mHOMS Frequently Asked Questions

Background

What is mHOMS?

- The Mental Health Outcomes Management System (mHOMS, pronounced "m-homes") is a secure, integrated web-based system for managing and tracking a wide range of health outcomes. Currently, Community Services and Supports (CSS) programs, Prevention and Early Intervention (PEI) programs, and Innovations (INN) programs use this system to complete client and clinician assessments, and to coordinate care by sharing information among staff members.

Who developed the system?

- A team of clinicians and health outcomes researchers at the University of California, San Diego (UCSD) Health Services Research Center (HSRC) developed the system with input from a variety of other stakeholders.

Who maintains the system?

- HSRC maintains the system and help desk. If you have any questions about the system or experience any technical issues when using the system, you may contact us at mHOMS@ucsd.edu or call 858-622-1794 during normal business hours.

Is the system compliant with the Health Insurance Portability and Accountability Act (HIPAA) and Article 14?

- Yes, the system provides secure tools that are compliant with HIPAA and Article 14 requirements. Please note even though mHOMS provides you with secure tools, each user is responsible for being HIPAA and Article 14 compliant. If you have any questions about these regulations, please contact your Contracting Officer's Representative (COR).

I have fond memories of using the old system, HOMS. What happened to that system?

- To be compliant with new security requirements, HSRC developed a more sophisticated system that tracks and logs each individual's actions as he/she uses the system to enter and access sensitive client information. The old system does not meet these stricter security requirements.

Registering for mHOMS

How do I access mHOMS?
- You may access mHOMS by using an updated internet browser (Internet Explorer, Firefox, Chrome, etc.) and going to https://mhoms.ucsd.edu.

How do I register for an mHOMS account?
- You may register for an mHOMS account by clicking the light blue Register button on the top right of the home page (or by going to https://mhoms.ucsd.edu/Registration) and completing the registration form.
- Your username should be your first name and last name, all lowercase with no spaces (for example, johnsmith). If you have a common name, you may add numbers to the end of your username (for example, johnsmith1).
- Your password must contain at least 8 characters, including 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol or special character (for example, ! or @).
- You must also provide your first name, last name, and email address. You will receive temporary login codes, temporary passwords, and notifications via email, so it is important that you provide a valid email address that you can access on a regular basis.
- Select an Access Level based on your role and how you will use the system.
  - **County Administrator**: Select County administrator if you are a COR or some other San Diego Behavioral Health Services (BHS) representative that oversees program directors, program managers, and/or others using the system.
  - **Legal Entity**: Select Legal Entity if you are a representative of a county mental health department or agency, or a representative of a corporation, partnership, or agency providing public mental health services under contract with BHS.
  - **Supervisor**: Select Supervisor if you are a program manager, outcomes manager, or other program administrator who is responsible for overseeing or supervising frontline staff using mHOMS.
  - **User**: Select User if you are a clinician, mental health specialist, case manager, peer counselor, peer support specialist, or some other staff member who will be using mHOMS but are not responsible for overseeing or supervising other staff using mHOMS.
- County Administrators must register first and are responsible for approving Legal Entities that register below them. Legal Entities register next and are responsible for approving Supervisors below them. Supervisors register next and are responsible for approving Users below them. Users register last and do not have the responsibility of managing others.
- Select an Administrator from the drop-down menu.
  - **County Administrator**: Select HSRC, UCSD as your administrator.
  - **Legal Entity**: Select your COR as your administrator.
  - **Supervisor**: Select your Legal Entity as your administrator.

- o **User**: Select your Supervisor as your administrator.
    - o If you do not see your administrator's name in the drop-down menu, contact that individual to make sure he/she is already registered in the system. If that individual is registered at the appropriate Access Level and you are still unable to find his/her name, please contact us at mHOMS@ucsd.edu.
- Select San Diego from the drop-down Counties menu.
- Select your program(s) from the list. If you do not see your program's name in the Programs list, please contact us at mHOMS@ucsd.edu and contact your COR to make sure your program is supposed to use mHOMS.
- Click the blue Submit button at the bottom of the page. After you submit your registration, you will receive an email from mHOMS detailing the next steps you and your administrator need to take in order to log into the system. If you do not receive this email, please check your spam/junk folder or contact us at mHOMS@ucsd.edu.

How do other staff members register in mHOMS?

- Other staff members may follow the same registration process outlined above.

How do I approve other staff members' registrations if they select me as their Administrator in mHOMS?

- If you are registered as a County Administrator, Legal Entity, or Supervisor, other staff members may register under you by selecting your name from the Administrator drop-down menu. When other staff members register under you, you will receive an email letting you know that registration requests are pending and that you will need to log into mHOMS to approve those requests. If you do not receive these emails, please check your spam/junk folder or contact us at mHOMS@ucsd.edu.
- Log into mHOMS and go to the User Management tab. Next, click the User Management link. If registrations are currently pending under you, this information will show up in the Pending section. If an individual's registration information looks correct, select the Approve checkbox. Once a registration has been approved, this information will show up in the Active section of your User Management, and the individual will receive an email from mHOMS indicating his/her account is now active.

Logging into mHOMS

I registered in mHOMS. Why can't I log into the system?

- If you are registered but are having problems logging into the system, please make sure:
    - o You have successfully registered by completing the following steps:
        - You received an email from mHOMS that contained a link to confirm your registration request. If you did not receive this email, please check your spam/junk folder or contact us at mHOMS@ucsd.edu.
        - You clicked the link in the email you received to confirm your registration request.

- Your administrator received an email from mHOMS that alerted him/her that your registration is pending. If your administrator did not receive this email, please ask your administrator to check his/her spam/junk folder or contact us at mHOMS@ucsd.edu.
o Your account status is active by ensuring the following:
  - Your administrator logged into mHOMS and accessed the User Management link on the User Management tab to approve your registration.
  - You received an email from mHOMS letting you know that your administrator approved your registration and your account is now active.
  - Your administrator did not accidentally inactivate your account. If this happens, your administrator may reactivate your account by logging into mHOMS and going to the User Management tab. Next, your administrator needs to click the User Management link to find your account information in the Inactive section and select the Approve checkbox. Once your registration has been approved, your account information will show up in your administrator's Active section of your User Management, and your account will be active again.
o You are using the proper equipment to access the system:
  - You are using an updated browser to log into the system. If you enter a username and password and click the Submit button but nothing happens, this typically means your browser needs to be updated. If you need help updating your browser, please contact your IT department or email us at mHOMS@ucsd.edu.
o You are using the correct login credentials as part of the two-step authentication process:
  - You entered the username you created during the registration process. When you are trying to log into the system, make sure you do not accidentally include a space or capital letters in the username field. Your username should be your first name and last name, all lowercase with no spaces (for example, johnsmith), and it might contain a number or numbers at the end if you have a common name (for example, johnsmith1). If you forgot your username, please contact us at mHOMS@ucsd.edu.
  - You entered the password you created during the registration process. Your password must be at least 8 characters long, including at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol or special character (for example, ! or @). For more information about forgotten passwords, please see the question and answer below.
  - If you forgot our password and submitted an incorrect password five times, the system will automatically reset your password and you will

> receive a temporary password via email. After logging in with the temporary password, you will be prompted to change your password to something more permanent. <u>For more information about forgotten passwords, please see the question and answer below.</u>
>
>   ▪ You entered the most recent code you received from mHOMS via email. If you copy and paste the code from your email to the appropriate field in mHOMS, make sure you are not including any extra spaces or characters. <u>For more information about the temporary login codes, please see the questions and answers below.</u>

The system asks me to enter a code to complete my login. How do I get this temporary login code?

- After you provide a correct username and password, mHOMS generates a unique code and sends you that information via email. If you do not receive this email, please check your spam/junk folder or contact us at <u>mHOMS@ucsd.edu</u>.

How long does it take to receive the temporary login code?

- Once you provide a correct username and password, mHOMS generates a unique code and immediately sends you that information via email. However, it might take a few seconds or minutes for this email to show up in your inbox. If you do not receive this email, please check your spam/junk folder or contact us at <u>mHOMS@ucsd.edu</u>.

Why does the system require me to enter a new temporary login code each time I log in?

- For security purposes, logging into mHOMS involves a two-step authentication process. In order to give you access to your account, you need to verify your identity by: (1) providing a correct username and password, and (2) submitting the code that was generated once you provided a correct username and password.

May I reuse a temporary login code?

- No, you may not reuse a temporary code once you have already used that code to access the system. The system generates a new code each time you provide a correct username and password, and the system only recognizes the most recent code it has generated for you.

What do I do if I forgot my password?

- If you forgot your password, click the "Forgot your password?" link on the login page. To complete the reset password form, you must provide your username, first name, last name, and email address. The reset password form is case sensitive, so if you registered using all lowercase letters, you must also do so here. Once you successfully submit the reset password form, mHOMS generates a temporary password and immediately sends you that information via email. However, it might take a few seconds or minutes for this

email to show up in your inbox. If you do not receive this email, please check your spam/junk folder or contact us at mHOMS@ucsd.edu.

- If you forgot our password and submitted an incorrect password five times, the system will automatically reset your password and you will receive a temporary password via email. After logging in with the temporary password, you will be prompted to change your password to something more permanent. Your new password must be at least 8 characters long, including at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol or special character (for example, ! or @). For security purposes, your password will expire every 90 days, and you may not reuse the past 12 passwords you have created.

Editing Account Information

How do I change my program(s), email address, access level, administrator, or other account information?

- To edit your account information, log into mHOMS and go to the User Management tab. Next, click the User Account Details link. You may edit your Email Address, Access Level, Administrator, County, and/or Program(s). For security purposes, after you edit your account information, your account will be pending and your administrator will need to approve those changes to your account before you may access the system.
- If you need to edit your Username, First Name, or Last Name, please contact us at mHOMS@ucsd.edu. For security purposes, once you edit this information, your account will be pending and your administrator will need to approve those changes to your account before you may access the system.

How do I change my password?

- To change your password, log into mHOMS and go to the User Management tab. Next, click the Change Password link. For security purposes, you will need to enter your current password. Next, create a new password and confirm your new password. Your password must contain at least 8 characters, including 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol or special character (for example, ! or @).

Managing Users Registered Under You in mHOMS

How do I approve other staff members' registrations if they select me as their Administrator in mHOMS?

- Please see the previous question and answer about approving other staff members that select you as their Administrator.

What should I do when users registered under me leave an organization or program?

- For security purposes, when individuals that are registered under you leave your organization and should no longer have access to client data, it is your responsibility as an administrator to inactivate that individual's account.
- Log into mHOMS and go to the User Management tab. Next, click the User Management link. If an individual's registration is still active, that information will show up in the Active section of your User Management. To make sure that individual no longer has access to client data, select the Inactivate checkbox. This individual will now show up in the Inactive section of your User Management, and he/she will no longer be able to log into the system.

I accidentally inactivated a user's account. How do I reactivate an account?

- If you accidentally made an individual's account inactive, you may reactivate that individual's account by selecting the Activate checkbox. This individual will show up in the Active section of your User Management again, and he/she will be able to log into the system.

Registering Clients

My program completes assessments via the Clients tab in mHOMS. Who registers clients in mHOMS?

- If your program completes assessments via the Clients tab in mHOMS, any staff members (including, but not limited to clinicians, case managers, and administrative staff) may register clients in mHOMS.
- Clients with completed assessments in the old system, HOMS, as of 7/1/2016 were pre-registered into your program in mHOMS.

How can I check to see if a client is already registered in mHOMS?

- To determine whether a client is already registered in mHOMS, enter that client's username in the Client Lookup tool. The client's username should be his/her Cerner Community Behavioral Health (CCBH) identification (ID) number, California Outcome Measurement Service (CalOMS) ID number, or some other program-specific identifier. If the system indicates "There are no clients matching your search," that client is not yet registered in the system. Please see the following question and answer for information about registering clients in mHOMS.

How do I register clients in mHOMS?

- To register a client, go to the Clients tab and make sure the client is not already registered by entering his/her username in the Client Lookup tool. The client's username should be his/her CCBH ID number, CalOMS ID number, or some other program-specific

identifier. If the system indicates "There are no clients matching your search," click the Register New Client link and complete the Client Registration form.

- To complete the Client Registration form:
    - o Select a County from the drop-down menu and a program from the list of program(s) to which you are currently registered.
    - o Enter a Username, which should be the client's CCBH ID number, CalOMS ID number, or some other program-specific identifier. Please note that client first and last names are not allowed in mHOMS, for security purposes.
    - o If you register a client with his/her CCBH ID number or CalOMS ID number, you may leave the System ID field blank. If you register a client with a program-specific identifier, you may enter that client's CCBH ID number in the System ID field, if that ID number is available. This enables providers to link outcomes tracked in mHOMS to information in CCBH for clients that receive services in multiple settings (for example, in both a PEI program and an outpatient clinic).
    - o Enter the client's Enrollment Date, which should be the date on which the client enrolled in your program, in MM/DD/YYYY format.
    - o Select the client's Preferred Language from the drop-down menu. If the client's preferred language is not listed, please select English. The system will present client-completed measures to clients in the selected preferred language, if available.
    - o Indicate whether the client is literate in his/her preferred language (that is, whether the client is able to read in his/her preferred language).
    - o Enter the client's Date of Birth in MM/DD/YYYY format.
    - o Indicate the Referral Source (that is, who referred the client to your program) by selecting one of the options from the drop-down menu. If the referral source is not listed in the drop-down menu, select "Other" and type the referral source in the corresponding textbox.
    - o Enter the Date of Referral in MM/DD/YYYY format.
    - o Click the Submit button when you are finished filling out the Client Registration form.
    - o Once the client is registered, you will be able to find that individual on the Client Lookup tool by entering the Client Username you provided during the client registration process.

If I register a client in CCBH, SanWITS, or some other system, will that client automatically be registered in mHOMS?

- Clients that are registered in other systems like CCBH, SanWITS, etc. will not be automatically registered in mHOMS. Please see the previous question and answer for information about registering clients in mHOMS.

Editing Client Information

I accidentally registered a client with the wrong username, date of birth, preferred language, and/or some other incorrect information. What should I do?

- Unfortunately, the ability to edit client information in mHOMS is not yet available. Please contact us at mHOMS@ucsd.edu if any information is incorrect so we can correct it in the database.

Entering Clinician-completed Assessments into mHOMS

Clinicians and other staff members at my program complete the IMR, goals, MORS/LOCUS, and SATS-R. How do I enter these assessments into mHOMS?

- To enter the IMR, goals, MORS/LOCUS, and SATS-R, go to the Clients tab, enter the client's CCBH ID in the Client Username field, and click the Search button. If the client is registered in mHOMS, that client's information will appear below. If the client is not registered in mHOMS, you will need to register the client before entering these assessments. Please see the previous question and answer about registering clients in mHOMS.
- Click the assessment link (for example, IMR) that corresponds with the client's CCBH ID.
- Unfortunately, the ability to print out a receipt after you have entered an assessment in mHOMS is not yet available. The mHOMS team is currently working to make this feature available as soon as possible, and we appreciate your continued patience.

How often should the IMR, goals, MORS/LOCUS, and SATS-R be completed and entered into the system?

- Baseline IMR, MORS/LOCUS, and SATS-R assessments should be completed as soon as possible upon the client's enrollment into your program, and are due within two months of a client's enrollment date.
- Follow-up IMR, goals, MORS/LOCUS, and SATS-R assessments should be completed every six months following a client's enrollment date. You should enter follow-up assessments between five and eight months following a client's enrollment date.

My program is a PEI program that only enters staff-completed surveys and forms on the Form Entry tab. How do I do this?

- To enter a staff-completed form, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed at any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which staff member completes each form.

My program is an INN program that only enters staff-completed surveys on the Form Entry tab. How do I do this?

- To enter a staff-completed form, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed at any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which staff member completes each form.

Entering Client-completed Assessments into mHOMS

Clients at my program complete the RMQ. How do I enter these assessments into mHOMS?

- To enter the RMQ, go to the Clients tab, enter the client's CCBH ID in the Client Username field, and click the Search button. If the client is registered in mHOMS, that client's information will appear below. If the client is not registered in mHOMS, you will need to register the client before entering these assessments. Please see the previous question and answer about registering clients in mHOMS.
- Click the RMQ assessment link that corresponds with the client's CCBH ID.
- Unfortunately, the ability to print out a receipt after you have entered an assessment in mHOMS is not yet available. The mHOMS team is currently working to make this feature available as soon as possible, and we appreciate your continued patience.

How often should the RMQ be completed and entered into the system?

- Baseline RMQ assessments should be completed as soon as possible upon the client's enrollment into your program, and are due within two months of a client's enrollment date.
- Follow-up RMQ assessments should be completed every six months following a client's enrollment date. These follow-up assessments should be completed between five and eight months following a client's enrollment date.

Clients at my PEI program complete the CHOIS Baseline and CHOIS Follow-up assessments. How do I enter these assessments in mHOMS?

- To enter the CHOIS Baseline or CHOIS Follow-up, go to the Clients tab, enter the client's CalOMS ID in the Client Username field, and click the Search button. If the client is registered in mHOMS, that client's information will appear below. If the client is not registered in mHOMS, you will need to register the client before entering these assessments. Please see the previous question and answer about registering clients in mHOMS.

- To complete the CHOIS Baseline, click the CHOIS Baseline link that corresponds with the client's CalOMS ID.
- To complete the CHOIS Follow-up, click the CHOIS Follow-up link that corresponds with the client's CalOMS ID.

Clients at my PEI program complete the Outreach Participant Survey and the Active Participant Survey. How do I do this?
- To enter a survey for an outreach participant, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the Outreach Participant Survey from that list.
- To enter a survey for an active participant, go to the Clients tab, enter the participant's program-specific identifier in the Client Username field, and click the Search button. If the participant is registered in mHOMS, that participant's information will appear below. If the participant is not registered in mHOMS, you will need to register the participant before entering these assessments. Please see the previous question and answer about registering participants in mHOMS.
- Click the link to the Active Participant Survey that is associated with the participant's ID.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which participant completes each form.

My program is a PEI program that only enters surveys on the Form Entry tab. How do I do this?
- To enter a survey, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which participant completes each form.

My program is an INN program that only enters surveys on the Form Entry tab. How do I do this?
- To enter a survey, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed at any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which participant completes each form.

Can clients complete the assessments directly in the system, rather than completing the assessments on paper?

- Unfortunately, the ability to use Participant Mode in mHOMS is not yet available. The mHOMS team is currently working to make this feature available as soon as possible, and we appreciate your continued patience.
- Once Participant Mode is available, clients will be able to complete assessments directly in the electronic system without having access to other portions of the system, for security purposes. This will help reduce data entry burden for you and other program staff.
- Clients will be able to complete assessments in Participant Mode via a desktop, laptop, or tablet computer, if your program has access to these devices.

Obtaining Copies of the Assessment Forms in mHOMS

How do I find the current versions of the assessment forms to complete on paper?

- PDF versions of the assessment forms will be available for you to download on the Documents tab soon. In the meantime, please contact us at mHOMS@ucsd.edu to obtain these files.

Entering Assessments Previously Completed on Paper into mHOMS

My program completes the IMR, MORS/LOCUS, SATS-R, and RMQ. How do I enter these assessments into mHOMS if they are completed on paper?

- To enter assessments that were previously completed on paper into the electronic system, go to the Clients tab, enter the client's CCBH ID in the Client Username field, and click the Search button. If the client is registered in mHOMS, that client's information will appear below. If the client is not registered in mHOMS, you will need to register the client before entering these assessments. Please see the previous question and answer about registering clients in mHOMS.
- Click the assessment link (for example, IMR) that corresponds with the client's CCBH ID.

Clients at my PEI program complete the CHOIS Baseline and CHOIS Follow-up assessments. How do I enter these assessments in mHOMS?

- To enter the CHOIS Baseline or CHOIS Follow-up, go to the Clients tab, enter the client's CalOMS ID in the Client Username field, and click the Search button. If the client is registered in mHOMS, that client's information will appear below. If the client is not registered in mHOMS, you will need to register the client before entering these assessments. Please see the previous question and answer about registering clients in mHOMS.

- To complete the CHOIS Baseline, click the CHOIS Baseline link that corresponds with the client's CalOMS ID.
- To complete the CHOIS Follow-up, click the CHOIS Follow-up link that corresponds with the client's CalOMS ID.

My program is a PEI program that enters surveys for outreach participants on the Form Entry tab and enters surveys for active participants on the Clients tab. How do I enter these surveys if they were completed on paper?

- To enter a survey for an outreach participant, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the Outreach Participant Survey from that list.
- To enter a survey for an active participant, go to the Clients tab, enter the participant's program-specific identifier in the Client Username field, and click the Search button. If the participant is registered in mHOMS, that participant's information will appear below. If the participant is not registered in mHOMS, you will need to register the participant before entering these assessments. Please see the previous question and answer about registering participants in mHOMS.
- Click the link to the Active Participant Survey that is associated with the participant's ID.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which participant completes each form.

My program is a PEI program that enters surveys on the Form Entry tab. How do I enter these surveys if they were completed on paper?

- To enter a survey, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed any time. Please contact your COR or program manager if you are not sure how often each form should be completed, or which participant completes each form.

My program is an INN program that enters surveys on the Form Entry tab. How do I enter these surveys if they were completed on paper?

- To enter a survey, click on the Form Entry tab.
- You will find a list of program-specific forms on the Form Entry tab. Select the appropriate form from that list.
- These forms are not associated with assessment windows and due dates in the electronic system, so they may be completed at any time. Please contact your COR or

program manager if you are not sure how often each form should be completed, or which participant completes each form.

Reviewing or Editing Assessments in mHOMS

How do I review or edit assessments in mHOMS once they have already been entered into the system?

- Unfortunately, the ability to review or edit assessments in mHOMS is not yet available. The mHOMS team is currently working to make this feature available as soon as possible, and we appreciate your continued patience. In the meantime, if you need to confirm that an assessment was entered or correct an assessment that was entered into the system, please contact us at mHOMS@ucsd.edu.

Discharging Clients

How do I discharge clients who are registered in mHOMS but are no longer enrolled in my program?

- To discharge a client, go to the Clients tab, enter the client's CCBH ID, CalOMS ID, or program-specific ID in the Client Username field, and click the Search button.
- Click the Discharge Client link that corresponds with the client's CCBH ID, CalOMS ID, or program-specific ID.
- Please note that discharged clients will still be searchable in the Client Lookup tool.

If I discharge a client in CCBH, SanWITS, or some other system, will that client automatically be discharged from mHOMS?

- Clients that are discharged from other systems like CCBH, SanWITS, etc. will not automatically be discharged from mHOMS. For more information about discharging a client from mHOMS, please see the previous question and answer.

Running Reports in mHOMS

How do I run reports in mHOMS?

- Unfortunately, the ability to run reports in mHOMS is not yet available. The mHOMS team is currently working to make this feature available as soon as possible, and we appreciate your continued patience.

Using Other mHOMS Features

Why does the system automatically log me out after 20 minutes of inactivity?

- For security purposes, the system will automatically log you out after 20 minutes of inactivity. Inactivity is defined as not performing an action in the system, such as clicking a link or submitting data.
- After 15 minutes of inactivity, you will receive a Session Expiring pop-up message alerting you that you will be logged out in five minutes unless you click the Reset Timer button. To remain logged into the system, click the Reset Timer button. Please note that if you do not reset this timer, you will lose any unsaved data.
- After 20 minutes of inactivity, you will receive a Session Expired pop-up message alerting you that you have been logged out of the system.
- To log into the system once you are automatically logged out after 20 minutes of inactivity, click the button on the pop-up message or go to https://mhoms.ucsd.edu and enter your username and password, along with a new temporary code.

How do I add myself to a client's treatment team as a team lead or case manager?

- To add yourself to a client's treatment team as a team lead or case manager, look up the client via the Client Lookup tool on the Clients tab and click the Add/Edit Case Manager link.
- Find your name in the table at the bottom of the Add Case Manager page and click the Add link that corresponds with your name. Your name will now appear in the Treatment Team table above.
- By default, the first person that is added to a client's treatment team will be the Team Lead. To make another person the Team Lead, click the Make Team Lead link that corresponds with that person's name.
- Once you add yourself to clients' treatment teams, you will be able to see all of the clients on your caseload by checking the box on the Clients tab that says "Please check to see clients associated with your treatment team" and clicking the "Search" button.

How do I see all clients on my caseload?

- Once you add yourself to clients' treatment teams, you will be able to see all of the clients on your caseload by checking the box on the Clients tab that says "Please check to see clients associated with your treatment team" and clicking the "Search" button. For more information about adding yourself to a client's treatment team, please see the previous question and answer.

How do I remove myself from a client's treatment team?

- To remove yourself from a client's treatment team, look up the client via the Client Lookup tool on the Clients tab and click the Edit Case Manager link.
- Find your name in the Treatment Team table and click the Remove link that corresponds with your name.

What are notifications, and how will I know when I receive a notification?

- Notifications allow the mHOMS team to communicate with mHOMS users in a secure way. Notifications are used to let clinicians and other staff know when clients report time-sensitive information (e.g., suicidal ideation, substance use relapse), and when important system updates will occur.
- When you receive a notification, you will receive an email letting you know that a notification is waiting for you in mHOMS. To access a notification, you must log into mHOMS and click the envelope icon near your username in the top right of the page.

What are the validation, range rules, and missing value labels in mHOMS?

- Validation, range rules, and missing value labels in mHOMS helps ensure data quality. Standard validation and range rules ensure that information entered into the system is appropriate and in the format needed. The system also keeps track of multiple sources of missing data, including data that are missing because an item was skipped or not assessed.
- If you enter information in an incorrect format, or enter information that falls outside a range of possible value (for example, an age of 120), mHOMS will inform you of this issue and ask you to enter an appropriate response to the question.
- Validation and range rules messages will be displayed in red text near the item or field that needs to be corrected.

Obtaining Additional Help in mHOMS

How do I get additional help if my question or concern is not addressed here, or I need further clarification?

- The Help tab in mHOMS contains contact information and manuals to help you complete assessments and use the electronic system. If you need further assistance, please contact us at mHOMS@ucsd.edu or call 858-622-1794 during normal business hours.

Glossary

Term	Definition
BHS	Behavioral Health Services
CalOMS	California Outcome Measurement Service
CCBH	Cerner Community Behavioral Health
COR	Contracting officer's representative
CSS	Community Services and Supports
HIPAA	Health Insurance Portability and Accountability Act
HOMS	Health Outcomes Management System
HSRC	Health Services Research Center
IMR	Illness Management and Recovery Scale
INN	Innovations
ID	Identification
IT	Information technology
LOCUS	Level of Care Utilization System
mHOMS	Mental Health Outcomes Management System
MORS	Milestones of Recovery Scale
PEI	Prevention and Early Intervention
RMQ	Recovery Markers Questionnaire
SATS-R	Substance Abuse Treatment Scale - Revised
SanWITS	San Diego Web Infrastructure for Treatment Services
UCSD	University of California, San Diego