



# OMH Patient Characteristics Survey 2019

## AWARDS Instruction Sheet

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## Overview

The New York State Office of Mental Health (OMH) is once again using an online data collection system for the 2019 Patient Characteristics Survey (PCS). The PCS functionality in AWARDS has been updated to meet OMH's file upload specifications for 2019. The 2019 PCS functionality in AWARDS includes the following features:

- The ability to export a PCS data file for one program or groups of programs
- An error log report detailing invalid responses for all client PCS records
- A view of individual client survey records, with missing and/or invalid data noted
- A report mode view of all survey results for all clients
- A link to OMH's validation rules documents

★ **Important!** AWARDS has been configured to reflect the validation rules posted by OMH. Note, however, that the OMH web-based system may be reviewing files above and beyond what is reflected in the validation rules. As a result, the AWARDS data file you submit to OMH will be technically correct, but may be rejected by OMH regardless. We encourage all of our clients to follow-up with OMH about any and all such rejections.

## Required Permissions

Permissions required to access and use the PCS are as follows:

### Program Chart Access

#### Display Any Chart Records Buttons

#### Display Chart Records Services - Individual Button

📌 **Note:** Additional permissions, detailed in the relevant portions of this document, will be required if you will be completing the initial setup to activate the PCS form in your AWARDS database.

## About This Document

This document is intended to guide you through the process of using the updated PCS functionality in AWARDS to create upload files for OMH. Specific topics covered are, in order:

[Activating the PCS Form in AWARDS](#) - Learn to complete one-time setup prior to using the PCS.

[Entering OMH Codes in AWARDS](#) - Learn how to enter required OMH codes for each program.

[Reviewing and Modifying PCS Data](#) - Learn to review and modify information on the PCS form.

[Understanding PCS Data](#) - Learn how the PCS form is populated, and about its default values.

[Viewing a PCS Report](#) - Learn how to view a read-only report version of PCS data.

[Generating the PCS Data File](#) - Learn how to generate the data file that will be uploaded to OMH.

[Frequently Asked Questions](#) - Learn the answers to common PCS questions.

## Activating the PCS Form in AWARDS

Prior to using the PCS functionality in AWARDS, the PCS form must be activated for all relevant programs. This is a one-time setup process. Please keep in mind though that it must be completed separately for each PCS survey year; for example, if you used the PCS form in 2017 you will still need to complete the activation process for 2019.

**Note:** The activation process requires access to AWARDS FormBuilder functionality, which is granted to individual users by Foothold Technology. Users who have been granted access to the FormBuilder must also have the following permissions in order to use it:

### Program Chart Access

For assistance in determining who has access to the FormBuilder for your AWARDS database, or if you need help activating the PCS because the FormBuilder is not available to any of your users, please contact the Help Desk.

To activate the PCS form in AWARDS, complete the following steps from the AWARDS *Home* screen:

1. Click **Administration** in the left-hand menu, and then click **Builders & Tools**. The Builders & Tools fly-out menu is displayed.

2. Click **FormBuilder**. The *FormBuilder Menu* page is displayed.

3. Click **Download Shared Forms**. The *FormBuilder - Download Shared Forms* index page is displayed.

4. Click the **Download** icon for “OMH PCS 2019.”



5. Confirm that the value in the **Save Form as** field on the download page is “OMH PCS 2019” in all capital letters.

**★ Important!** In order for the PCS functionality to work correctly, the form name must be OMH PCS 2019.

6. Click the **Save for Program** drop-down arrow and select one of the programs for which the PCS is applicable.

**Note:** The form will be made available to all relevant programs in later steps.

7. Click **CONTINUE**. The form is downloaded and the page is refreshed to reflect that.

8. Click **FormBuilder Menu**. The *FormBuilder Menu* page is displayed.

9. Click **FormBuilder Configuration**. The *FormBuilder - Index* page is displayed.

10. Click **OMH PCS 2019**. The *Form Configuration* page is displayed.

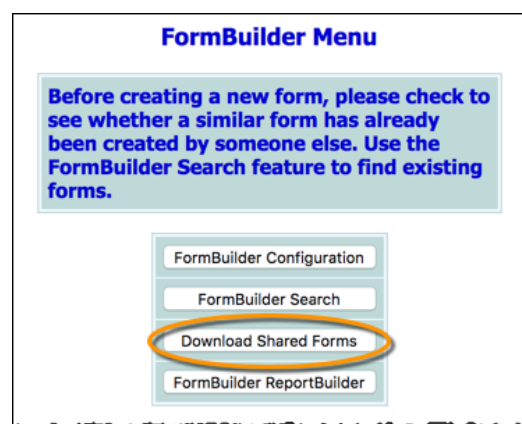
**Tip:** Click the arrow to the left of the form name to see if this form is already activated for any programs.

11. Click the **2. Programs** tab. The *Form Configuration* program selection page is displayed, containing a checkbox for each program you have chart access to.

12. Click the checkbox next to each program for which the OMH PCS 2019 should be available, or click **Check All**.



13. Click **NEXT** to save your work.

The process of activating the 2019 PCS in AWARDS is now complete.



## Entering OMH Codes in AWARDS

The PCS requires two OMH “program-specific” data fields for each client survey response - **Unit Code** and **Site Code**. Additionally, although not a field included in the PCS data file, some OMH validation rules reference a third OMH “program-specific” code - **Program Type Code**. All of these codes must be entered into AWARDS before beginning to work with the PCS if they have not already been entered previously (for example, at the time of PCS 2017 submission). This data entry, which need only be completed once, must be done for each program that will generate a PCS data file.


-  **Note:** If your AWARDS program(s) are comprised of multiple unit and/or site codes, you will have the ability to edit these codes on an individual client basis during the process of [reviewing and modifying the PCS data](#). Making program-wide changes using the process described here only impacts those PCS forms of clients for whom edits were NOT made individually. Once a change is made to these codes on the individual level, those changes remain in place unless the entire form is reset for that client.
-  **Note:** In order to enter OMH codes in AWARDS you must be in the “Executive Office” or “System Administrator” user group, OR have these permissions:

ONE of the following:  
**Display Executive Administration Buttons**  
**Permissions Data Entry**  
**Permissions Data Entry for All Staff and Layers**

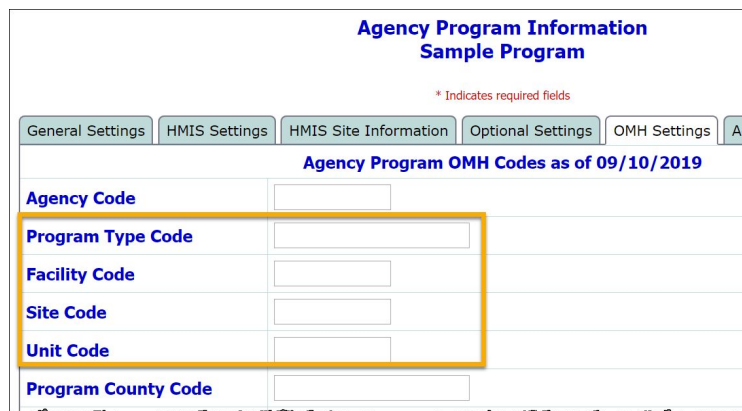
AND:  
**Agency Program Information**

To enter the required OMH codes, complete the following steps from the AWARDS Home screen::


1. Click **Administration** from the left-hand menu, and then click **System Setup**. The System Setup fly-out menu is displayed.
2. Click **Agency Program Information**, and then **Add/Edit Entire Program**. The *Agency Program Information Add/Edit Programs* page is displayed.
3. Click the **Program** drop-down arrow and select the program for which the OMH codes are to be entered.
4. Confirm that the **Database** option is set to “Data Entry.”
5. Click **CONTINUE**. The *Agency Program Information* page is displayed.
6. Click the **OMH Settings** tab.

 **Note:** If this tab is not available, contact the Help Desk for assistance.

7. Enter data in these OMH code fields as needed:
  - **Program Type Code** - Type the four-digit OMH program type code.
  - **Site Code** - Type the four-digit OMH site code.
  - **Unit Code** - Type the three-digit OMH unit code.



Agency Program Information Sample Program	
* Indicates required fields	
Agency Program OMH Codes as of 09/10/2019	
Agency Code	<input type="text"/>
Program Type Code	<input type="text"/>
Facility Code	<input type="text"/>
Site Code	<input type="text"/>
Unit Code	<input type="text"/>
Program County Code	<input type="text"/>

 **Important!** If you are not certain what codes to enter, contact OMH directly and/or access the OMH Mental Health Provider Data Exchange.

8. Click **CONTINUE**. A confirmation dialog box is displayed.
9. Click **CONTINUE** to confirm that the changes made should be saved. A read-only report version of all agency program information is displayed.

The process of entering and saving OMH code data in AWARDS is now complete. Repeat this process for as many programs as necessary.

## Reviewing and Modifying PCS Data

To review and modify PCS data in AWARDS, complete the following steps from the AWARDS *Home* screen:


 **Note:** PCS data can also be reviewed/modified during the process of [generating the PCS data file](#).


1. Click the **Program** drop-down arrow and select the program for which PCS data is to be reviewed.

 **Note:** Data entry can only be completed for one program at a time.


2. Click **Charts** from the left-hand menu, and then click **Services - Individual**. The individual services fly-out menu is displayed.

3. Click **Forms**, and then click **OMH PCS 2019**. The *OMH PCS 2019 Settings* page is displayed.

 **Tip:** Reference links are included at the bottom of this page for your convenience, including one to the published OMH validation rules. Note that OMH might reject files for additional validation rules NOT published there, and we encourage you to follow up with OMH in those instances.




4. Click the **Client** drop-down arrow and select the client for whom the PCS form is to be viewed.

 **Important!** The default contents of the client selection list are based on the type of program selected in step 1. When working with non-residential programs that default setting may need to be adjusted; specifically:

- **NON-RESIDENTIAL** - By default, the client selection list includes only active clients who received face-to-face services during the survey week, as represented by the **Include** option labeled “Clients that received face to face services during survey week.” Services include reception desk records, group notes, face-to-face contacts log entries, and/or face-to-face progress notes dated during the survey week.

If necessary, adjust the contents of the client selection list by clicking one of the other **Include** options:

- **Clients that received any services during survey week** - When selected, the client selection list includes any client who has received a service during the survey week, including reception desk records, group notes, contacts log entries (any), and/or progress notes (any).
- **All Active Clients** - When selected, all clients are available in this drop-down, allowing you to work on survey data entry for anyone in the program, regardless of services. This option is typically used when data entry is being completed prior to the actual survey week.

 **Tip:** If you are unsure whether your non-residential program should be including all services or only face-to-face services, please reach out to OMH for clarification.


Additionally, if the program uses multi-step intake and “\*pending” clients should be included in the selection list, click the **Include pending clients** checkbox.

- **RESIDENTIAL** - The selection list for residential programs includes all clients on the active roster of the selected program during the survey week (or currently active clients if viewing the survey prior to the actual survey week).

5. Click **CONTINUE**. The *OMH PCS 2019* page is displayed.

This page contains all PCS information for the selected client. If any required information is missing, or if any data fields contain invalid entries (as per the OMH Validation Rules), that is noted in red at the top of the page. You should also review the content of the form in its entirety to ensure accuracy.

6. To add to or change any of the PCS information, click **Update OMH PCS 2019 Section** to open data entry mode.
7. Correct any missing and/or invalid data being pulled from existing AWARDS data entry fields. Also configure those fields and options for data not collected elsewhere in AWARDS. For more information on which fields/options populate from where in AWARDS and how default values are configured, see [Understanding PCS Data](#).

 **Note:** If you do not edit and save the PCS data for this client, the form’s default values will be used in the exported PCS data file. If you do make modifications, the modified information is used in the PCS data file.

8. Click **SAVE**. The PCS data is saved and will be available for editing on an ongoing basis.

★ **Important!** Any changes made to PCS data from within the PCS form are NOT reflected elsewhere in AWARDS, only on the form itself. If you have made changes and wish to revert back to the default values as they were pulled in from other locations in AWARDS, click **Reset Form Data** at the bottom of the form page in either data entry or confirmation mode. The form is then reset and all previously made modifications are reverted.

Similarly, if you have saved the PCS for a client, any edits made for that client to data entry fields elsewhere in AWARDS that feed into the PCS are not reflected in the saved PCS form. If you need to make additional modifications to the PCS form once it has been saved, you can do so directly or you can click **Reset Form Data**, which will pull in default values for ALL form data, using the current information found in AWARDS.

The process of reviewing and modifying PCS data is now complete for the client selected in step 4. Repeat this process to review/modify the PCS data for other clients as needed.

## Understanding PCS Data

The following table details how each PCS survey question is being populated for the data file exported from AWARDS.

☀ **Tip:** Questions with an asterisk (\*) next to them in this table have mouseover instructions in AWARDS. To view those instructions, hover your mouse cursor over the question’s label on the form data entry page in AWARDS.

PCS Survey Question	How Data is Populated / Default Values
<b>Form Date</b>	Read-only value that reflects the most recent date on which the form was saved. If the form has never been saved, this value is blank; Likewise if the form has been reset, as the resetting action clears out all saved data and reverts the form to the default values, including the Form Date.
<b>1. Unit Code</b>	Editable text field that reflects the unit code entered under System Setup > Agency Program Information > Add/Edit Entire Program > Agency Program OMH Codes > Unit Code.

PCS Survey Question	How Data is Populated / Default Values
<b>2. Site Code</b>	Editable text field that reflects the unit code entered under System Setup > Agency Program Information > Add/Edit Entire Program > Agency Program OMH Codes > Site Code.
<b>3a. First Name</b>	Read-only value that reflects the client's first name as entered under Intake/Profile (Face Sheet) > Demographic Data.
<b>3b. Last Name</b>	Read-only value that reflects the client's last name as entered under Intake/Profile (Face Sheet) > Demographic Data.
<b>4. Date of Birth</b>	Read-only value that reflects the client's date of birth as entered under Intake/Profile (Face Sheet) > Demographic Data.
<b>5. Assigned Sex at Birth...</b>	Editable drop-down selection option that reflects the client's assigned sex at birth as entered under Intake/Profile (Face Sheet) > Demographic Data > Sex at Birth. If this field is not enabled on the face sheet, the data on the PCS is instead mapped from the Gender Identity field on the face sheet ("Trans-Male" in AWARDS maps to "Female" on the PCS, and "Trans-Female" maps to "Male.>").
<b>6. Client Self-Identifies as Transgender</b>	Editable drop-down selection option that reflects a mapped value from the client's gender as entered under Intake/Profile (Face Sheet) > Demographic Data. ("Male" or "Female" in AWARDS maps to "No" on the PCS, "Trans-Male" maps to "Yes, transgender female to male," and "Trans-Female" maps to "Yes, transgender male to female.")
<b>7. Sexual Orientation</b>	Editable drop-down selection option that reflects the client's sexual orientation as entered under Profile > Face Sheet > Demographic Data > Sexual Orientation. If this field is not enabled on the face sheet or if no data is found, defaults to "Unknown."
<b>8a. Hispanic Ethnicity</b>	Editable drop-down selection option (containing a list of OMH values) that reflects the mapped value for the client's ethnicity as entered under Intake/Profile (Face Sheet) > Demographic Data. If no data is found, defaults to "Unknown."
<b>8b. If Hispanic is selected</b>	Editable drop-down selection option for which the default value is based on the answer to question 8a. Hispanic Ethnicity. Specifically, if the default value for 8a is "No," then 8b defaults to "Not Applicable." If the default value for 8a is "Unknown" or "Yes," then 8b defaults to "Unknown."
<b>9. Race</b>	Editable checklist (containing a list of OMH values) that reflects the mapped value for the client's race as entered under Intake/Profile (Face Sheet) > Demographic Data. If no data is found, defaults to "Unknown."
<b>9h. If Black/African American is selected</b>	Editable drop-down selection option for which the default value is based on the answer to question 9. Race. Specifically, if the default value for 9 is "Black/African American" or "Unknown," then 9h defaults to "Unknown." If the default value for 9 is anything else, then 9h defaults to "Not Applicable."
<b>10. Living Situation *</b>	<p>Calculated as follows:</p> <ul style="list-style-type: none"> <li>• <b>For Residential Programs</b> - Read-only value calculated based on OMH guidance, using the OMH program type code entered in AWARDS under System Setup &gt; Agency Program Information &gt; Add/Edit Entire Program &gt; Agency Program OMH Codes &gt; Program Type Code. If the Program Type Code is not included in the OMH guidance, this field will be editable as a drop-down selection. (See the <a href="#">Frequently Asked Questions</a> for the OMH table that maps residential program type codes to the appropriate living situation response.)</li> <li>• <b>For Non-Residential Programs</b> - Editable drop-down selection that reflects the Current Living Situation value entered under Intake/Profile (Face Sheet) &gt; Demographic Data.</li> </ul>

PCS Survey Question	How Data is Populated / Default Values
11. Household Composition *	<p>Calculated as follows:</p> <ul style="list-style-type: none"> <li>• <b>For Residential Programs</b> - Read-only value, populated based on an OMH validation rule, which defaults to "N/A" for all records that do not have "Private Residence" as a response for Current Living Situation. Otherwise, the value is determined using data found under Profile &gt; Face Sheet &gt; Household/Child Info; specifically, it looks to see if other household members have been entered and how the client is entered and how the client is related to the Head of Household. Note that if the Program Type Code for the program is not included in the OMH guidance, and the Living Situation field is subsequently available in data entry mode, this field will also be available in data entry mode as an editable checklist.</li> <li>• <b>For Non-Residential Programs</b> - Editable checklist. If no data is found, defaults to "Unknown."</li> </ul>
12. Parental Status	<p>Editable checklist that defaults to a value based on data under Profile &gt; Face Sheet &gt; Household/Child Info. If no data is found or this form is not used, this option defaults to "Unknown."</p>
13. Was Client Homeless?	<p>Editable drop-down selection option that defaults to "Unknown."</p>
14. County of Residence *	<p>Editable drop-down selection option whose default reflects the client's county as entered in one of the following locations:</p> <ul style="list-style-type: none"> <li>• <b>For Residential Programs</b> - System Setup &gt; Residence Units &gt; County</li> <li>• <b>For Non-Residential Programs</b> - Profile &gt; Face Sheet &gt; Demographic Data &gt; External Housing Information &gt; Residence County field</li> </ul> <p>If no data is found, or if the existing value does not match an entry in the OMH list of residence counties, this option defaults to "Unknown."</p>
15. Residence Zip Code *	<p>Editable text field that reflects the value of the client's zip code as entered under System Setup &gt; Residence Units. If no value is found (for example if it is a non-residential program), reflects the value entered under external housing (Profile &gt; Face Sheet &gt; Demographic Data &gt; External Housing Information), or under Intake &gt; Demographic Data. If the zip code cannot be ascertained, defaults to "99999." If the client is homeless, defaults to "88888." If the County of Residence is "Other State in the US" or "Other Country," zip code must be manually entered as "77777" on the PCS form.</p>
16. Preferred Language	<p>Editable drop-down selection option that reflects the client's primary language as entered under Profile &gt; Face Sheet &gt; Demographic Data. If no data is found, defaults to "Unknown."</p>
17a. Client's religious preferences...	<p>Editable drop-down selection option that defaults to "Data not available."</p>
17b. Religious affiliation...	<p>Editable drop-down selection option that defaults to "Unknown."</p>
18. Prior or current active U.S. military...	<p>Editable drop-down selection option that reflects the client's veteran status as entered under Profile &gt; Face Sheet &gt; Misc. Info/Demographic Data &gt; Veteran or Veteran Discharge Status. If no data is found, defaults to "Unknown."</p>
19. Employment Status *	<p>Editable drop-down selection option that reflects the client's employment type as entered under Employment &gt; Jobs &gt; Job Placement &gt; Employment Type. If there are no job placement records found, then this option reflects the value entered under Profile &gt; Face Sheet &gt; Misc. Info or HMIS Info &gt; Employment Status. (All employed status selections in AWARDS map to "Competitive employment" in the PCS data file - with the exception of "Other" which maps to the same value - while all unemployed status selections map to "Not in Labor Force - Not Looking for Work.")</p>
20. Usual Hours Worked Per Week	<p>Editable drop-down selection option. If the client is currently unemployed, defaults to "Not Applicable," otherwise defaults to "Unknown."</p>
21. Client Has Attended School...	<p>Editable drop-down selection option that defaults to "Unknown."</p>
22. Education Level	<p>Editable drop-down selection option (containing a list of OMH values) that reflects the mapped value for the client's education level as entered under Profile &gt; Face Sheet &gt; Misc. Info &gt; Highest Level of School Completed / Education Level -OR- Diploma (if a discrepancy exists, will default to the higher of the two values). If no data is found, defaults to "Unknown."</p>




PCS Survey Question	How Data is Populated / Default Values
<b>23. Special education services?</b>	If the client's age is greater than or equal to 22, the default value is "N/A" and is read-only. If his/her age is less than 22, the default is "Unknown" and can be updated using the available drop-down.
<b>24a-k. Disabilities / Disorders</b>	<p>A set of editable drop-down selection options whose defaults are based on the following logic:</p> <ul style="list-style-type: none"> <li>• If the "NYS DD Program" option is set for the program under System Setup &gt; Agency Program Information &gt; Add/Edit Entire Program, then 24b. Intellectual Disability defaults to "Yes;" otherwise, 24a. Mental Illness or Emotional Disturbance defaults to "Yes."</li> <li>• Alcohol Related Disorder defaults to "Yes" based on the values entered for "Alcohol Use Disorder" and the related "Active" field under Profile &gt; Face Sheet &gt; Substance Use Info. If no data is found, it defaults to "Unknown."</li> <li>• Drug/Substance Related Disorder defaults to "Yes" based on the values entered for "Substance Use Disorder" and the related "Active" field under Profile &gt; Face Sheet &gt; Substance Use Info. If no data is found, defaults to "Unknown."</li> <li>• All other fields default to "Unknown."</li> </ul>
<b>25a-q. Chronic Medical Condition</b>	Editable checklist, the default selection for which is "Unknown."
<b>26. Recreational cannabis use...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>27. Medical cannabis use...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>28a. Smokes cigarettes, vapes, or uses tobacco...</b>	Editable drop-down selection list option that reflects the client's tobacco use status as entered under Profile > Face Sheet > Substance Use Info > Tobacco Use. If no data is found, defaults to "Unknown."
<b>28b. Received medication for smoking cessation...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>28c. Received counseling for smoking cessation...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>29. Received treatment for alcohol use...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>30. Received treatment for opioid use...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>31. Received treatment for other drug use...</b>	Editable drop-down selection option that defaults to "Unknown."
<b>32. Serious Mental Illness...</b>	Editable drop-down selection option that defaults to "Yes."
<b>33. Primary Psychiatric Diagnosis</b>	Editable text field that reflects the primary DSM-5 diagnosis in the program based on order level, as entered for the client under Medical > Diagnoses. If more than one primary diagnosis is found, the second populates "34. Additional Diagnosis." If no primary or secondary diagnoses are found for the program, reflects the most recent DSM-5 value (based on diagnosis date). If no data is found, defaults to "99999."
<b>34. Additional Diagnosis</b>	Editable text field that reflects the secondary DSM-5 diagnosis in the program based on order level, as entered for the client under Medical > Diagnoses. If more than one primary diagnosis is found, the second populates "34. Additional Diagnosis." If no primary or secondary diagnoses are found for the program, reflects the most recent or second most recent DSM-5 value (based on diagnosis date), depending on how the primary diagnosis was populated. If no data is found, defaults to "99999."
<b>35a-f. Cash Assistance Benefits</b>	A set of editable drop-down selection options that reflect the client's income-generating entitlements as entered under Entitlements > Certified Entitlements. If no data is found for a given selection option, it defaults to "Unknown."



PCS Survey Question	How Data is Populated / Default Values
36a-f. Health Insurance Coverage	A set of editable drop-down selection options that reflect the client's insurance/subsidized payments information as entered under Entitlements > Certified Entitlements. If no data is found for a given selection option, it defaults to "Unknown." (The PCS Survey shows "Medicaid Managed Care" as a subset of Medicaid. In AWARDS, Medicaid Managed Care is its own selection option, and there is a built-in validation rule to ensure Medicaid is selected along with it.)
37. Admission Date	Read-only value that reflects the client's admission date to this program as entered under Intake/Admission.
38. Criminal Justice...*	Editable drop-down selection option that reflects the client's status as entered under Profile > Face Sheet > Legal Data > Criminal Justice Status. If no value is entered, or if the Legal Data form is not enabled, defaults to "Unknown;" however, if the client's age is less than or equal to 10 years old, this field defaults to "None" and is not editable.
39. Date Last Served Before 10/21/2019...	Read-only value calculated as follows: <ul style="list-style-type: none"> <li>• <b>For Residential Programs</b> - Defaults to 10/20/2019.</li> <li>• <b>For Non-Residential Programs</b> - Reflects the date of the most current reception desk record, face-to-face progress note, or face-to-face contacts log entry for the client that has a service date prior to 10/21/2019.</li> </ul>
40. Date of Client Service	A set of read-only values calculated as follows: <ul style="list-style-type: none"> <li>• <b>For Residential Programs</b> - Always "Yes."</li> <li>• <b>For Non-Residential Programs</b> - Checks for face-to-face progress notes, face-to-face contacts log entries, group notes, or reception desk data for the date. (Will always default to "No" until the actual survey week dates have been reached.)</li> </ul>

## Viewing a PCS Report

To view a read-only report version of PCS data for a *single* program, complete the following steps from the AWARDS Home screen:

 **Tip:** To generate a read-only report version of PCS data for a *group of programs* instead use **Reports > FormBuilder ReportBuilder**. Within that ReportBuilder, select "OMH PCS 2019 (Services)" from the **Form** drop-down list on the *FormBuilder ReportBuilder Settings* page and run the report for an "All" or custom program grouping as needed.

1. Click the **Program** drop-down arrow and select the program for which the report is to be run.
2. Click **Charts** from the left-hand menu, and then click **Services - Individual**. The individual services fly-out menu is displayed.
3. Click **Forms**, and then click **OMH PCS 2019**. The *OMH PCS 2019 Settings* page is displayed.
4. Click **OMH PCS Report and Data File**. The *OMH PCS 2019* report settings page is displayed.

If you are working with a NON-RESIDENTIAL program, you must now specify which clients should be available for inclusion in the

report based on whether or not they received services during the survey week and, if so, which type. Continue with step **5**.

If you are working with a RESIDENTIAL program, this additional step is not required and all clients are always available for inclusion in the report. Skip ahead to step **7**.

5. By default the report for non-residential programs can be set to include any clients that received face-to-face services during the survey week, as represented by the default **Include** option - “Clients that received face to face services during survey week.” When that option is selected, services include reception desk records, group notes, face-to-face contacts log entries, and/or face-to-face progress notes.

If your non-residential program provides significant indirect services in a typical week you may need to remove the default face-to-face limitation to make available for inclusion in the report clients who received *any* services during the survey week. If necessary do so by clicking one of the other **Include** options:

- **Clients that received any services during survey week** - When selected the client selection list includes any client who has received a service during the survey week, including reception desk records, group notes, contacts log entries (any), and/or progress notes (any).
- **All Active Clients** - When selected all clients are available in the selection list, allowing you to view survey data for anyone in the program, regardless of services. This option is typically used when data entry is being completed prior to the actual survey week.

☀ **Tip:** If you are unsure whether your non-residential program should be including all services or only face-to-face services, please reach out to OMH for clarification.

6. If the program uses multi-step intake and “\*pending” clients should be included in the selection list, click the **Include pending clients** checkbox.
7. From the **Select Clients** list, choose one or more clients to be included in the report. When choosing multiple non-consecutive clients from the list, click the first individual’s name, and then press **<Ctrl>** while selecting subsequent individuals. To instead select multiple consecutive clients from the list, click the first individual’s name, press **<SHIFT>**, and then click the name of the last individual in the series.


☀ **Tip:** The field to the right of **Select Clients** can be used to search for specific individuals within the clients list.

To include in the report ALL clients shown in the **Select Clients** list without selecting them manually, click the **Generate for all clients** checkbox.

★ **Important!** If you are working with a NON-RESIDENTIAL program the contents of the client selection list are based on the “Include” option chosen in step **5**. If you check off the **Generate for all clients** option in such instances you are indicating that all clients in the list are to be included in the report, NOT that all clients in the program are to be included.

8. Click **OMH PCS 2019 Report**. The *OMH PCS 2019 Report* page is displayed. This page contains:
  - A table of all PCS information for the clients in the selected program, including a “Form Date” column. The form date reflects the date on which each form was most recently saved. (If a form was never saved, this column is blank for that form. Likewise if the form has been reset, as the resetting action clears out all saved data and reverts the form to the default values), including the Form Date.

☀ **Tip:** Click the heading of any table column to sort the table contents by that characteristic. Click again to reverse the sort order. To sort by a secondary characteristic, press **<SHIFT>** and then click the second column heading.

- An Excel File link for the purposes of exporting the PCS data to Microsoft Excel.
-  **Note:** Changes made to the data's sort order on the report page are not applied to the Excel file.
- Preview icons (to the right of each row of data) for viewing individual PCS forms in their entirety.



The process of viewing a PCS report is now complete.

## Generating the PCS Data File

Once all PCS data has been reviewed and modified as needed, the actual data file(s) can be generated and exported from AWARDS.

★ **Important!** In order to submit an electronic upload file to OMH, your agency must be approved by OMH to do so. Contact your OMH representative for more information.

Also, note that OMH is again providing a “Practice Platform” where users can test the export file prior to the official survey submission period. The export file generated from AWARDS can be used as many times as needed in the Practice Platform, and then again for your live submission. Please contact OMH with all technical questions regarding the Practice Platform.

To generate the PCS data file(s) that will be uploaded to OMH, complete the following steps from the AWARDS *Home* screen:

1. Click the **Program** drop-down arrow and select the program for which the data file is to be generated.
2. Click **Charts** from the left-hand menu, and then click **Services - Individual**. The individual services fly-out menu is displayed.
3. Click **Forms**, and then click **OMH PCS 2019**. The *OMH PCS 2019 Settings* page is displayed.
4. Click **OMH PCS Report and Data File**. The *OMH PCS 2019* report settings page is displayed.

If you are working with a NON-RESIDENTIAL program, you must now specify which clients should be available for inclusion in the data file based on whether or not they received services during the survey week, and if so what type. Continue with step 5.

If you are working with a RESIDENTIAL program, this additional step is not required and all clients are always available for inclusion in the data file. Skip ahead to step 7.

5. By default the data file for non-residential programs can be set to include any clients that received face-to-face services during the survey week, as represented by the default **Include** option - “Clients that received face to face services during survey week.” When that option is selected, services include reception desk records, group notes, face-to-face contacts log entries, and/or face-to-face progress notes.

If your non-residential program provides significant indirect services in a typical week you may need to remove the default face-to-face limitation to make available for inclusion in the data file clients who received *any* services during the survey week. If necessary do so by clicking this **Include** option:

- **Clients that received any services during survey week** - When selected the client selection list includes any client who has received a service during the survey week, including reception desk records, group notes, contacts log entries (any), and/or progress notes (any).

☀ **Tip:** If you are unsure whether your non-residential program should be including all services or only face-to-face services, please reach out to OMH for clarification.

★ **Important!** The **All Active Clients** option cannot be used when generating the PCS data file.

6. If the program uses multi-step intake and “\*pending” clients should be included in the selection list, click the **Include pending clients** checkbox.
7. From the **Select Clients** list, choose one or more clients to be included in the data file. When choosing multiple non-consecutive clients from the list, click the first individual’s name, and then press **<Ctrl>** while selecting subsequent individuals. To instead select multiple consecutive clients from the list, click the first individual’s name, press **<SHIFT>**, and then click the name of the last individual in the series.

☀ **Tip:** The field to the right of **Select Clients** can be used to search for specific individuals within the clients list.

To include in the data file ALL clients shown in the **Select Clients** list without selecting them manually, check off the **Generate for all clients** checkbox.

★ **Important!** If you are working with a NON-RESIDENTIAL program the contents of the client selection list are based on the “Include” option chosen in step 5. If you check off the **Generate for all clients** option in such instances you are indicating that all clients in the list are to be included in the data file, NOT that all clients in the program are to be included.

8. Click **Generate PCS Data File**. The *OMH PCS 2019* data file page is displayed. The data file page contains two methods with which to correct invalid PCS data if needed:

☀ **Tip:** If the Generate button is grayed out and cannot be clicked, adjust the **Include** selection (see step 5.)

- **Rejected / Accepted Records Table** - This table lists the total number of rejected and accepted records. To see a detailed list of records, click the plus sign icon next to the name of the program you want to look at. Accepted records are listed first, followed by rejected records.

Rejected records include details regarding the reason for rejection.

Click the **Edit** link next to any of the records in the list to access it in a secondary window. Click **Update OMH PCS 2019 Section** in that window to access data entry mode. Make and save any changes, and then close the window. Repeat as needed.

**Training Community Residence  
OMH PCS 2019**

Survey Week  
10/21/19 to 10/27/19

[Patient Characteristics Survey Data File](#) | [Patient Characteristics Survey Error Log](#)

Program	Total Records	Rejected Records	Accepted Records
<input type="checkbox"/> Training Community Residence	19	18	1

**Patient Characteristics Survey Details**

- Click  next to each program name to show that program's client details.
- Details about survey validation errors are listed beneath the field details for each client record.
- Records with validation errors are considered rejected and are not incorporated into the data file until the records are corrected and valid.
- Click on the "Patients Characteristics Survey Data File" link at the top of the screen to access this file for submission to OMH. This file should be saved as a text file with a .txt extension.

NOTE: if there are no accepted records, this link will not be available.

[OMH Validation Rules for Electronic Submissions of 2019 PCS Data](#)


- **Patient Characteristics Survey Error Log** - Click this link to see a comprehensive list of errors for all clients in the selected program. The list that is displayed can be used as a reference outside of the PCS data file feature to update invalid PCS data in its place of origination in AWARDS, or in the PCS survey itself. For more detail on which information is populated from which locations in AWARDS, see [Understanding PCS Data](#).

 **Note:** This link only displays if there are errors.


9. If necessary, correct any rejected records using one of these methods, or using the process outlined under [Reviewing and Modifying PCS Data](#).

★ **Important!** Once the PCS file is uploaded to the OMH web-based system (following initial testing in the OMH PCS Practice Platform), all further data corrections required by OMH will be made in the OMH web-based system, not AWARDS. As a result, please take the time now to make certain all data is correct before generating the upload file and submitting it to OMH. After submission, Foothold Technology cannot assist you with data correction.

10. If PCS data was modified using the **Edit** link(s) accessible in the Rejected/Accepted Records table, click your browser's refresh button or press <F5> to have those edits reflected on the *OMH PCS 2019* data file page.

 **Note:** If the **Edit** link(s) were not used, this step can be skipped.

11. When all corrections have been made as needed, click the **Patient Characteristics Survey Data File** link.

 **Note:** This link only displays if there is at least one accepted record for the selected program.

12. A *PHI Download Alert* is displayed, reminding you of your obligation to properly handle any confidential data and/or protected health information (PHI) within the download in accordance with related government regulations and agency policies. After reading the alert, click **OK** to acknowledge it and proceed with the download, or **Cancel** to return to the previous page.

If you click **OK**, what happens at this point is based on the browser you are using and the settings you have established in it for working with download files. For instance, the data file may be automatically downloaded to your computer's downloads folder as a .txt file, it may be opened immediately (in which case you will have to manually save it as a .txt file), or you may be prompted to save the .txt file in a location of your choosing.

The process of generating the PCS data file is now complete. At this time the file can be submitted in the OMH web-based system per their instructions. Once the upload file is submitted, all further data corrections will be made in the OMH web-based system, NOT AWARDS.

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## Frequently Asked Questions

### Are rejected records included in the PCS Data File download?

No. Although you can download the data file if there are rejected records, only accepted records are included in the download.

### Can I download the PCS Data File if not all records have been accepted?

Yes. The **Patient Characteristics Survey Data File** link is available when at least one record is accepted; however, when you download the data file, only accepted records are included.

## Can I work with the PCS for pending clients?

Yes, in non-residential programs an **Include pending clients** option is available on the PCS settings page in both data entry and report modes to enable you to add pending clients to the client selection list. This option is only applicable to non-residential programs using the multi-step intake process; it is not available for residential programs.

## How do residential program types map to living situations?

Please reference the following table, provided by OMH, in determining which residential program types map to which living situation responses for the PCS.

Prog Type Code	Program Type Name	Living Sit Code	Living Situation Label
0020	State Psychiatric Center Inpatient	02	Inpatient setting or children's Residential Treatment Facility
0040	Family Care	03	OMH Residential Care, LICENSED programs
0910	Crisis Residence	03	OMH Residential Care, LICENSED programs
1070	Permanent Housing (PHP)	01	Private residence
1080	Residential Treatment Facility - Children & Youth	02	Inpatient setting or children's Residential Treatment Facility
1600	Crisis/Respite Beds	03	OMH Residential Care, LICENSED programs
1920	Comprehensive Psychiatric Emergency Program (CPEP) Extended Observation Beds	03	OMH Residential Care, LICENSED programs
2010	Hospital for Mentally Ill	02	Inpatient setting or children's Residential Treatment Facility
2070	Transient Housing - THP, Some PHP, and some S+C	01	Private residence
2600	CPEP Crisis Beds	03	OMH Residential Care, LICENSED programs
3010	Inpatient Psychiatric Unit of a General Hospital	02	Inpatient setting or children's Residential Treatment Facility
3070	Shelter Plus Care Housing	01	Private residence
4040	Teaching Family Home	03	OMH Residential Care, LICENSED programs
5070	Supported/Single Room Occupancy (SRO)	01	Private residence
6060	Supported Housing Community Services	01	Private residence
6070	Congregate/Treatment	03	OMH Residential Care, LICENSED programs
6080	Congregate/Support	03	OMH Residential Care, LICENSED programs
6110	Community Residence for Eating Disorder Integrated	03	OMH Residential Care, LICENSED programs
7050	Children & Youth Community Residence	03	OMH Residential Care, LICENSED programs
7070	Apartment/Treatment	03	OMH Residential Care, LICENSED programs
7080	Apartment/Support	03	OMH Residential Care, LICENSED programs
8050	SRO Community Residence	03	OMH Residential Care, LICENSED programs


## If a client transfers during the survey week, which program is the PCS available in?

If a client is transferred from one program to another using the AWARDS Transfers feature, that client is available in BOTH programs for PCS purposes.

## Why am I unable to access a specific client's PCS record?

There are a couple of reasons you may not be able to access a specific client's PCS record:

- The client has been discharged from the program.
- You need to select a different **Include** option (located under the **Client** drop-down selection list) on the *OMH PCS 2019 Settings* page.

 **Note:** The **Include** option is only available for non-residential programs; it does not display when working with residential programs. If you expect to see the **Include** option but do not, contact the Help Desk for assistance.

## Why don't I see the Patient Characteristics Survey Data File link on the OMH PCS 2019 data file page?

The **Patient Characteristics Survey Data File** link is only available when at least one record is accepted.

## Why is the Generate PCS Data File button grayed out?

If you are working with a non-residential program, there is an option to include "All Active Clients" on the PCS report mode settings page. That option can only be used for the purposes of [viewing a PCS report](#). As a result, when it is selected, the Generate PCS Data File button is grayed out in order to let you know you need to make a different **Include** option selection.