FSP OMA User's Group

January 30, 2024

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
QUALITY, OUTCOMES & TRAINING DIVISION

WELLNESS • RECOVERY • RESILIENCE

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

Welcome to the FSP OMA User's Group

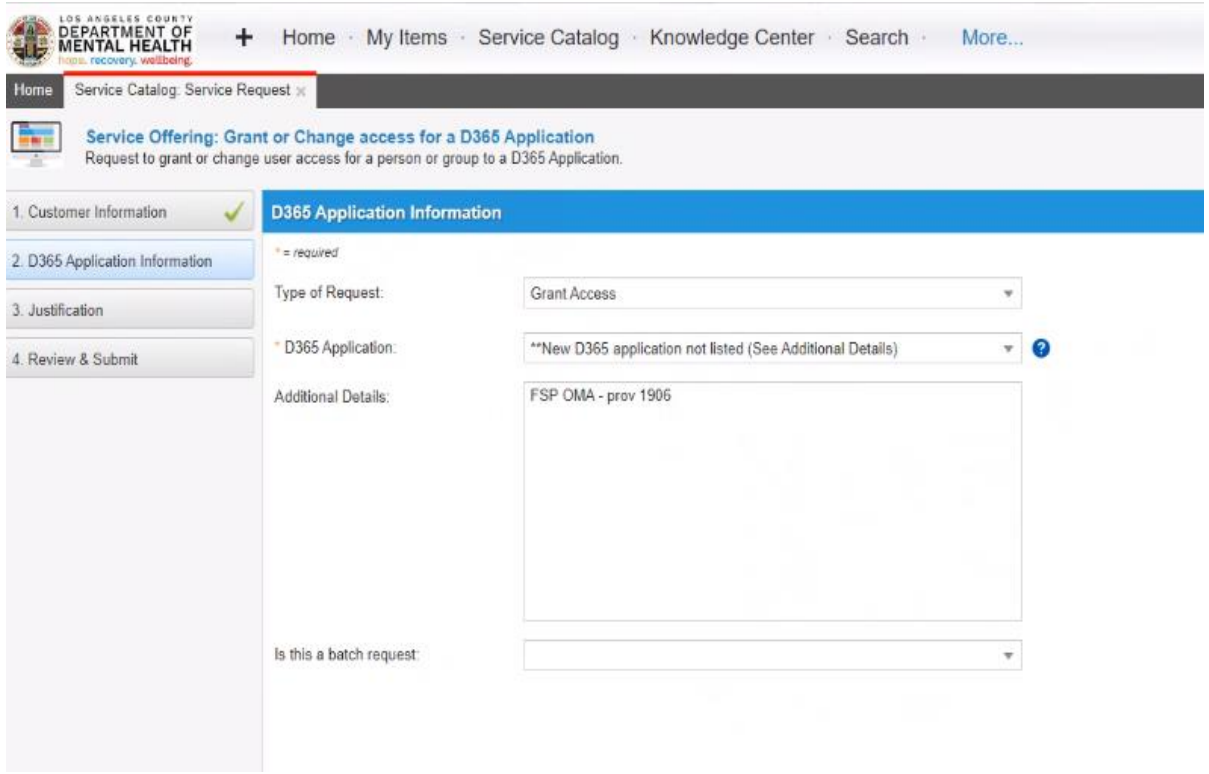
- Welcome and Introductions

Objectives

- Review FSP Key Event Change (KEC) forms
- Demonstrate how to complete KECs for different scenarios

Getting Access to the FSP OMA

- Getting Access:
  - Directly Operated Clinics: need to submit a Service Request (SR)
  - Legal Entities: need to go through their Systems Access Liaison for your Legal Entity



Why we need KECs

- KECs allow us to know the client status on any given day
- Track changes from the Baseline over time
- KEC are important for accurate data reporting
- NOT entering KECs will prevent from other providers from entering info on FSP OMA (Standard KEC and Discontinuation KEC)
- Required by State DHCS

Types of KECs on FSP OMA

1. Standard KEC
   - Used for Transfer and Receiving a client
   - When there is any major change in the client's life in the domains listed on the KEC form
2. Discontinuation KEC
   - Used ONLY for discontinuing a client
3. Reestablishment KEC
   - Used for ONLY for reestablishing a client

Note: There is only one version of the PDF/paper version of KEC, so you will have to determine which one is required on FSP OMA

When do you need to complete a KEC?

1. **When a client is enrolled in a new Program** **[Standard KEC]**
2. **When client has a new Partnership Service Coordinator** **[Standard KEC]**
3. **When a client is transferred to another Provider** **[Standard KEC]**
   - **Provider 1:** Submit a KEC to document the transfer of a client to another provider site, when there is no break in FSP services *(update Provider Number and date of change)*
   - **Provider 2:** Submit a KEC to document receiving the client from the transferring provider(*update the Partnership Service Coordinator*)

When do you need to complete a KEC?

4. When a client is Discontinued by a Provider [Discontinuation KEC]

- Client is disenrolling completely from FSP services *(i.e., the client will not be receiving FSP services anywhere in LA County)*
- Provider should ensure all changes are recorded on 3Ms entered and within window, before entering a discontinuation KEC

5. When a client is Reestablished by a Provider [Reestablishment KEC]

- Client is returning to FSP services within 365 days of disenrollment from FSP services
- Provider should update client information for the time they were away from FSP services (e.g., Living Arrangements, Residential status)

Note: if it has been more than 365 days, a new Baseline is required, not a Reestablishment KEC

Documenting changes on a KEC

- Only fill out the field(s)/section(s) that apply 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.

Standard KEC: Living Arrangements section

- **Reminders**:
  - Hospitalizations require 2 KECs (when client is hospitalized and when the client is released)
  - Be sure to update the Residential status in the Living Arrangement section while client is away from FSP services
  - If a client changes Residential status more than once in a day, the provider only needs to enter a KEC for the residence by the end of the day (where they lay their head 11:59 p.m.) if it changed

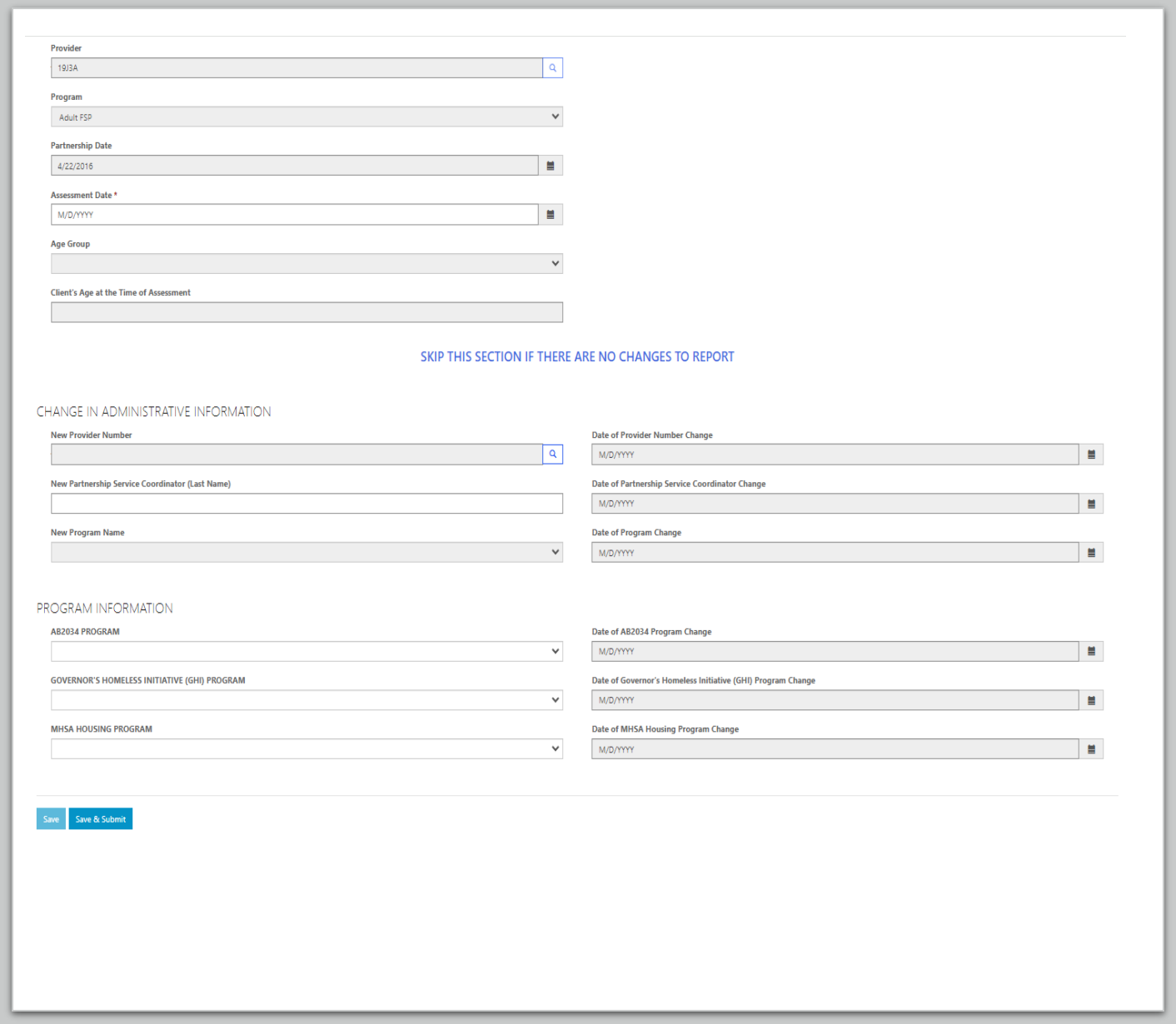
Demo: Entering KECs for Specific Scenarios

- Standard KEC
- Discontinuation KEC
- Reestablishment KEC

Standard KEC

A Standard KEC is required every time a client:

- Is Transferred by a provider
- Is Received by a provider
- When there is a change in Program Name
- When there is a change in Partnership Services Coordinator



Standard KEC: Steps for Transferring a Client

1. Get Countywide Authorization to transfer and know the date of authorized transfer

2. Select Standard KEC

3. Enter New Provider Number

4. Enter Date Provider Site ID Change (on or after date of Authorization from Countywide)

5. Scroll to the bottom of the screen and click on "Save & Submit" for LEs or "Submit" for DOs

Standard KEC: Steps for Receiving a Client

1. Get Countywide Authorization to transfer and know the date of authorized transfer

2. Select Standard KEC

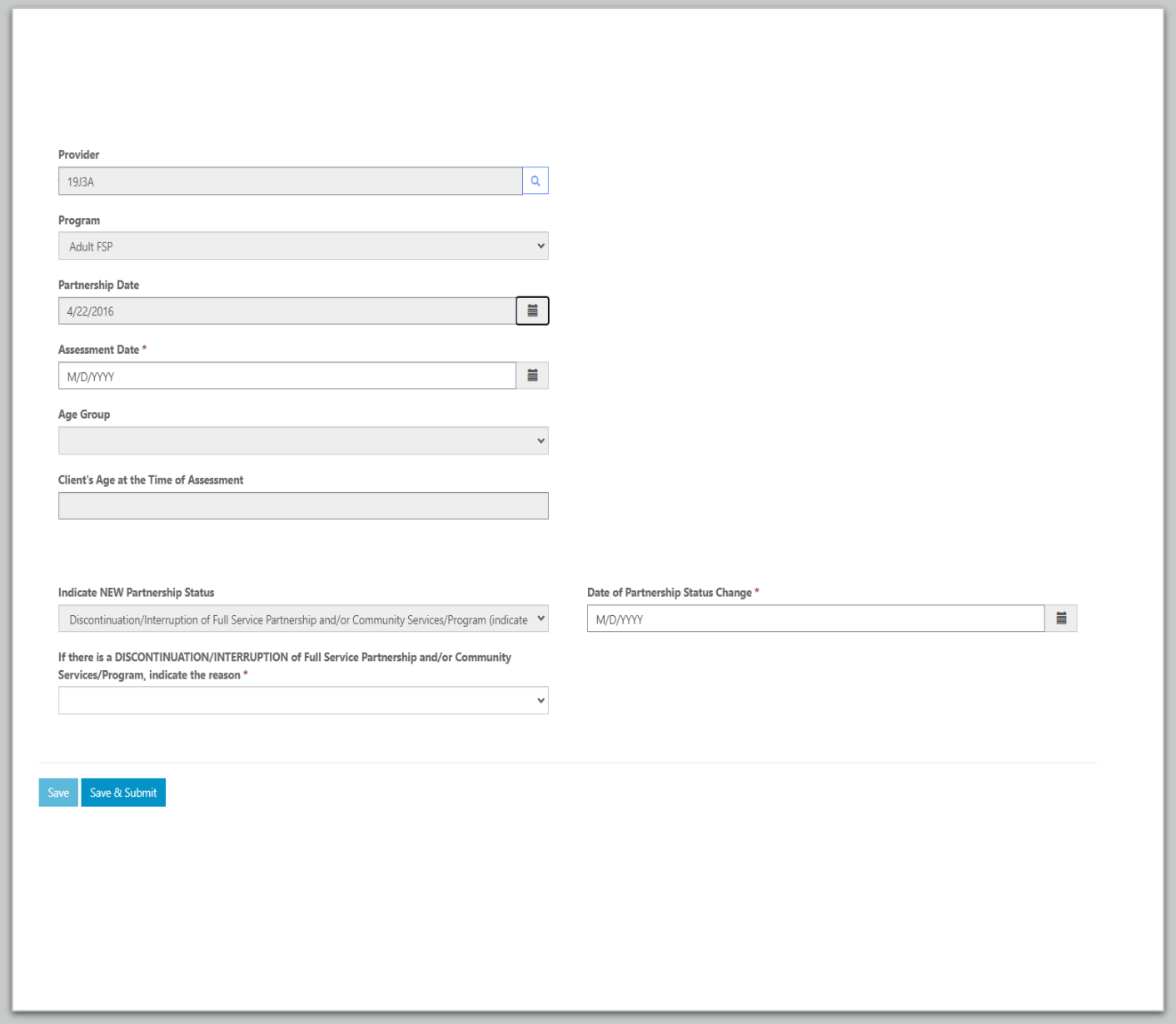
3. Enter New Partnership Service Coordinator (Last Name)

4. Enter Date of Partnership Service Coordinator Change (on or after date of Authorization from Countywide)

5. Scroll to the bottom of the screen and click on "Save & Submit" for LEs or "Submit" for DOs

Discontinuation KEC

- A Discontinuation KEC is required when a client has been disenrolled from FSP services completely (not transferred)



Steps to Create a Discontinuation KEC

1. Get Countywide Authorization to disenroll and know the date of authorized disenrollment (Countywide Signature Date)

2. Select Discontinuation KEC

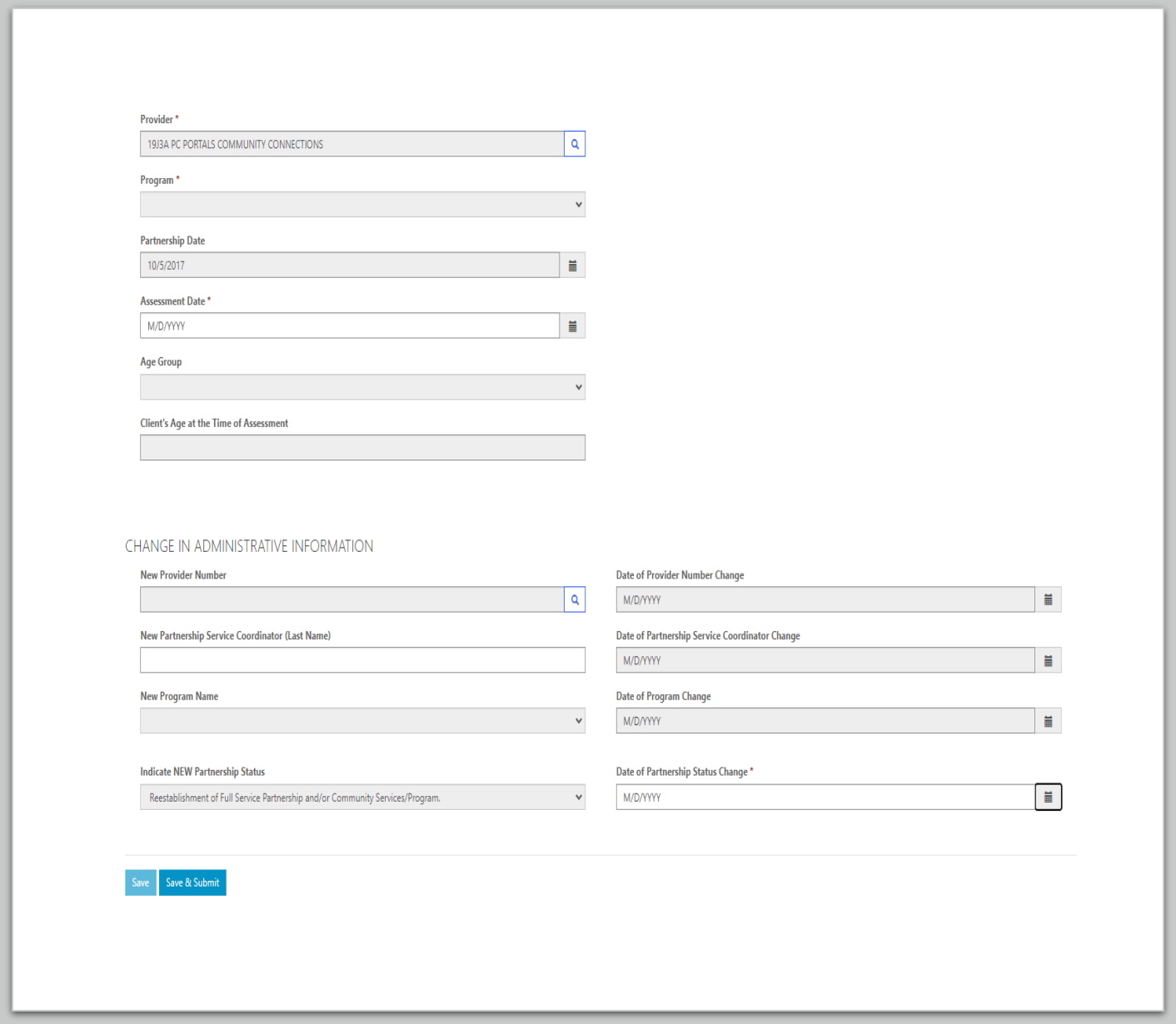
3. Enter Date of Partnership Status Change (on or after date of Authorization from Countywide)

4. Select the Reason for the Discontinuation (should match Reason on disenrollment request)

5. Scroll to the bottom of the screen and click on "Save & Submit" for LEs or "Submit" for DOs

Reestablishment KEC

- A Reestablishment KEC is required when a client has re-started FSP services after being disenrolled (within 365 days)



Steps to Create a Reestablishment KEC

1. Get Countywide Authorization to re-enroll and know the date of authorized re-enrollment

2. Select Reestablishment KEC

3. Enter Date of Partnership Status Change (on or after date of Authorization from Countywide)

4. Scroll to the bottom of the screen and click on "Save & Submit" for LEs or "Submit" for DOs

Form Statuses

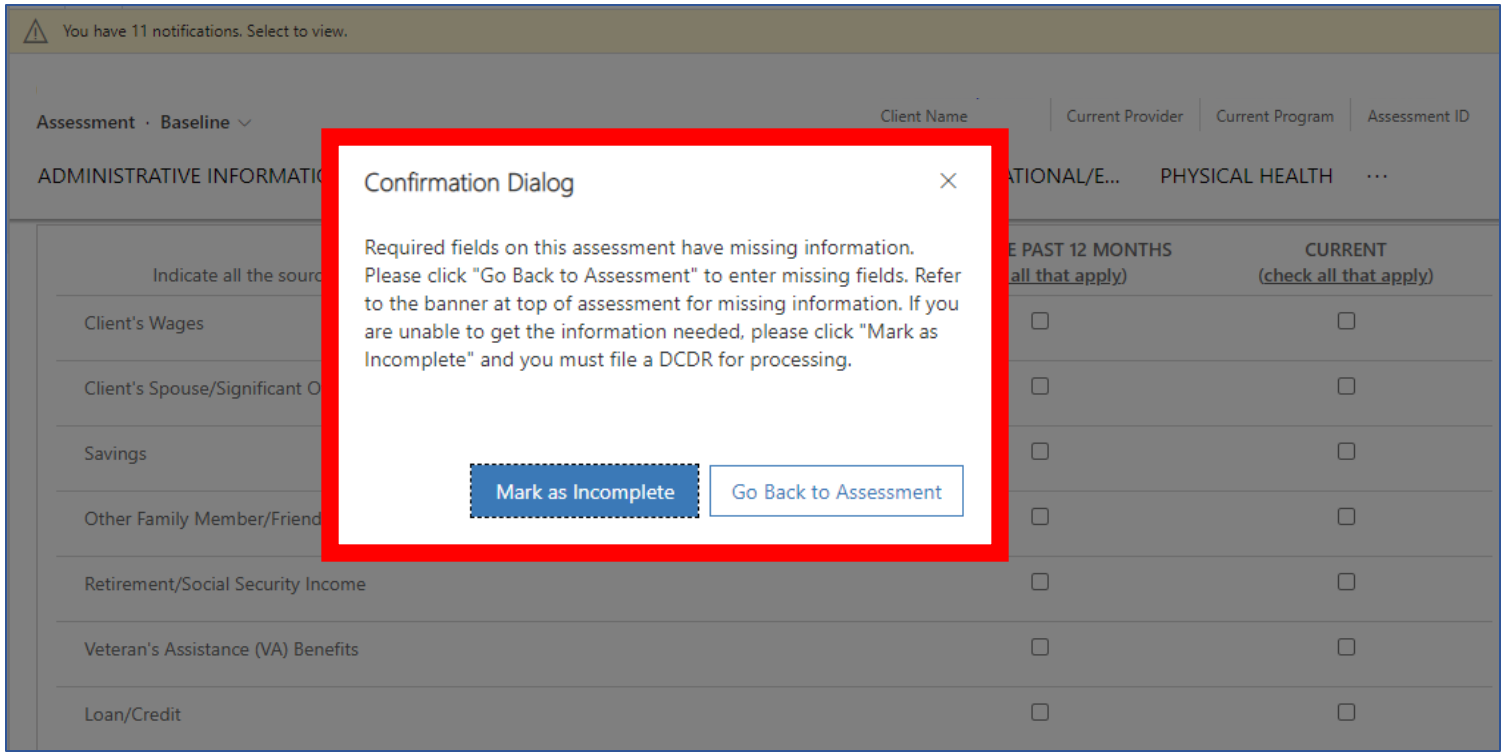
- **Saved** status allow you to save your progress and make any edits.
- **Submitted** status refers to an assessment that passed all system validation successfully. Can be edited with limited capabilities.
- **Incomplete** status refers to partial assessments that did not pass all system validations and are submitted to the FSP Outcomes Team for further review. Incomplete assessments are set to read-only.
- **Complete** status refers to partial assessments that the FSP Outcomes Team have manually changed from incomplete to complete allowing you to continue with other assessments if needed. These can be edited with limited capabilities.

Editing and Deactivating a KEC

- Standard KEC can be edited or deactivated if it is *in Saved status only*
- Providers **cannot** deactivate or edit a Discontinuation KEC and Reestablishment KEC in *Saved or Submitted status*.
  - *Provider will need to submit a DCDR to make changes.*

Incomplete Assessments always require a DCDR

If the assessment does not pass validation, you will receive a message providing you with the choice to either to submit the form as-is or elect to go back to the form to complete it.



Go Back To Assessment, it is recommended that all notifications are reviewed to determine which section require further attention.

Mark as Incomplete if the assessment is submitted as-is, then the assessment form status will change to **Incomplete.** An incomplete assessment will prohibit you from editing the record. You will need to submit a DCDR to request to edit this assessment

Things to Remember

- Always use Microsoft Edge browser
- A Client transfer requires 2 KECs
- Residential status/Living Arrangements needs to be current
- Always use secure email when sending any PHI
- Do not put PHI in subject line of email (not encrypted)

Things to Remember

- Close "floating" FSP Partnerships
- Verify Countywide FSP Administration authorization
- Program Changes effective 7/1/2021 due to FSP Transformation Forensic FSP, Child FSP, TAY FSP and Older Adult FSP were transformed to Adult FSP or Child and Young Adult FSP respectively
- As of 10/1/2023 Homeless FSP and Integrated Mobile Health Team (IMHT) FSP no longer exist as specialized FSPs are now administered by Countywide FSP Administration both Programs were merged to Adult FSP
- Enter any relevant KEC and 3 Month assessments prior to completing a Discontinuation KEC or Standard KEC for Provider transfer or Program change

KEC Resources

- FSP OMA User Guide

FSP LE User Guide - http://file.lacounty.gov/SDSInter/dmh/1125777_FSPLEUserGuide.pdf

FSP DO User Guide - http://file.lacounty.gov/SDSInter/dmh/1125778_FSPDOUserGuide.pdf

- Moving Clients KEC reference form

https://file.lacounty.gov/SDSInter/dmh/1134710_KECMovingClients11-9-2022.pdf

OMA Labs and OMA Alerts

- **HELP DESK: (213) 351-1335**
- **OMA Labs**
  - Wednesdays 9:00AM-10:00AM
- **OMA Alerts**
  - Stay informed and connected:

  FSPoutcomes@dmh.lacounty.gov

Questions or Additional Information

- Outcomes Website
  - http://dmh.lacounty.gov/outcomes/

- FSP Outcomes e-mail address
  - FSPoutcomes@dmh.lacounty.gov

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