same grade.

If my client is a Child and in Daycare or Preschool, do I need to answer the questions about school attendance and school grades?
No, you can leave those questions blank.

For children under the age of 3 who are not in day care or preschool what grade level do we select?
You can leave Grade Level Information, School Grades, and School Attendance questions blank on the Child FSP forms.

In the Grade Level Information subsection, is there a category for Private School "Educated Related Mental health Services" (ERMHS)?
No, you would select "Level Unknown (e.g., Client in non-public school)".

In the Education Settings table, if the Client attends a school that meets less than 5 days a week, would that still count as one week?
Yes, but you would have to adjust your ratings under the "School Attendance" subsection, as applicable.

DAVEL section, Employment subsection

For children, can I skip the Employment section since it doesn't apply?
No, if the questions are not applicable (we realize it usually won't) enter "52" under "Unemployed" and you can leave the rest of the fields blank (do not enter "0" or N/A).

Do I still need to ask clients to disclose their income for the Baseline/3M?
No, we no longer ask for amount of income, just type of financial support (SSI, GR, etc...).

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Does "Current" refer to the past 4 weeks or today in the Employment Table?

- In the Employment sections, "Current" refers to the last 4 weeks.
- In all other sections, "Current" refers to today.

Financial section

If a client has no benefits but lives with her working child or family member, what do I put for her source of financial support?
This section is asking how the client is financially supported. For this specific question, the answer would be "Other Family Member/Friend".

Physical Health section

Would visiting a physician for "physical health reasons" include a routine annual check-up or is it intended to capture only if the client was ill?
Yes. The question includes routine check-ups as well as when the client was ill.

If Client's insurance assigned them a PCP but the Client hasn't seen the PCP, what would I enter for "Does the Client have a primary care physician"?
You would select "Yes".

Does "Current" refer to the past 4 weeks or today in the physical health section?
"Current" refers to today in the physical health section.

Substance Abuse section

If the client has a status change after I complete the Baseline, do I need to update the Baseline?
You do not need to update the Baseline. Baseline data includes pre-partnership data only. The change can be recorded on a KEC or 3M.

Does a client need to be diagnosed with a substance use related disorder or is it enough that I know that they are using substances?
The client doesn't need to have a formal diagnosis to answer this question, but it may be helpful to refer to the DSM-V criteria.

Does "Substance Abuse" refer to only an inpatient drug treatment program?
No, it is a very broad category.

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What if I find out that the client provided inaccurate information on the Baseline, does the Baseline need to be corrected?
Yes, the information on the Baseline should be corrected.

Does "Current" refer to the past 4 weeks or today in the substance abuse section?
"Current" refers to today in the substance abuse section.

Emergency Intervention section

What is the difference between the two questions about emergency room and crisis stabilization?
The difference is the type of services provided in each setting. Emergency Rooms can include the possibility of staying more than 23 hours, whereas crisis stabilization centers & urgent care centers do not and are meant for immediate short-term services.

For the Emergency Intervention section, am I counting calls made by our internal LPS (who initiates the hospitalizations)?
Not on the Baseline since this includes pre-partnership information. You would count internal LPS call after the Partnership has been established and complete a KEC for that event.

Does the 24/7 team include the FSP 24/7 internal FSP response team?
No, it refers to an external team.

Legal section

What does it mean if a Client has a Payee?
It means that the Client does not manage their finances and someone else has legal control over their finances (the Payee).

For the custody questions, can I put "N/A" if it is not applicable?
No, you should put "0" if the question is not applicable.

Does "Current" refer to the past 4 weeks or today in the legal section?
"Current" refers to today in the legal section.

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New Questions on FSP forms

What are the new questions on the new FSP Assessments (Rev. 7/1/22)?
There are 4 new questions, which are listed below.

In the DAVEL section, EDUCATION subsection:
1. “If the Client is stopping school, did the Client complete a class and/or program?” *(KEC Assessments for TAY, Adult and OA only)*

In the PHYSICAL HEALTH section:
2. “Did the Client visit a primary care physician or another doctor for physical health reasons IN THE PAST 12 MONTHS?” *(Baseline Assessments, All age groups)*
3. “Did the Client visit a primary care physician or another doctor for physical health reasons IN THE PAST 3 MONTHS?” *(3M Assessments, All age groups)*

In the LEGAL section, PROBATION subsection:
4. “Date Client broke the terms of probation:” *(KEC for TAY, Adult and OA only)*

Do I need to answer the 4 new questions if I completed the Assessment before July 1, 2022?
Yes, you will have to bridge the gap and have those 4 questions answered to successfully pass validation in the new FSP OMA. Three of the four questions can be referenced using questions from the old Assessments.

New question (on Rev. 7/1/22 version)	Reference question(s) (on Rev. 6/30/16 version)
“If the client is stopping school, did the client complete a class and/or program?” *(DAVEL, Grade Level Information, KEC Assessments for TAY, Adult and OA only)*	“Did the client successfully complete the CURRENT term or course?” *(DAVEL, Educational Setting, KEC Assessments for TAY, Adult and OA only)* “Did the client successfully complete a degree or training program?” *(DAVEL, Educational Setting, KEC Assessments for TAY, Adult and OA only)*
“Did the client visit a primary care physician or another doctor for physical health reasons IN THE PAST 12 MONTHS?” *(Physical Health section, Baseline Assessments, All age groups)*	“Client uses a primary care physician?” *(Physical Health section, Baseline Assessments, All age groups)*
“Did the client visit a primary care physician or another doctor for physical health reasons IN THE PAST 3 MONTHS?” *(Physical Health section, 3M Assessments, All age groups)*	“Client uses a primary care physician?” *(Physical Health section, 3M Assessments, All age groups)*

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New FSP OMA

How do I submit my FSP data?

- Directly Operated agencies need to enter data into the Dynamics application called FSP OMA-DO.
- Legal Entities need to enter data into the Portal application called FSP OMA-LE.

How can I gain access the new FSP OMA?

- DOs will automatically have access when the application goes live. If you are not able to access the new application after it goes live, you should file a HEAT ticket.
- LEs will have to go through your Liaison. If you are not able to access the new application after it goes live, you should follow up with your Liaison.

If I have access to the old FSP OMA, will I automatically have access to new application?

- If you're a DO, yes. If you are not able to access the new application after it goes live, you should file a HEAT ticket.
- If you're an LE, no, and you will have to go through your Liaison. If you are not able to access the new application after it goes live, you should follow up with your Liaison.

Will my password to the new FSP OMA be the same as my password on the previous version?
Yes.

Is the new FSP OMA going to be part of the provider portal (only for LEs) where they moved the SRTS?
Yes.

How can I sign up for the training on the new FSP OMA?
You can view trainings and register on the Outcomes webpage:
https://dmh.lacounty.gov/outcomes/training/

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Is there a suggested browser to use FSP OMA?
We recommend using Microsoft Edge as your browser and using Adobe Acrobat for the assessments. Please make sure you are using "InPrivate Browser" mode and have updated your browser for maximum security.

Will I have to manually transfer the OMA data from the old FSP OMA to the new version?
No, the data has been automatically migrated by DMH when the new FSP OMA went live.

Can old Assessments be entered in the new FSP OMA?
Yes.

If I have already entered data into the old FSP OMA from July 1st to now, do I have to go back and answer the 4 new questions?
No.

Can I make corrections with the new FSP OMA?
Yes, you will be able to make corrections, except for the Administrative Info section.

When I get an error message on the new FSP OMA, is there a hyperlink that will take me to the error?
- There are no hyperlinks on the DO FSP OMA.
- There are hyperlinks on the LE FSP OMA.

Will the new FSP OMA allow an answer of "Unknown"?
No, all questions will need to be answered to submit a form.

Does DMH release FSP Outcomes data reports for providers?
- Yes, you can run several reports on Cognos. There's information on the Outcomes website (under the Internet Reports tab): https://dmh.lacounty.gov/outcomes/reports/
- You can also request reports from LACDMH by emailing FSP Outcomes: FSPOutcomes@dmh.lacounty.gov

Data Change and Delete Requests (DCDR)

Can I make corrections, if I make an error on an Assessment during data entry?
You can make corrections, except for in the Administrative Info section.

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Are there changes to the DCDR process?
Yes, the DCDR process is online and accessible through the DCDR portal on FSP OMA. Requests are processed in the order they are received.

What happens after I submit a DCDR?
You will get an email confirming it was submitted. In addition, you can check the status of your request (which will be regularly updated) through the DCDR portal.

Can I delete an Assessment or do I need to submit a DCDR?
Although you can't permanently delete an Assessment, you can deactivate an Assessment if it is in "Saved" status, except for KEC Discontinuation or KEC Reestablishment Assessments.

For additional information:

- **Outcomes Webpage**: https://dmh.lacounty.gov/outcomes/
- **Link to FSP OMA**: https://dmh.lacounty.gov/outcomes/applications/
- **Technical assistance with FSP OMA**: **LACDMH Help Desk at 213-351-1335**
- **QA Bulletins:** https://dmh.lacounty.gov/qa/qabul/
- **DMH FSP Outcomes Email**: FSPOutcomes@dmh.lacounty.gov