

FSP OMA User's Group

July 29, 2025



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



WELLNESS • RECOVERY • RESILIENCE



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MENTAL HEALTH**
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▶▶ Welcome to the FSP OMA User's Group

- Welcome
- Review of handouts

▶▶ Poll Questions

1. What is your role in your FSP Team?
2. Do you enter FSP Outcomes data into FSP OMA?
3. What future topics would you like to see in these User Group meetings?
4. How can we make these User Group meetings more useful?

▶▶ Objectives

- **Highlight important recent updates to FSP OMA** (as of 5/22/25)
Please see full release note with the link below
- https://file.lacounty.gov/SDSInter/dmh/1125781_FSPReleaseNotes.pdf

▶▶ Best Practices Prior to Data Entry

- Assure the computer is functioning correctly
- Use MS Edge as browser (make sure it is updated)
- Request access to FSP OMA if needed (upcoming slides)
- Confirm you are logged under the correct provider number

Getting Access to the FSP OMA and the DCDR Portal



• 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

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Home · My Items · Service Catalog · Knowledge Center · Search · More...

Home Service Catalog: Service Request x

Service Offering: Grant or Change access for a D365 Application
Request to grant or change user access for a person or group to a D365 Application.

1. Customer Information ✓
2. D365 Application Information
3. Justification
4. Review & Submit

D365 Application Information

* = required

Type of Request: Grant Access

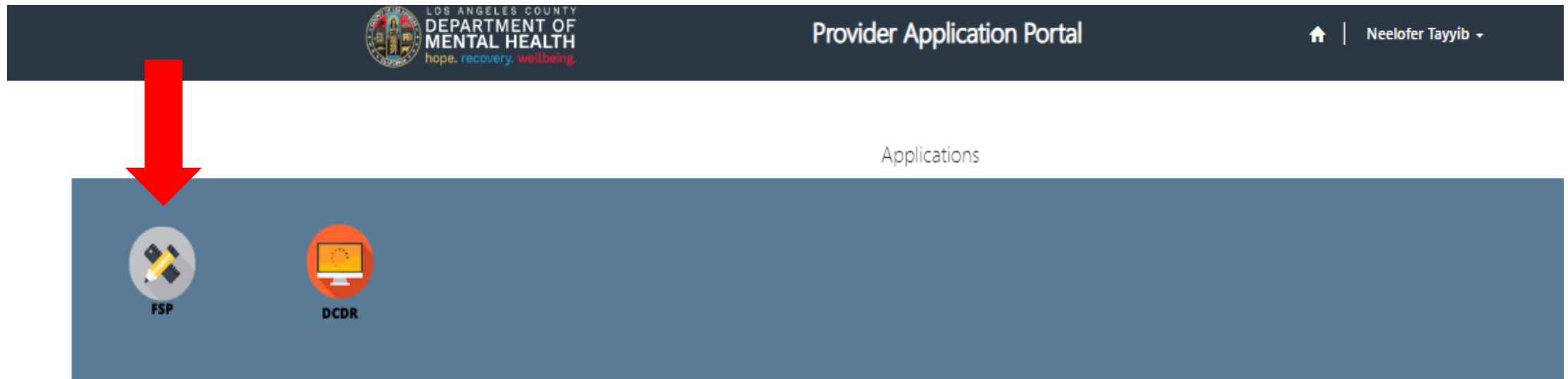
* D365 Application: **New D365 application not listed (See Additional Details)

Additional Details: FSP OMA - prov 1906

Is this a batch request:

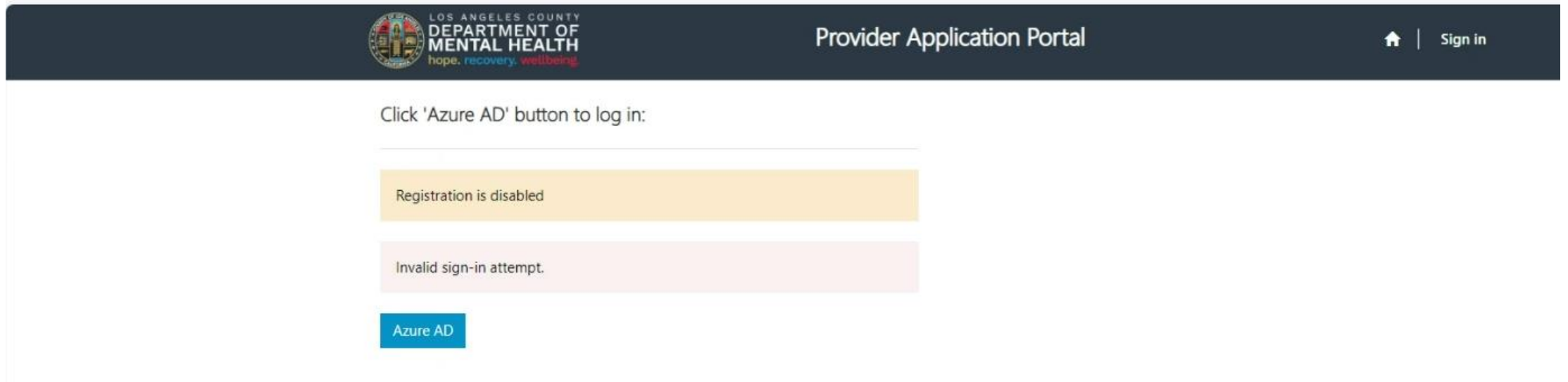
▶▶ Do you have access to the FSP OMA Portal?

If you **do** have access to FSP OMA Portal (for [Legal Entities only](#)), your view will include the FSP icon when you log into the application:



▶▶ Do you have access to the FSP OMA Portal?

If you **do not** have access to FSP OMA Portal ([for Legal Entities only](#)), you will get this error message when you log into the application:



The screenshot shows the top navigation bar of the 'Provider Application Portal' for the Los Angeles County Department of Mental Health. The header includes the department's logo and name, the text 'Provider Application Portal', and a 'Sign in' link. Below the header, the page instructs the user to 'Click 'Azure AD' button to log in:'. Two error messages are displayed: 'Registration is disabled' (in a yellow box) and 'Invalid sign-in attempt.' (in a pink box). At the bottom, there is a blue 'Azure AD' button.

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Provider Application Portal

Sign in

Click 'Azure AD' button to log in:

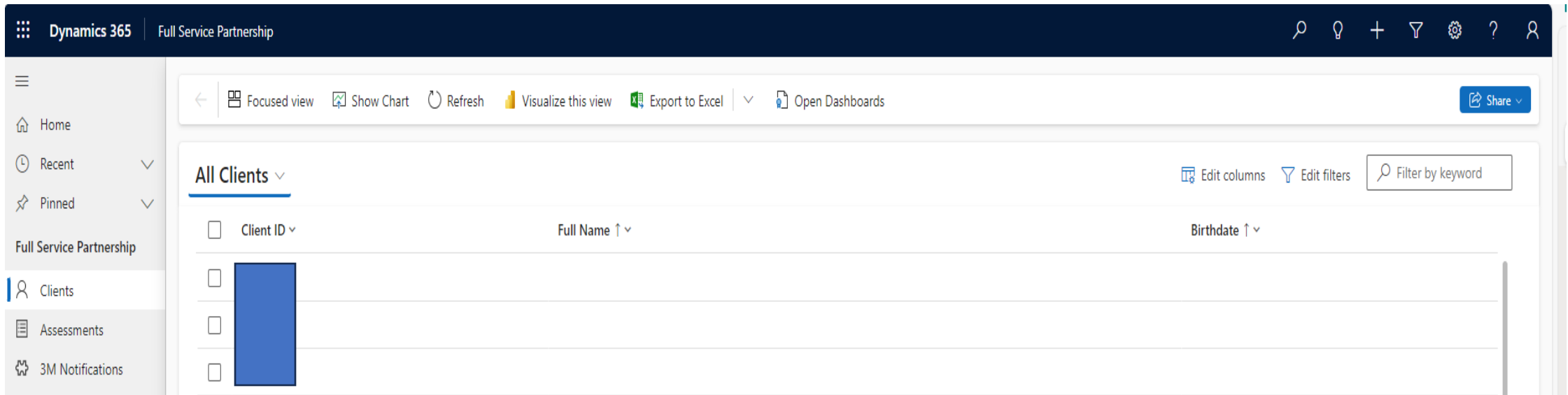
Registration is disabled

Invalid sign-in attempt.

Azure AD

▶▶ Do you have access to FSP OMA Dynamics?

If you **do** have access to FSP OMA Dynamics (for **Directly Operated clinics only**), your view will be the **homepage** when you log into the application:



The screenshot displays the Dynamics 365 interface for the 'Full Service Partnership' entity. The top navigation bar includes the Dynamics 365 logo and the entity name. The left-hand navigation pane lists 'Home', 'Recent', 'Pinned', 'Full Service Partnership', 'Clients', 'Assessments', and '3M Notifications'. The main content area shows the 'All Clients' view with a table of client records. The table has columns for 'Client ID', 'Full Name', and 'Birthdate'. The first row is highlighted in blue. The interface also includes a search bar, a 'Filter by keyword' input, and various action buttons like 'Focused view', 'Show Chart', 'Refresh', 'Visualize this view', 'Export to Excel', and 'Open Dashboards'.

Client ID	Full Name	Birthdate

▶▶ Do you have access to FSP OMA Dynamics?

If you **do not** have access to FSP OMA Dynamics (for [Directly Operated clinics only](#)), you will get this error message when you log into the application:

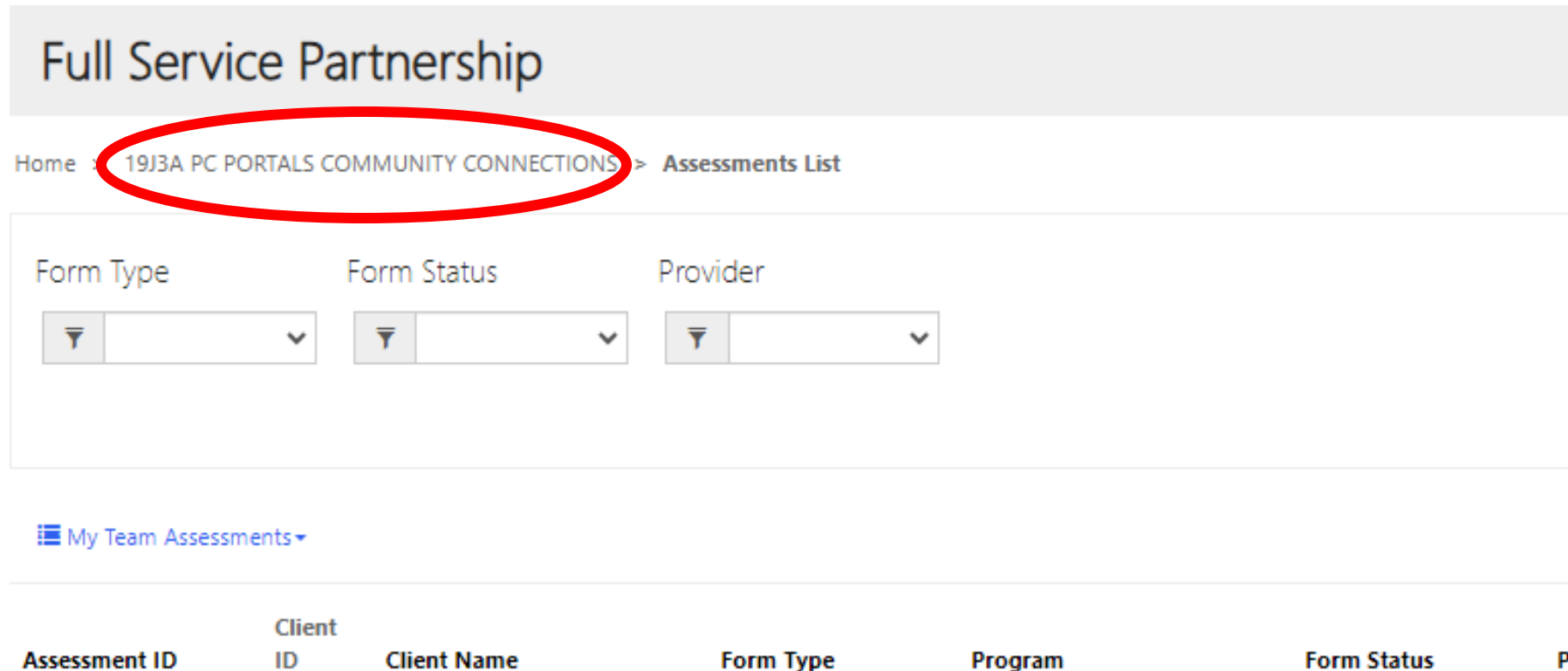


The screenshot shows the Microsoft Dynamics 365 interface. At the top, there is a Microsoft logo and the text "Microsoft | Dynamics 365". On the right side, there is a blue button labeled "Sign Out". Below the header, the word "Notifications" is displayed. A notification with a red 'X' icon states: "You ([redacted]@dmh.lacounty.gov) need a Microsoft Dynamics 365 security role to access this environment (org9fa2ca92)". Below this message, there is a link to "Learn about assigning security roles" and another link for "Troubleshoot user sign in issues". At the bottom of the notification, technical details are provided: "Error Code: userHasNoRole", "Timestamp: 7/8/2024 9:45:44 PM UTC", and "Service Request Id: 7e725744-07ae-4b36-adac-d0e4dfb2f16c". A button labeled "Show Technical Details" is located at the bottom of the notification area.

▶▶ Are you logged on under the correct provider?

For Portal Users only

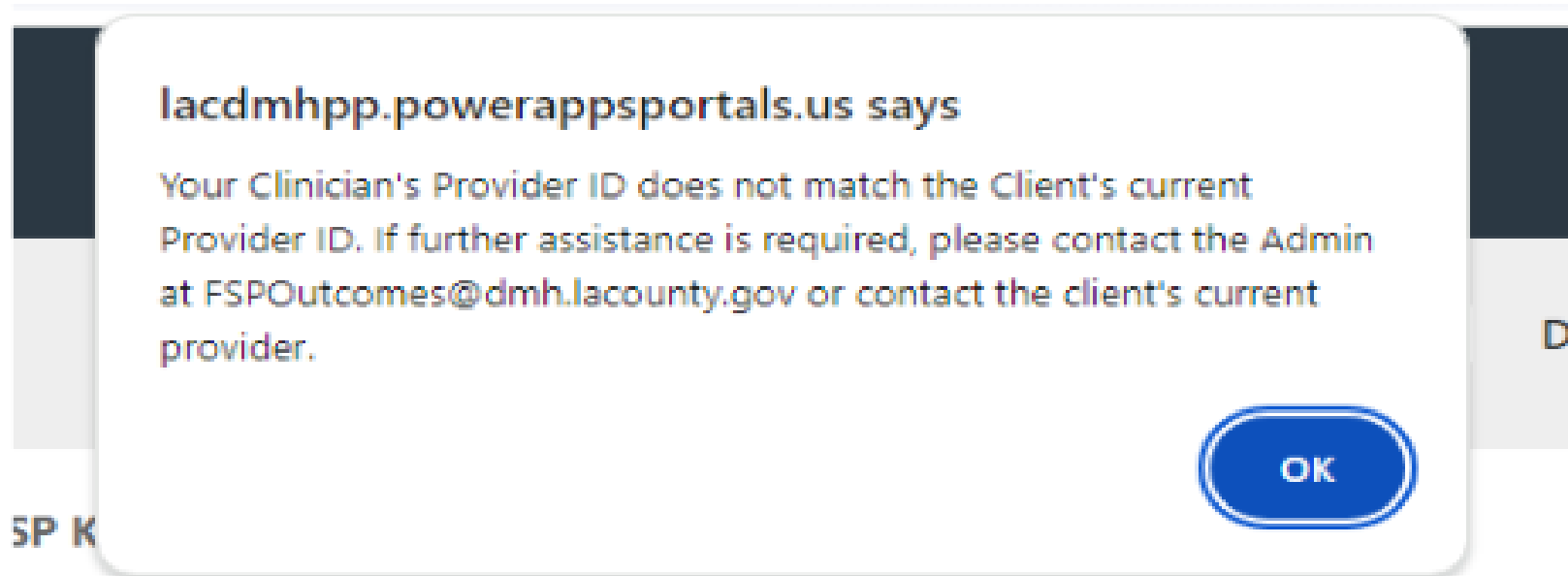
The provider number you are logged under will show on the top of the screen



The screenshot displays a web portal interface. At the top, a grey header contains the text "Full Service Partnership". Below this, a breadcrumb navigation path is shown: "Home > 19J3A PC PORTALS COMMUNITY CONNECTIONS > Assessments List". The provider number "19J3A PC PORTALS COMMUNITY CONNECTIONS" is circled in red. Below the breadcrumb, there are three dropdown menus labeled "Form Type", "Form Status", and "Provider". At the bottom of the screenshot, a table header is visible with columns: "Assessment ID", "Client ID", "Client Name", "Form Type", "Program", "Form Status", and "Pa".

▶▶ Are you logged on under the correct provider?

If you are not logged in under the correct Provider Number for the client, you will receive this error message



▶▶ Emptying cache and hard refresh

If you are experiencing issues with your browser, please empty your browser cache and perform a hard refresh, following the steps below:

1. In Chrome, or Edge, open Dev Tools by pressing F12 on your keyboard.
2. Right-click on the page refresh icon in the browser toolbar.
3. Select **Empty cache and hard refresh**.



If you are still experiencing any issues after doing this, please contact the **DMH Help Desk 213-351-1335** to submit an incident ticket.



FSP OMA Updates

▶▶ Entering past due 3Ms

- Providers are now able to enter past due 3M assessments, even when they are not the current provider.

The screenshot shows a web interface for entering client information. At the top, there is a blue header bar with the text "Contact - TSP Client -". Below this, there are two tabs: "Client Information" (which is selected and underlined) and "Related". The main section is titled "CLIENT INFORMATION" and contains several input fields:

- Client ID: [Redacted]
- Client First Name: [Redacted]
- Client DOB: [Redacted]
- Client Age: [Redacted]
- Current Provider: [Redacted]

A red arrow points to the "Current Provider" field. Below the client information section, there is a "Baseline" section with a table of assessment data:

<input type="checkbox"/>	Assessment ID ↑ ▾	Client ID ▾	Partnership Date ↓ ▾	Provider ▾
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]

▶▶ Discontinuation KECs in Saved Status

- **Providers are now able to enter a KEC or 3M assessment when a Discontinuation KEC is in Saved status, even if they are not the current provider.**
- **Providers are not able to create a Discontinuation KEC when there is a previously entered Discontinuation KEC in Saved status**



Important Reminders

▶▶ Why am I not seeing a "Create 3M" button?

- The "Create 3M" button will only appear when a 3M due date is currently within the 45-day window, unless there is a 3M past due for a client
- If a Baseline is in *Saved* status
 - Providers will **not** see a "Create 3M" button or a "Create KEC" button
 - Providers will **not** have updated 3M Notifications, which allow providers to create a 3M and see "Create 3M" button

▶▶ 3M Button

- If you are within a 45-day window but are not seeing the 3M button, this may be a glitch
- Please email FSP Outcomes team at FSPoutcomes@dmh.lacounty.gov or attend an upcoming FSP Learning Lab (Wednesdays from 9-10) for assistance
- The FSP Outcomes team will conduct analysis and if the issue is confirmed to be a glitch, a HEAT ticket will need to be opened

▶▶ FSP Administration Authorization

Please verify authorization dates for new partnership, transfers, and disenrollments with FSP Administration, in order to enter correct dates on assessments in FSP OMA.

FSP program contact info

- **Child/Young Adult:** ChildYAFSP@dmh.lacounty.gov
- **Adult/OA:** AdultOAFSP@dmh.lacounty.gov
- **IFCCS:** csocifccs@dmh.lacounty.gov
- **Wraparound:** WRAPAROUND@dmh.lacounty.gov
- **AOT:** AOTLAOE@dmh.lacounty.gov

▶▶ FSP OMA reminders

- **If you entered a Discontinuation KEC when it should have been a transfer, please do the following:**
 1. Submit a DCDR to request deletion of Discontinuation KEC
 2. Once deleted, submit a Standard KEC documenting a transfer

- **When a provider number needs to be updated for an agency, please do the following:**
 1. Confirm authorized transfer date from old provider number to new provider number with FSP Administration
 2. Ensure that all KECs and 3Ms for events that took place before the provider number change, have been entered under old provider number
 3. Once complete, enter a Standard KEC documenting a transfer to the new provider number

►► Things to Remember

- Close "floating" FSP Partnerships
- 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

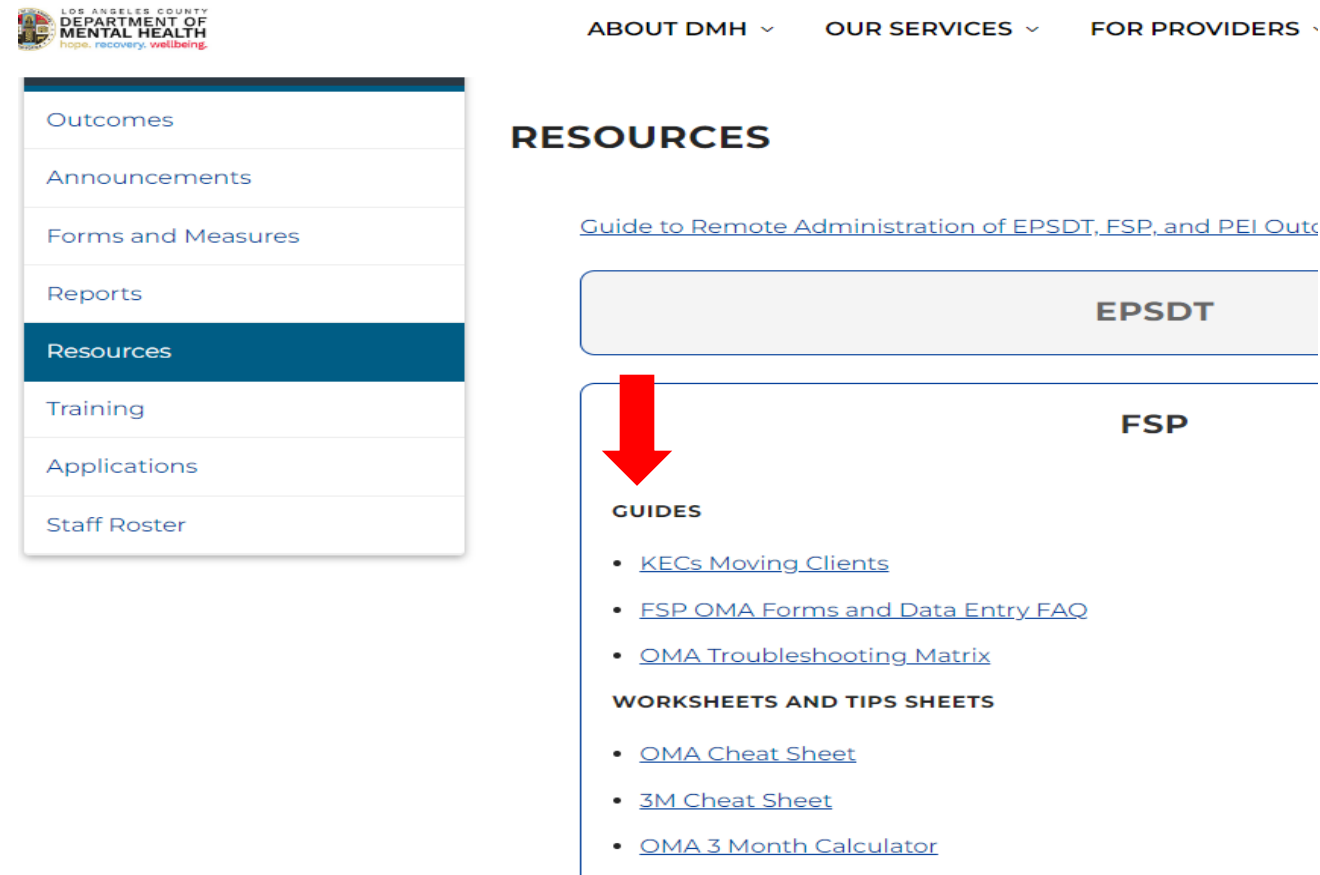


FSP Resources

What resources are on the FSP OMA website?

Outcomes website: <https://dmh.lacounty.gov/outcomes/resources/>

- OMA 3 Month calculator
- KEC Moving Clients guide
- FSP OMA Forms and Data Entry FAQ



The screenshot shows the website for the Los Angeles County Department of Mental Health. The logo at the top left reads "LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH" with the tagline "hope. recovery. wellbeing." below it. The navigation menu includes "ABOUT DMH", "OUR SERVICES", and "FOR PROVIDERS". A dropdown menu is open, listing "Outcomes", "Announcements", "Forms and Measures", "Reports", "Resources" (highlighted in blue), "Training", "Applications", and "Staff Roster". The main content area is titled "RESOURCES" and features a link for "Guide to Remote Administration of EPSDT, FSP, and PEI Outcomes". Below this, there are two tabs: "EPSDT" and "FSP". A red arrow points to the "GUIDES" section under the "FSP" tab, which lists three items: "KECs Moving Clients", "FSP OMA Forms and Data Entry FAQ", and "OMA Troubleshooting Matrix". Below the guides, there is a section for "WORKSHEETS AND TIPS SHEETS" listing "OMA Cheat Sheet", "3M Cheat Sheet", and "OMA 3 Month Calculator".

Where can I go if I have more questions or need additional information?

➤ **DMH Outcomes Website:**

<http://dmh.lacounty.gov/outcomes/>

➤ **FSP OMA Labs:**

- Wednesdays 9:00AM-10:00AM (link on Outcomes website)

➤ **FSP Outcomes e-mail address:**

FSPoutcomes@dmh.lacounty.gov

Where can I go if I have more questions or need additional information?

➤ FSP OMA Alert via **GovDelivery**

➤ Sign up directly via link below:

- https://public.govdelivery.com/accounts/CALACOUNTY/subscriber/new?topic_id=CALACOUNTY_3861
- Sign up by emailing FSPoutcomes@dmh.lacounty.gov

➤ LACDMH Help Desk: **(213) 351-1335**

➤ QA Bulletins: <https://dmh.lacounty.gov/qa/qabul/>

➤ FSP Forms and FSP OMA trainings:

- Upcoming dates are on the Outcomes website: <http://dmh.lacounty.gov/outcomes/>

Questions?



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