



Internet Reports

Quick Reference Guide for DMH Contractors



Data Management & Information Technology Administration Division Reporting Unit

Revised 9/7/23

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Purpose

To provide guidance and instructions to users on how to access Internet Reports using the updated version of Cognos Analytics. It has a new user interface requiring users to follow new user login protocol. In addition, the user interface has been restructured including new menu, navigation bars, and reporting folder structures.

Requirements, Recommended Operating System and Web Browser (MFA)

Requirements	Recommended Operating System	Recommended Web Browser
Local admin rights is required to access	Windows 10 must be at least 22H2	Chrome 114.0.1823.43
Incognito or InPrivate mode.	System must be up-to-date.	Chromium-based Edge Browser
		114.0.1823.43
Refer to your agency's IT to check if you have local admin rights to access Incognito mode or InPrivate mode on your browser.		

Do NOT use Internet Explorer.

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

Use Google Chrome or Microsoft Edge Chromium.

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

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

For Google Chrome:

Click on the elipses in the top right corner.

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	History Download Bookmark			Ctrl+J
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	Find More tool	s		Ctrl+F
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Add shortcut				

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	Zoom -	100% +
	Print Cast Find More tools	Ctrl+P Ctrl+F
	Edit C	ut Copy Paste
Q Search Google or type a URL	Settings Help	4
+	Exit	
Add shortcut		

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

New Tab X +			- 0 ×
$\leftrightarrow \mathbf{c}$ \mathbf{c}			🖈 😸 Incognito 🚦
	You've gone incognito		
	Now you can browse privately, and other people who use this device v However, downloads and bookmarks will be saved. Learn more	won't see your activity.	
	Chrome won't save the following information: Your activity might • Your browsing history • Websites you vi • Cookies and site data • Your employer • • Information entered in forms • Your internet se	r or school	
	Block third-party cookies When on, sites can't use cookies that track you across the web. Fe sites may break.	Features on some 🛛 💭	

For Microsoft Edge Chromium:

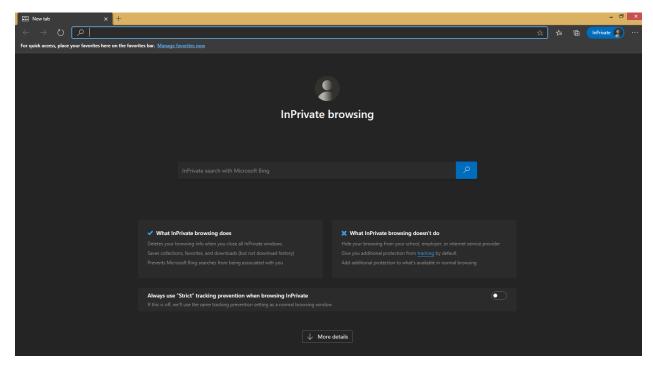
Click on the horizontal elipses in the top right corner.

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	*
	New tab Ctrl+T
	New window Ctrl+N
	□ Rew InPrivate window Ctrl+Shift+N
	Zoom - 100% + 2 ⁿ
	5∕⊒ Favorites Ctrl+Shift+O
	S History >
C TO CONC.	↓ Downloads Ctrl+J
	🕀 Apps >
	< 3 Extensions
	Collections Ctrl+Shift+Y
Ļ	Print Ctrl+P
	🕼 Web capture Ctrl+Shift+S
Google Search I'm Feeling Lucky	Find on page Ctrl+F
	A ⁽ⁱ⁾ Read aloud Ctrl+Shift+U
	More tools >
	🐼 Settings
	? Help and feedback >
	Close Microsoft Edge

Select "New InPrivate window."

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		New tab			Ctrl+1	Г
		New window			Ctrl+N	I
	5	New InPrivate	e window	Ctrl+S	Shift+N	J
		Zoom	-	100%	+	2
	∿≣	Favorites		Ctrl+S	Shift+C)
	I	History				>
		Downloads			Ctrl+.	J
A CONTRACT S	₽	Apps				>
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(q	Ē	Collections		Ctrl+	Shift+\	/
Ţ,	e e				Ctrl+F)
Google Search I'm Feeling Lucky		Web capture		Ctrl+	Shift+S	\$
Google Search I'm Feeling Lucky		Find on page			Ctrl+I	
	A"	Read aloud		Ctrl+S	Shift+L	
		More tools				>
	\$	Settings				
	?	Help and feed	dback			>
		Close Microso	oft Edge			
	-					

Your browser will then change into InPrivate window and look similar to this.



Copy and paste the following link into your browser <u>https://aka.ms/mysecurityinfo</u> You will be directed to the Microsoft security site Sign In window.

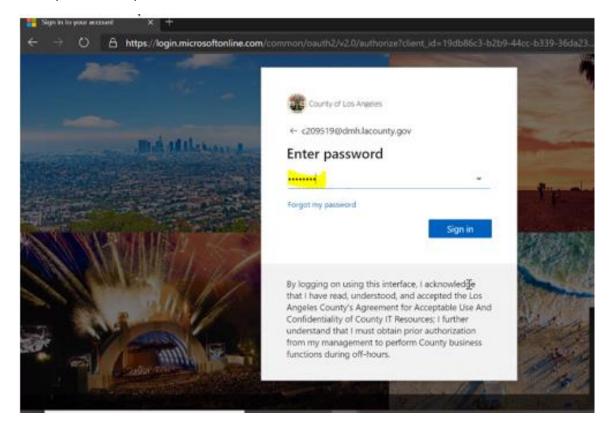
Microsoft Security site login

Enter your DMH user ID which will be your <u>Cnumber@dmh.lacounty.gov</u> (Example: <u>C123456@dmh.lacounty.gov</u>)

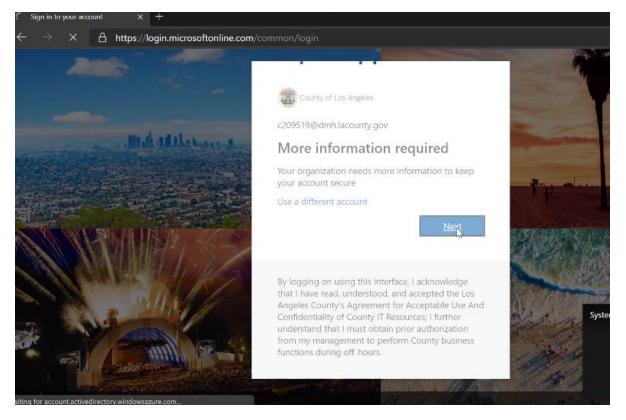
Contact DMH Help Desk for any issues with passwords or setting up MFA: 213-351-1335

InPrivate	🗖 Sig	n in to yo	ur account $ imes$	+ ~											٥
- →	Ö	ណ៍	⊖ https://l	ogin.microsoftc	online.com/com	nmon/oauth2/v2.0/a	authorize?clier	nt_id=19db86c3	b2b9-44cc-b33	9-36da233a3b	e2&redirect_uri=http:	%3A%2F%2Fmysignins.r	5⁄≡	h	Ê
						Sign Email or		unt? Back	Next						
												Activate Win Go to Settings to			
												Terms o	fuse P	rivacy 8	cookies

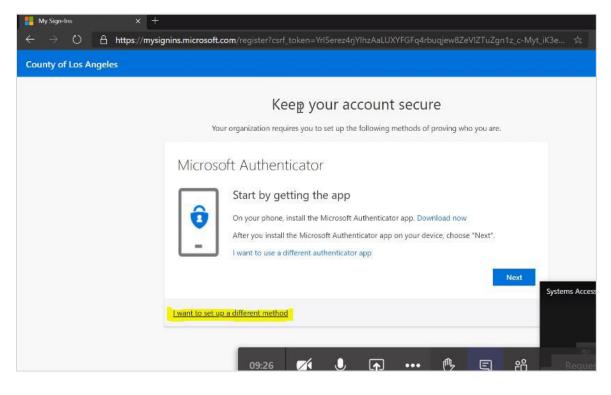
Enter your SSLVPN password.



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.



Phone Method Enrollment

Go to "+Add Method" and from the dropdown menu and select "Phone"

My Sign-Ins	
 Overview Security info 	Security info These are the methods you use to sign into your account or reset your password.
Organizations	+ Add method
☐ Devices	No items to display.
A Privacy	

You can choose a different method.

Add a method	
Which method would you like to add?	
Phone	\sim
Authenticator app	
Phone	
Alternate phone	

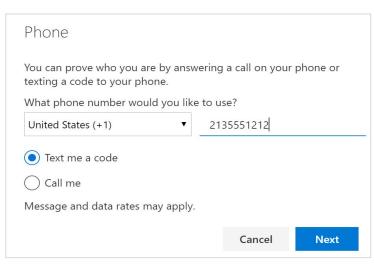
Select "Phone' from the drop down menu and click "Confirm".

ty of Los Angeles				
	Ke	eep your account secu	re	
	Your organization req	uires you to set up the following methods of	proving who you are.	Syster
	Phone	Choose a different method		
	You can prove who you are by What phone number would ye	Which method would you like to use?) your phone.	-
	United States (+1)	Phone		
	 Text me a code Call me 	Cancel Confirm		
	Message and data rates may app and cookies statement.	oly. Choosing Next means that you agree to t	he Terms of service and Privacy	
			Next	
			\square	

1) Add a phone number to receive texts or phone calls for verification (Personal or Company issued cell phone).

2) Select either "Text me a code" or "Call me"

3) Click "Next"



If "Text me a Code" was selected, enter the 6-digit code that was provided to the phone number you entered and click "Next"

Phone		
We just sent a 6 digit code to +1 213 Enter code	Enter the	code below.
Resend code		
	Back	Next

4) You have completed the Phone Verification.

 Login
 Authenticate
 Access

 Image: Complex definition
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After entering the method(s), the setup process is complete.

If you chose the Phone-Text Method Option, you will need to perform these additional steps.

Go to Link: (https://aka.ms/mysecurityinfo).

Click on "Change" for Default Method.

A Overview	Security info			
𝒫 Security info	These are the methods you use to sign into you	r account or reset your password.		
🖻 Organizations	Default sign-in method: Phone - call +1 ?	Change		
Devices	+ Add method			
A Privacy	& Phone	+1 909	Change	Delete
	Microsoft Authenticator	DMH-iPhone-F71X41QZJ5KM (disabled, please		Delete
	Lost device? Sign out everywhere			

Change from Phone - call to Phone - text.

8 Overview	Security inf	0		
℅ Security info	These are the methods	s you use to sign into your account or reset your password.		
Organizations	Default sign-in meth	od: Phone - call +1 909 Change		
🖵 Devices	+ Add method			
A Privacy	S Phone	+1 909	Change	Delete
	Microsoft Aut	Change default method		Delete
Los	Lost device? Sign ou	Which method would you like to use to sign in?		
		Phone - call +1 905		
		Phone - call +1 909		
		Phone - text +1 909		

Requirements, Recommended Operating System and Web Browser (Pulse Secure & Cognos)

Requirements	Recommended Operating	Recommended Web	Required Pulse
	System	Browser	Secure Client
			(W10 and Mac)
Local admin rights is required to install Pulse Secure.	Windows 10 must be at least 22H2 System must be up-to-date.	Chrome 114.0.1823.43 Chromium-based Edge Browser 114.0.1823.43	9.1R15.2 (MSI) 9.1R15.2 (DMG)
Refer to your agency's IT to check if you have local admin rights to install Pulse Secure on your computer.			
Uninstall older version of Pulse Secure			

A way to uninstall older version of Pulse Secure from your computer

Pulse Secure is typically installed in the C:\Program Files (x86)\Pulse Secure\Pulse folder; however, this location may vary depending on the user's choice when installing the application. The entire uninstall command line for Pulse Secure is C:\Program Files (x86)\Pulse Secure\Pulse\PulseUninstall.exe.

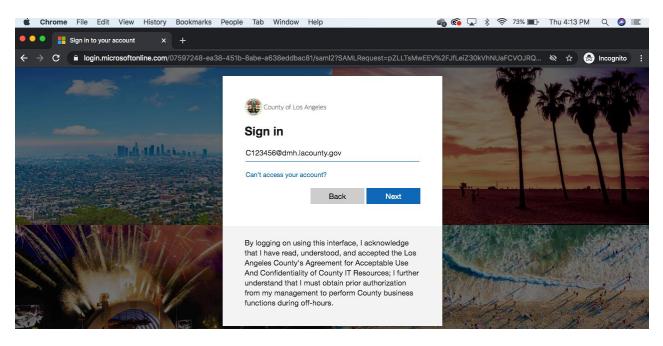
🔄 « Program Files (x86) » Pulse Secure » Pulse 🗸 🗸		
Name	Date modified	
AllEvents.man	5/29/2020 7:12 AM	
🔄 components	10/7/2020 2:03 PM	
EventsRes.dll	5/29/2020 7:10 AM	
PSSetupClientInstaller	5/29/2020 6:01 AM	
📑 PulseHelper	5/29/2020 7:10 AM	
PulseInstaller	10/7/2020 2:03 PM	
PulseSecureVersion	10/7/2020 2:03 PM	
🍟 PulseUninstall	5/29/2020 7:10 AM	
😭 Repair Pulse Secure	10/7/2020 2:03 PM	
🔊 versionInfo	10/7/2020 2:03 PM	

Note: Administrator rights is required to uninstall properly.

Los Angeles County Mental Health SSLVPN – DMH Contractor Login

To access the **DMH Contactor Login** page, navigate to DMH Contractor page:

https://era.lacounty.gov/dmh/contractor/mfa



USERNAME: c+ContractorID@dmh.lacounty.gov PASSWORD: Hosted Password

Example: c123456@dmh.lacounty.gov

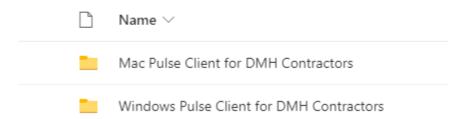
Contact DMH Help Desk at 213-351-1335 to get your SSL VPN password reset

Pulse Secure

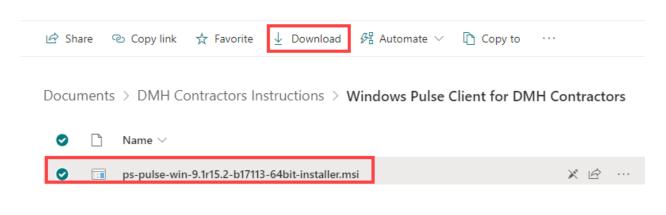
To update or install the required Pulse Client, click on the link below and locate the necessary installer in one of the folders displayed:

CGO-Access PUB - DMH Contractors Instructions - All Documents (sharepoint.com)

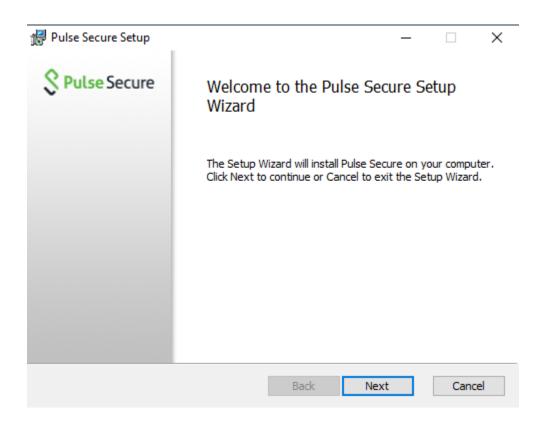
Documents > DMH Contractors Instructions



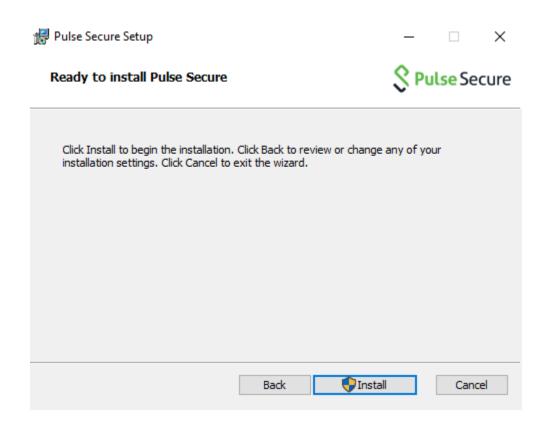
Download and double click on the MSI installer to begin the installation.



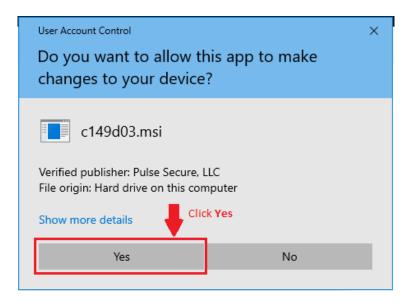
Click Next.



Click Install to begin the install process.



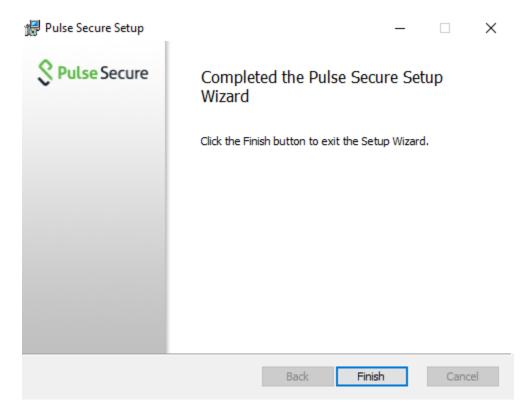
Click Yes, if prompted by the UAC control (See Image below).



Wait for the installation of the Pulse Client to complete.

🛃 Pulse Secure Setup	- 🗆 X
Installing Pulse Secure	Secure Secure
Please wait while the Setup Wizard installs Pulse Secure.	
Status:	
Back	Next Cancel

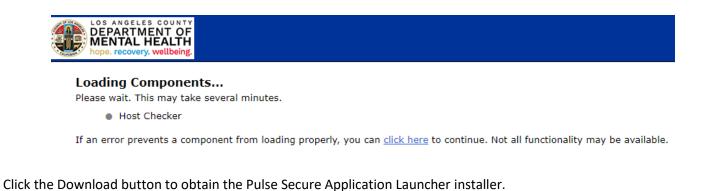
Click Finish to complete the installation of Pulse Secure Client.



For first time users

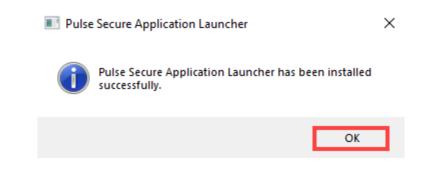
You will need to also install the "Pulse Secure Application Launcher" by clicking on the link below and waiting for the Host Checker to fail and redirect the SSLVPN site:

https://era.lacounty.gov/dmh/contractor/mfa



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope, recovery, wellbeing.	
	It appears that the application launcher is not installed. Download now to proceed.
	Click Download
	Download
	Or, if you still believe that the application launcher is already installed, you can <u>Try Again</u> to find it.
	If you do not want to proceed, please click have to go back.
	If you do not want to proceed, please citic have to go back.

Double click on the MSI installer for the Pulse Secure Application Launcher to start the installer. When the installer is complete, click OK as shown below.



Locate the link labeled "HERE", and click on it to resume the process to launch the LA County SSLVPN website.

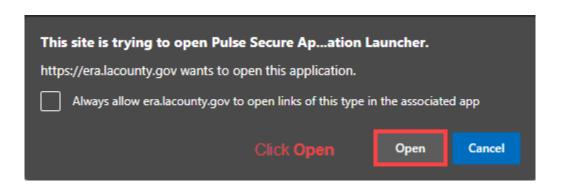
After the application launcher has completed downloading, follow these installation steps.



Once you have completed the above steps, click HERE to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

If you do not want to proceed, please click here to go back.

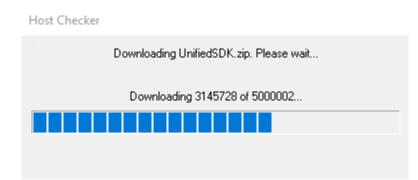
When the application launch is invoked by the web browser click Open to launch the Pulse Secure Client from the browser.



When prompted to trust the download and installation of the Host Checker from the era.lacunty.gov server click on Yes.

Pulse Secure Application	Launcher - Warning
Do you want to allow Pul software from the server?	se Secure to contact the server and/or download, install, execute
Server Name :	era.lacounty.gov
Product Name :	Host Checker
Always	Click Yes No

Wait for the Host Checker to download and install automatically.



Once the Host Checker software is installed, it will confirm the computer meets the security qualifications to access the LA County SSLVPN page. (Note the green status light as confirmation of the Host Checker being installed and working properly.)



When the Host Checker completes its validation scan, the LA County SSLVPN website will load successfully.

Web Bookmarks	▼
DMH Heat	Ð
Internet Reports - FFS	P
Prevention & Early Intervention Outcome (PEI-OMA)	Ð
Safety Intelligence	Ð
Service Request Tracking System (SRTS 1.0)	D
Internet Reports - NGA	P
Internet Reports – OMA	Ð
Synchronizing User Web Bookmarks	
Client Application Sessions	•
Vulse Secure	Start

Click on the Start button to launch and initiate the SSLVPN connection within the Pulse Secure Client.

Client Application Sessions		•
S Pulse Secure	Start	

If prompted once more to allow communication to the era.lacounty.gov server, click Yes.

Pulse Secure Application	Launcher - Warning	
Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?		
Server Name :	era.lacounty.gov	
Product Name :	Pulse Secure	
	Click Yes	
Always	Yes	No

Once connected to the VPN, click the link to Internet Reports specific to your line of business (e.g. FFS, NGA or OMA).

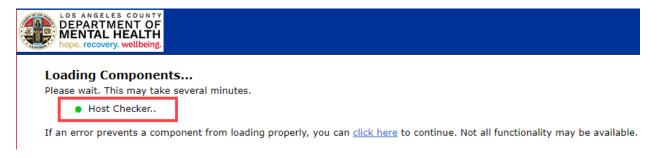
Web Bookmarks	-
DMH Heat	Ð
Internet Reports - FFS	Ð
Prevention & Early Intervention Outcome (PEI-OMA)	Ð
Safety Intelligence	Ð
Service Request Tracking System (SRTS 1.0)	Ð
Internet Reports – NGA	Ð
Internet Reports – OMA	Ð
Synchronizing User Web Bookmarks	
Client Application Sessions	
Pulse Secure	Start

For returning users

You need to click on the link below and authenticate using their DMH Account (C#@dmh.lacounty.gov) in order to access the LA County SSLVPN site:

https://era.lacounty.gov/dmh/contractor/mfa

Allow the Host Checker software to will confirm the computer meets the secuirty qualifications to access the LA County SSLVPN page. (Note the green status light as confirmation of the Host Checker being installed and working properly.)



If prompted to allow communication to the era.lacounty.gov server, click Yes.

Pulse Secure Application	Launcher - Warning	
Do you want to allow Pulse Secure to contact the server and/or download, install, execute software from the server?		
Server Name :	era.lacounty.gov	
Product Name :	Host Checker	
Always	Click Yes No	

Click the Pulse Secure "**Start**" button to establish a secure connection prior to clicking on a link for any of the Internet Reports.

Client Application Sessions		-
S Pulse Secure	Start	

If prompted to allow communication to the era.lacounty.gov server, click Yes.



Once connected to the VPN, click the link to Internet Reports specific to your line of business (e.g. FFS, NGA or OMA).



IBM Cognos Analytics – DMH Contractor Login

Clicking the link to Internet Reports will direct users to IBM Cognos Analytics Login page.

IBM	Cognos Ana	lytics
	Sign in with your Hosted ID	29 29 24
	C111111	
	Sign in Licensed Materials - Property of IBM Corp. © Copyright IBM Corporation and other(s) 2005, 2018. IBM, the IBM logo, ibm.com	
	and Cognos are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide.	

USERNAME: c+ContractorID PASSWORD: Hosted Password Example: c111111

For password reset, please contact the DMH Help Desk at **213-351-1335**.

How to run a Report

After logging in, users will be directed to either FFS Table of Contents, NGA Table of Contents, or OMA Table of Contents page.

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope, recovery, wellbeing.	County of Los Angeles Department of Mental Health FFS Table of Contents	
Oct 1, 2020		3:12:40 PM
Report Name	Note	
Claims Reconciliation Report (CIOB 706A)		
FFS Claim Status Detail Report (CIOB 704) IBHIS	IBHIS data only	
FFS2 Claim Status Detail Report (CIOB 704)	IS data only	
FFS2 Processed Claims Summary Report (CIOB 705A)		

DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbeing.	I	County of Los Angeles Department of Mental Health NGA Table of Contents	
Oct 1, 2020		3:12:	:01 PM
Report Name Report	Description		Update Frequen
630B Report Month	Monthly Report for Units of Service, Admissions and Discharges		
701U Report 701U C	laim Units Repo	ort	Monthly
701UP Report 701UP	Claim Units Rep	port	Monthly
	CT Check List re ntity or FFS Pro	eport will display the Network Adequacy details entered into the NACT portal for each vider.	Daily
Schedule 3 If error Plan (St	Displays the specific Legal Entity's (LE) provider sites and the services allowed per their State and/or DMH file. If errors or changes are found, LE should annotate the change and submit it as part of their Service Delivery Plan (SDP) submission. For more information, please email CMMD@dmh.lacounty.gov or contact the LE lead manager.		
Schedule 5 provide report	Legal Entity (LE) providers may use the historical data provided in the Schedule 5 report and/or use LE provider's own internal data along with any other pertinent data/information, but should use the Cognos report to complete the projection and include it as part of the complete Service Delivery Plan (SDP) submission. For more information, please email CMMD@dmh.lacounty.gov or contact the LE lead manager.		
DEPARTMENT OF		County of Los Angeles Department of Mental Health ntal Health Services Act (MHSA)	
MENTAL HEALTH hope. recovery. wellbeing.		Department of Mental Health ntal Health Services Act (MHSA) Table of Contents	-09 PM
Oct 1, 2020	Mer	Department of Mental Health ntal Health Services Act (MHSA) Table of Contents	:09 PM
MENTAL HEALTH hope. recovery. wellbeing.		Department of Mental Health ntal Health Services Act (MHSA) Table of Contents	
Det 1, 2020 Report Name	Mer	Department of Mental Health ntal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post	t partners
MENTAL HEALTH hope. recovery. wellbeing. Doct 1, 2020 Report Name FSP Employment Report	Mer Report #	Department of Mental Health ntal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post for enrolled and disenrolled clients, by provider and Program. This report includes those clients that did not meet data requirements for the Em	t partners nploymen
MENTAL HEALTH hope. recovery. wellbeing. Dct 1, 2020 Report Name FSP Employment Report FSP Employment Exception Report - 1101	Mer Report # 1101	Department of Mental Health Intal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post for enrolled and disenrolled clients, by provider and Program. This report includes those clients that did not meet data requirements for the Em reports. This report includes clients with Baselines in FSP OMA that do not have any Key Changes entered. This report includes those clients that did not meet data requirements for the FS Arrangement reports.	t partners nploymen y Event P Living
MENTAL HEALTH hope. recovery. wellbeing. oct 1, 2020 Report Name FSP Employment Report FSP Employment Exception Report - 1101 FSP Baseline with No KEC - 1107	Mer Report # 1101 1107	Department of Mental Health intal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post for enrolled and disenrolled clients, by provider and Program. This report includes those clients that did not meet data requirements for the Em reports. This report includes clients with Baselines in FSP OMA that do not have any Key Changes entered. This report includes those clients that did not meet data requirements for the FS Arrangement reports. This report lists the current living arrangement for clients based on their current program.	t partners nploymen y Event P Living provider a
MENTAL HEALTH hope, recovery, wellbeing. Oct 1, 2020 Report Name FSP Employment Report FSP Employment Exception Report - 1101 FSP Baseline with No KEC - 1107 FSP Living Arrangement Exception Report - 1116	Mer Report # 1101 1107 1116	Department of Mental Health Intal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post for enrolled and disenrolled clients, by provider and Program. This report includes those clients that did not meet data requirements for the Em reports. This report includes clients with Baselines in FSP OMA that do not have any Key Changes entered. This report includes those clients that did not meet data requirements for the FS Arrangement reports. This report lists the current living arrangement for clients based on their current p program.	t partners aployment y Event P Living provider a vrogram,
WENTAL HEALTH hope, recovery, wellbeing. oct 1, 2020 Report Name FSP Employment Report FSP Employment Report FSP Baseline with No KEC - 1107 FSP Living Arrangement Exception Report - 1116 Client Current Living Arrangement Report - 1219 Current Living Arrangement Cluster - 1220 High Outlier Residential Status by Program Name - 1233	Mer Report # 1101 1107 1116 1219 1220 1233	Department of Mental Health Intal Health Services Act (MHSA) Table of Contents 3:13 Report Description This report provides a list of clients and detail on their employment pre and post for enrolled and disenrolled clients, by provider and Program. This report includes those clients that did not meet data requirements for the Em reports. This report includes clients with Baselines in FSP OMA that do not have any Key Changes entered. This report includes those clients that did not meet data requirements for the FS Arrangement reports. This report lists the current living arrangement for clients based on their current p program. This report list current living arrangements category for clients based on current p provider. A report to include those clients either enrolled or disenrolled with a post-partner residential status of an acute psychiatric hospital/psychiatric chealth facility, emer shelter, homeless, jail, juvenile hall, other, SNF-Physical, SNF-Psychiatric or Un inordinate number of days. This will aid users in validating residential data and d	t partners nployment y Event P Living provider a orogram, rship gency known foi lata clean
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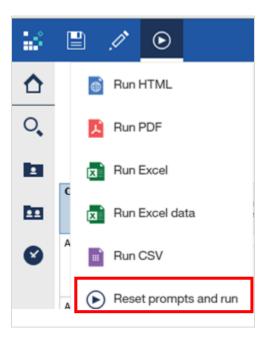
Make sure to specify all the required data in order to enable the **Finish** button.

The example below shows the prompt page for FFS IS704 Report. Prompt page varies with the report selected.

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How to use "Reset prompts and run" and "Refresh"

To allow the user to rerun the report view and choose different prompt values, click the Report Run button and select **Reset prompts and run**.



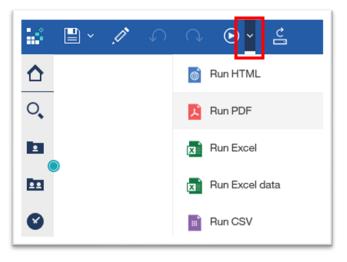
To refresh the report, click on the Refresh icon. This icon appears when you run a report.



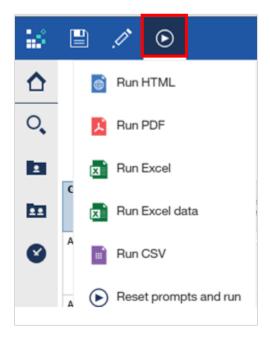
How to Run PDF, Excel, Excel data, CSV Report

There are two ways to extract and display the report as PDF, Excel, Excel Data, or CSV:

1) When the report is run for the first time, a drop down arrow appears next to the Report Run button. Click it and select which format to run.



2) When the report is run multiple times, click the Report Run button and select the preferred format.



Report Formats

Users can generate reports in various formats. Each format has unique sets of properties as listed below.

Properties	Report Formats				
	HTML	PDF	Excel fully formatted	Excel Data minimal format	CSV delimited text
Conditional Style	Yes	Yes	Yes	No	No
Heading	Yes	Yes	Yes	No	No
Row Title(s)	Yes	Yes	Yes	Yes	Yes
Filter	Yes/No ²	No	Yes ¹	Yes ¹	Yes ¹
Sorting	Yes/No ²	No	Yes ³	Yes	Yes
Group/Ungroup	Yes/No ²	No	Yes	Yes	Yes
Current Date	No	No	No	No	No
Report with Summarized Data					
Is the summary format supported?	Yes	Yes	Yes	No	No

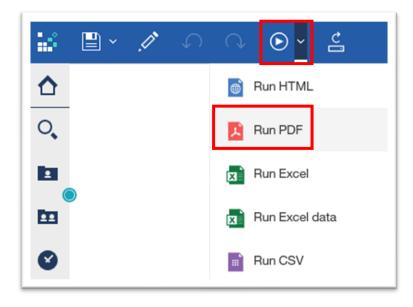
¹ Requires user to turn on filters in Excel.

² Ability to filter, sort, and group data depends on the report design.

³ Requires user to remove merged cells to have the ability to sort.

How to Print a Report

Run the report onto a printable format (e.g. PDF, Excel, Excel data or CSV) to print.



How to Close a Report

Click on the drop down arrow beside the Title Name, and click "x" to close or exit out of the report.



Revision Summary

Date	Revision History	Comments
07/20/2018	v1	Created Quick Reference Guide for DMH Contractors
08/06/2018	v2	 Removed 'Web Browsers Compatibility' and 'ActiveX Control Installation' Added 'Operating System and Browser Compatibility' Added 'Windows Secure Application Manager'
09/12/2018	v3	Included 'Internet Reports – NGA'
01/29/2019	v3 v4	Included 'Internet Reports – OMA'
09/09/2019	v4 v5	Updated logo on front page
03/03/2013	VJ	 Updated SSL VPN Link: https://dmh.era.lacounty.gov/dmh/contractor
		 Updated screenshots for login and report contents Added troubleshooting steps to the Appendix
10/13/2020	v6	 Requirements, Recommended Operating System and Web Browser User must refer to their agency's IT and have local admin rights to install Pulse Secure Older version of Pulse Secure must be uninstalled System must be up-to-date Provided recommended operation system and web browser Replaced Windows Secure Application Manager with Pulse Secure Added updated screenshots for Pulse Secure Installation
03/03/2021	v7	 Added MFA (Multi-factor authentication) login instructions to access the contractor profile Added Login via Google Chrome Added Login via Microsoft Edge Chromium Updated DMH Contractor Login URL Updated Contractor Log In screenshot and instructions Removed Appendix 1: SSLVPN Troubleshooting
03/05/2021	v8	Updated SSLVPN Username and password reset link
09/06/2023	v9	 Updated OS, Web Browser and Pulse Client Recommendations and Requirements Updated instructions to install the Pulse Secure Client Provided an official link for Contract Providers to access Pulse Secure Resources, (eg. Pulse Client Installers and How-To documentation) Updated, Removed, and Added new images for the Pulse Secure Client Installation process and Internet Reports landing page.