Pennsylvania Department of Human Services

Licensed/Approved Facility COVID Data Collection Tool User Guide

Office of Child Development and Early Learning (OCDEL)
Office of Children, Youth, and Families (OCYF)
Office of Long-Term Living (OLTL)-Bureau of Human Services Licensing (BHSL)
Office of Mental Health and Substance Abuse Services (OMHSAS)
This User Guide provides an overview of how to use the Licensed/Approved Facility COVID Data Collection Tool to report new active cases of COVID-19 for program participants and staff. The document also includes frequently asked questions and troubleshooting support.

This response tool replaces prior reporting methods used by the Department of Human Services and its program offices:

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<th>OCYF</th>
<th>OLTL-BHSL</th>
<th>OMHSAS</th>
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<td>Residential Services</td>
<td>Assisted Living</td>
<td>Psychiatric Outpatient Clinic, Partial Hospitalization, Private Psychiatric Hospital, Inpatient Unit of General Hospital, Psych Rehab Services, Intensive Case Management, Community Residential Rehabilitation Services, Intensive Behavioral Health Services, Long-Term Structured Residence, Assertive Community Treatment (ACT), Crisis Intervention, Family Based Services, Peer Support Specialist, Residential Treatment Facility/Adults (RTF-A ), Blended Case Management, Residential Treatment Facility–Child, Resource Coordination</td>
</tr>
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Please note: This does not replace current reporting required by the Pennsylvania Department of Health, Local Health Departments, or other reporting entities.
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Logging In
Initial Login
1. Click on the link below to navigate to the login page:
https://pop.copacld.com/cfast/covid

**Note:** Your login ID and password were provided to you in two separate automated emails from PW, Unified Security inbox (ra-unifiedsecurity@pa.gov).

**Note:** The recommended browsers are Google Chrome and Microsoft Edge.

2. Select “I have read, fully understand, and agree to the Management Directive” radio button.

3. Enter your Full Name in the Full Name Box to E-Sign.

4. Click [Next].
6. On the next page, validate your account information.

7. Please set a new password in the Password field per the requirements and Confirm Password.


9. Click [Submit].
10. A **Task Completed** message displays. This completes the initial login process for setting up your account.

11. Proceed to the next step, **Risk Based Authentication**.
Risk Based Authentication (RBA)
Login
About Risk-Based Authentication

What is Risk-Based Authentication?
Risk-Based Authentication (RBA) evaluates the risk of a login transaction and identifies if an increased level of authentication is required. If the transaction is considered low risk, the user is directed to their desired application. Similarly, if the transaction is considered high risk, the user is prompted for another level of authentication beyond their user ID and password.

Why is this needed?
The Commonwealth of Pennsylvania has taken additional measures to protect users’ personal information. RBA has been implemented in order to help ensure that the identity of users is protected on state agency sites.
1. Enter your credentials—**Username** and **Password** on the login screen.
2. Click [Login].
2. Enter the security code sent to your registered email address. The code is sent from: 
automatedemailDONOTREPLY@pa.gov
3. Click [Next].

Note: If the security code is entered incorrectly five times, your account will be locked. You will need to contact the help desk at RA-PWDHSMFAHELPDESK@pa.gov to unlock it. This security code will expire after one hour. If your code expires, you will have to repeat steps one through three in order to receive a new security code.
4. Select either **Private Device** or **Public Shared Device** based on the criteria below:
   • Select **Private** if you are logging in from your personal laptop.
   • Note: You will not be prompted for RBA again for 12 hours.
   • Select **Public** if you are logging in from any public computer such as a library or a hotel business center.
Login is complete and you are directed to the Licensed Facility COVID Data Collection page.

Note: Your session will remain active until you close your browser or log off from the application.
Ongoing Login
1. Open your web browser.  
   **Note:** The recommended browsers are Google Chrome and Microsoft Edge.

1. Click on https://pop.copacld.com/cfast/covid to navigate to the Website.

2. Enter your credentials in the Username and Password fields.

3. Click [Login].
Using the Data Collection Tool
Homepage Overview
Licensed Facility COVID Data

**Report new COVID infections at a Licensed Facility**

This tool is used by DHS licensed facilities to gather data on staff and program participants COVID-19 infections.

1. Click to complete the online reporting form
2. View previously submitted reports
3. Resume a previously saved report
4. View Help and FAQ documentation
5. Log out of the Data Collection Tool
Complete the Report
The Report new COVID infections at a Licensed Facility link allows users to enter the number of new and active COVID-19 cases for program participants and staff members at each facility.

1. Click on the Report new COVID infections at a Licensed Facility link.
Instructions:
2. Select a **Facility** from the dropdown list.

**Note:** Facilities are listed by Facility ID & Legal Name.

**Tip:** If a user has a number of facilities listed, you can type into the search field the Facility ID or Legal Name and the results will narrow.
2. Complete each of the Form Fields.

**Note:** All fields are required and are denoted by a red asterisk (*).

**Tip:** Help text is available in grey italics below each question for additional guidance.

**Tip:** If any fields are not filled out, the user will not be able to submit the form and the user receives a “Please enter a value for all required fields before submitting the form” error message.
<table>
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<tr>
<th>Steps</th>
<th>Description</th>
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<tr>
<td>1</td>
<td><strong>Please select a facility to submit the report for.</strong> Please select your Facility ID, MPI (OCDEL), or License Number (OMHSAS) from the dropdown. If you are assigned to more than one facility, each facility will appear in the list.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Indicate which date this report is accurate as of/should be dated.</strong> The date on which information on new COVID-19 cases for a facility is initially reported/known.</td>
</tr>
<tr>
<td>3</td>
<td><strong>How many new active COVID-19 cases for program participants as of the report date selected above?</strong> This metric reflects the number of new active COVID-19 cases for program participants occurring as of the reported date selected above. Program participants include residents, children, children in care, and anyone served by a licensed or approved program.</td>
</tr>
<tr>
<td>4</td>
<td><strong>How many current active COVID-19 cases for program participants?</strong> This metric reflects the total number of program participants that have tested positive for COVID-19 and have not yet recovered. Program participants include residents, children, children in care, and anyone served by a licensed or approved program.</td>
</tr>
<tr>
<td>5</td>
<td><strong>How many new active COVID-19 cases for staff as of the report date selected above?</strong> The metric reflects the number of new active COVID-19 cases for staff (including contracted staff) as of the reported date selected above.</td>
</tr>
<tr>
<td>6</td>
<td><strong>How many current active COVID-19 cases for staff?</strong> This metric reflects the total number of staff (including contracted staff) that have tested positive for COVID-19, and have not yet recovered.</td>
</tr>
<tr>
<td>7</td>
<td><strong>How many program participants died as result of COVID-19?</strong> This metric reflects the cumulative number of program participants that have died due to complications related to COVID-19, since the beginning of the pandemic.</td>
</tr>
<tr>
<td>8</td>
<td><strong>How many staff members died as result of COVID-19?</strong> This metric reflects the cumulative number of staff (including contracted staff) that have died due to complications related to COVID-19, since the beginning of the pandemic.</td>
</tr>
</tbody>
</table>
3. To submit the report, click the [Submit Survey] button located at the bottom of the page.

**Tip:** If you are not ready to submit the report, click the [Save] button. You can access saved services from the home page using the Resume Survey link.
Logging Out
1. Once a user completes the report, to logout, the user clicks the [Logout] button in the upper right corner to end the session.

**Tip:** To return to the homepage and review prior submissions, click the [Home] button.
Troubleshooting
Frequently Asked Questions
Q: Where do I receive my login credentials and password?
A: You will receive two emails to the email associated with your account from PW, Unified Security inbox (ra-unifiedsecurity@pa.gov). The first will include your username and the second one will have a temporary password for first-time sign in.

Q: What if I forget my Username?
A: On the login page, click Forgot User ID under the Self-service For Business Partners menu and follow the prompts.

Q: How do I reset my Password if I forget it?
A: On the login page, click Forgot Password under the Self Service for Business Partners menu and follow the prompts.
Q: How long is my verification security code valid?
A: Your security code is valid for up to one hour and is sent email registered to your account. You are required to use the security code from your latest email; previously sent codes will not work.

Q: Why am I not being prompted for RBA?
A: If you have labeled your device as private, you will not be asked to enter a security code on that device for 12 hours after you login. If you are not prompted and the tool does not load, please ensure all browser windows are closed to end your active session and prompt RBA.

Q: What happens if I don’t enter the right security code?
A: If the security code is entered incorrectly five times, your account is locked and you must contact the help desk at RA-PWDHSMFAHELPDESK@pa.gov.
Q: After logging in, what if the page won’t load properly or is blank?  
A: Try using Google Chrome or Microsoft Edge as they are the recommended browsers.

Q: What do I do if I don’t see a Facility I need to enter data for or need to change the User associated with a facility?  
A: Please reach out to your specific Program Office contact to update and troubleshoot:
   – OCDEL:  
     • Western Region: (412)-565-5183  
     • Central Region: (717)-772-7078 (RA-ocdelcertnchbg@pa.gov or RA-ocdelcertncsel@pa.gov)  
     • Northeast Region: (570)-963-4371  
     • Southeast Region: (215)-560-2541 (RA-ocdelcertse@pa.gov or RA-ocdelcertsev-mail@pa.gov)  
   – OCYF: contact Amber Kalp at akalp@pa.gov  
   – OLTL/BHSL: contact via email at RA-pwarlheadquarters@pa.gov  
   – OMHSAS: contact via email at RA-PWOMHSASCOCID-19@pa.gov
Q: What should I do if I have to report in a new active case for more than one Facility?
A: You should complete the report for one facility at a time; submit for the first facility, then select the second facility from the drop-down list and complete the report again for the second facility.

Q: What do I do if I’m associated with more than one facility?
A: You will see a list of all facilities you are associated with after you click on the Report new COVID infections at a Licensed Facility link.
Q: What if multiple users are associated with one Facility ID?
A: Each user sees their associated Facilities in the drop-down list.

Q: What if I don’t know the Facility ID/MPI/License Number?
A: The Facility ID and the Legal name are pre-populated in the drop-down based on the User ID logged in. For OCDEL, the drop-down will include the MPI Number, Service Location Code and Facility Name. For OMHSAS, the drop-down will include the License Number and Facility Name.

Q: If I need to report new cases on unique dates what should I do?
A: Log in and respond once for each day when new cases were identified. For example, a facility was notified of a new case at the end of the day on Monday and second new case on Tuesday morning. You would login on Tuesday morning when you become aware of both reports and submit one report for the case discovered on Monday and a second report for the case discovered on Tuesday.
Q: What do I do if I do not have access to the internet to report new active COVID cases for a program participant or staff?
A: If you do not have access to the internet, please follow the below process:

1. Facility discovers new active COVID case for a program participant or staff
2. Facility calls or faxes information to their Program Office Contact
3. Program Office Designee Logins into the Data Collection Tool
4. Program Office Designee Completes the Report on behalf of the Facility

Program Office Contacts for Offline Reporting:

**OCDEL:**
- Western Region: (412)-565-5183
- Central Region: (717)-772-7078 (RA-ocdelcertnchbg@pa.gov or RA-ocdelcertncsel@pa.gov)
- Northeast Region: (570)-963-4371
- Southeast Region: (215)-560-2541 (RA-ocdelcertse@pa.gov or RA-ocdelcertsev-mail@pa.gov)

**OCYF:** contact Amber Kalp at akalp@pa.gov

**OLTL/BHSL:** contact via email at RA-pwarlheadquarters@pa.gov

**OMHSAS:** contact via email at RA-PWOMHSASCovid-19@pa.gov
Password Reset
1. Click **Forgot Password** under the **Self-service for Business Partner** menu.
2. Enter the User ID and click [OK]

3. After entering the User ID, complete the First Name and Last Name fields, the user is asked to answer two Password Hint security questions.

3. Click [OK].
4. Once the security questions are successfully answered, the user enters a new password in the **Password** field and confirms the new password in the **Confirm Password** field.

5. Click **SUBMIT**.

6. User is redirected to a confirmation page displaying a *Your Password has been changed!* message.
7. User can now log in using the new password.
Additional Support
Password Support: If you continue to experience password issues after trying to reset, send an email to the PW, Unified Security inbox (ra-unifiedsecurity@pa.gov).

Risk-Based Authentication (RBA) Support: If you continue to experience RBA issues, please email the help desk at RA-PWDHSMFAHELPDESK@pa.gov.

Tool Technical Issues: If the tool will not load, you do not see a needed Facility in the drop-down, or need to change your designated users, please contact your specific program office for support:

- **OCDEL:**
  - Western Region: (412)-565-5183
  - Central Region: (717)-772-7078 (RA-ocdelcertnchbg@pa.gov or RA-ocdelcertncsel@pa.gov)
  - Northeast Region: (570)-963-4371
  - Southeast Region: (215)-560-2541 (RA-ocdelcertse@pa.gov or RA-ocdelcertsev-mail@pa.gov)
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