



COMMONWEALTH of VIRGINIA

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DEPARTMENT OF
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MEMORANDUM

To: All Providers Licensed by DBHDS
Office of Licensing
Office of Human Rights

From: Dr. Cleopatra Booker, Psy.D., Director, Office of Licensing
Deborah Lochart, Director, Office of Human Rights

Date: June 09, 2017

Re: Changes in CHRIS effective June 12, 2017

This memorandum is being issued to inform end users in the Computerized Human Rights Information System (CHRIS) of the forthcoming availability of a new "Case Management" report. This new report is in response to a recommendation by the Independent Reviewer pursuant to the DOJ Settlement Agreement, that case managers have access to information about serious incidents and abuse/neglect for individuals receiving support coordination.

The new "Case Management" report for the Community Service Boards consolidates Serious Incident/Death and Abuse, Neglect and Exploitation entries made by providers that serve a shared consumer. The report will capture ID/MH/SA, as long as the reporting provider chooses a case manager.

Instructions about how to access the new report will be made available to Community Service Boards. Frequently Asked Questions regarding the new feature are attached to this notice. Direct questions to Dr. Booker at cleopatra.booker@dbhds.virginia.gov or Deb Lochart at deb.lochart@dbhds.virginia.gov.

Cc: Jack Barber, MD, Interim Commissioner
Kathy Drumwright, Deputy Commissioner
Dev Nair, Ph.D., Assistant Commissioner for Quality Management and Development

CHRIS Reports and CSB Case Management

Frequently Asked Questions:

- 1. Can the CSB stratify user access so that some staff can only review the Case Management reports or make entries and other staff can do both?**
No. If you have access to CHRIS you will be able to both review the reports and make CHRIS entries.
- 2. Currently the guidance is for Case Managers to report incidents of injury that they learn about from another provider. If the CSB sees an entry by a provider on the Case Management reports that they did not know about, are they required to report it in CHRIS?** Case Managers need to make an entry for an SIR or Allegation they discover through the report, only if they have gathered additional information about it.
- 3. Can the Case Management reports be made available for non-ID (waiver) individuals?** Yes. The report is currently available for non-ID (waiver) individuals. The report will capture ID/MH/SA as long as the reporting provider chooses a case manager.
- 4. Does the Abuse Neglect and Exploitation report capture all cases reported on the Human Rights side?** No. The report does not capture human rights complaints.
- 5. Can the findings/DBHDS actions be added to the Case Management reports?** No. Due to issues related to the protection of sensitive information, the description/findings/action cannot be made available on these reports. If concerns are identified from analysis of these reports, follow up with the assigned Licensing Specialist and/or Human Rights Advocate.

6. **Could the CSB have the option of running the Case Management reports in an excel spreadsheet, (in addition to the pdf) to allow for analytics and manipulation of the data?** Yes, additional instructions for access to this report are available.