

Transformation Accountability (TRAC)
Center for Mental Health Services

**NOMS Client-level Measures for Discretionary
Programs Providing Direct Services**

**REASSESSMENT INTERVIEW RATE
REPORT GUIDE**



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GENERAL OVERVIEW

The Reassessment Interview Rate Report summarizes information about data collection of reassessments by programs and grants. For example, you can find out how many reassessment interviews were conducted by a grant, how many were due for that grant, and the rate or percentage of completion.

This information allows project directors, grantee staff, government project officers (GPOs), and CMHS staff to assess how CMHS grants are doing in meeting the 80% goal completion rate for conducting reassessment interviews on time.

Specifically, in this report you can find the following:

1. The number of reassessment interviews received per year in a selected Federal Fiscal Year (FFY) (and Quarter if chosen),
2. The number of reassessment interviews due for the selected FFY (and Quarter if chosen),
3. The reassessment interview or completion rate achieved for the selected FFY (and Quarter if chosen),
4. The first three items above for the FFY (and Quarter if chosen) previous to the selected FFY (for comparison purposes).

The Reassessment Interview Rate Report Guide provides you with the following information:

- key terms you need for this guide and the report,
- instructions for running the report and customizing it for your needs,
- a description of how to use the report, and
- an appendix of technical details.

SECTION A: KEY TERMS

This section presents brief definitions of terms used in the Reassessment Interview Rate Report and in this guide.

Grant ID is the grant identification number assigned by CMHS.

Grant Information provides the grant name, city, state, grant start date, and grant end date.

Program refers to the CMHS grant program that the grant(s) in this report are a part of.

Cohort provides the number of the TRAC cohort for which the report displays information.

Data entered as of is the cut-off date for this report. This report is updated once every 24 hours, and includes all data entered as of the time it was last updated.

Reassessment Interview is an interview that all grantees are expected to attempt to collect for all consumers while the consumer is in treatment. The due date for collecting these interviews is every six months from the baseline interview date.

Federal Fiscal Year (FFY) is the accounting period of the federal government. It begins on October 1 and ends on September 30 of the next calendar year. Each fiscal year is identified by the calendar year in which it ends and commonly is referred to as “FFY.” For example, FFY 2010 began October 1, 2009, and ends September 30, 2010.

Quarter (for a specific Federal Fiscal Year): The FFY consists of four quarters as follows: Quarter 1: October 1 - December 31; Quarter 2: January 1 - March 31; Quarter 3: April 1 - June 30; Quarter 4: July 1 - September 30

Received is the number of reassessment interviews that were completed and entered on time.

Due is the number of reassessment interviews that were expected to be completed.

Rate indicates the grant’s or program’s success in collecting reassessment interviews on time shown as a percentage.

Role: Your role in the TRAC system governs what you can view in the system. Some roles include project director, grantee staff, and government project officer (GPO). The general rule of thumb is that you can run reports for the grant(s) and/or grant program(s) you are associated with. For example, most grant project directors or grantee staff are associated with just one grant and would only see data for the one grant they are associated with.

SECTION B: RUNNING THE REPORT

To run the **Reassessment Interview Rate Report**, there are three steps:

1. Navigate to the Reassessment Interview Rate Report
2. Select the criteria for the reports you wish to view (optional)
3. View the report

Step 1: Navigate to the Report

Select “Reports” on the homepage from the left menu bar.

Select the link for WesDax TRAC Reports System in the middle of the screen. The WesDax TRAC Report System will open in a new browser tab.

The screenshot shows the TRAC web application interface. At the top, there is a header with the TRAC logo, the text "TRAC | Transformation Accountability Center for Mental Health Services", a "STAGING" badge, and user information: "User: Maureen Kelly" and "Roles: Admin". Below the header is a navigation menu on the left with items: Home, General Info & Training, My Account, Contact Us, Admin, Data Entry, Reports (highlighted with a red box), Data Download, Change Password, and Logout. The main content area shows "Home > Reports" and a "Print" button. Below this, the heading "Reports" is followed by a paragraph: "All reports are in the WesDax TRAC Reports System. When you click the link below, the WesDax TRAC Reports System will open in a new tab in your browser. You can return to TRAC by closing the WesDax TRAC Reports System tab. When you return to TRAC, your login may have expired. If that happens, just login again." A red box highlights the link "[WesDax TRAC Reports System](#)".

The WesDax TRAC Reports system is shown below. Select “Services Reassessment Interview Rate Report” on the left menu. A submenu will appear. Choose whether you want to run the program by Program List or Grant List from the pop up.

- The Program List will let you run the report by all Programs or specific Programs.
- The Grant List allows you to run the report for all grants or specific grants (based on your access).



Once you have selected Program List or Grant List, the main report screen for the RIRR will appear.

NOTE: To run a default report, just click “View.”

You can skip step 2 (Select Criteria) for your report. You only need to select criteria if you want to customize your report by sorting or filtering it.

Step 2: Select Criteria (optional)

You can set several criteria for the report. These criteria specify what data will be included in your report. To set criteria, use the pull-down menus and text boxes on the right hand side of the screen. The following report criteria are available and are described in more detail below.

- A. Output as
- B. Report By
- C. Grant Status
- D. FFY – Federal Fiscal Year
- E. FFY Quarter
- F. Grant Information Contains
- G. Sort By
- H. Sort Order
- I. Show Glossary
- J. Program or Grant

A. **Output as**

You can request your report in HTML, PDF, RTF or Excel formats. The default is PDF.

B. **Report By**

You can group your report by All Combined, Program, Cohort or Grant. The default is Grant.

C. **Grant Status**

You can run the report for active grants or all grants. Active grants include grants that have not yet ended. “All grants” includes grants that have ended. The default is active grants.

D. **FFY- Federal Fiscal Year**

You can select any year from the start of TRAC to the current FFY. The default is the current FFY.

E. **FFY Quarter**

You can select “all”, Quarter 1, Quarter 2, Quarter 3 or Quarter 4. The default is “All”.

F. **Grant Information contains**

This is only applicable if you have selected Grant under Report By. You can enter text/keywords to filter the report. The default is blank, meaning the report will not be filtered by this criterion.

G. Sort By

By default the report will sort by grant or program information. To change how the report is sorted, make a selection from the pull-down menu. The choices are Previous Selected Period Received, Previous Selected Period Due, Previous Selected Period Rate, Selected Period Received, Selected Period Due, and Selected Period Rate. If you select any of the “previous” options, this will sort the report by the column heading for the FFY prior to the FFY you selected for the report. For example, if you selected to run the report for FFY 2013 and choose to sort by “Previous Selected Period Due”, the report will sort by the FFY 2012 Due column.

H. Sort Order

You can choose ascending (low to high) or descending (high to low) order for your sort. The default is ascending.

I. Show Glossary

If you want to review a glossary of terms for the report, select yes. The glossary items also appear in the “key terms” section of this guide. The default is to *not* show the glossary.

J. Program or Grant

This section lists the grants or programs you can run the report for. By default, all the grants or programs you have access to will be selected.

Step 3: View the Report

Select “View” to generate the report. Your report will open in a separate window.

Sample Report for Report by = Grant, Selected FFY = 2009, Selected FFY Quarter = All.

1

Reassessment Interview Rate Report

Report By: Grant
Grant Status: Active only
FFY: 2009
FFY Quarter: All Quarters
Grant Information Contains: N/A
Sort By: Default
Sort Order: Ascending
Show Glossary: No
Selected Program(s): ProgA
Grant(s): SM0001, SM0002
Data entered as of: [Month, Time AM/PM time zone]

Notes:

1. This report is updated once every 24 hours, and includes all data entered as of the time it was last updated. Check the date and time at the top of this report to see when it was last updated.
2. Due to the window of eligibility, it is possible to have a reassessment received before it is due.
3. A percentage that is bolded and in red indicates the rate is below 80.0%.

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Reassessment Interview Rate Report
Program=ProgA

Grant ID	Grant Information	FFY08 Received	FFY08 Due	FFY08 Rate	FFY09 Received	FFY09 Due	FFY09 Rate	Cumulative Rate
SM0001	MH Community Group Rockville, MD 10/1/2007-09/30/2012	97	114	85.1%	164	187	87.7%	85.7%
SM0002	SA Group Rockville, MD 09/30/2009- 09/29/2014	193	278	69.4%	292	361	80.9%	74.9%
Total Grants: 2		290	392	74.0%	456	548	83.2%	80.4%
Program Summary: 59		10370	12680	81.8%	15280	18220	83.9%	82.0%

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SECTION C: USING THE REPORT

What information is shown?

Reading the report from *left to right*, the report displays four pieces of information for your grant or program (as shown in the first column).

1. The number of reassessment interviews that were received during a specific FFY (and Quarter if chosen)
2. The number of reassessment interviews that were due or were expected to be completed for a specific FFY (and Quarter if chosen)
3. The rate at which your grant or program achieved collection of reassessment interviews on time for a specific FFY (and Quarter if chosen)
4. The cumulative to date rate at which your grant or program achieved collection of reassessment interviews on time across all years of the grant.

Reading the report from *top to bottom*, the report shows the four pieces of information described above (shown in the first row) for:

1. Each of your selected grant(s) or program(s) or cohort(s) individually
2. The total for all of your selected grant(s) or programs(s) or cohort(s)
3. Program Summary

Why are multiple years shown?

The report shows the same information for two different timeframes. This is to allow you to compare your grant's (or program's) performance for the year you select to the previous year or previous quarter, depending on your selection.

Reading the report from left to right, the four pieces of information described above are shown for your selected grant or program as follows:

- The first three columns show:
 - The year before your selected FFY when you also choose all quarters
 - The quarter before your selected quarter when you choose a specific quarter
- The next three columns show:
 - Your selected FFY when you also choose all quarters
 - Your selected FFY and Quarter when you choose a specific quarter within that FFY

Take note

A few points to keep in mind while using the report:

- The rate is shown in bold and in red if the percentage is smaller than 80%, which is the goal CMHS has set for collecting reassessment interviews on time. Although grantees should aim to reassess 100% of their consumers, who continue to receive grant-funded services, every six months, the goal is 80% because CMHS expects that grantees may encounter significant barriers to reassessing some consumers every six months.
- The number of reassessments “Received” is a count of all the reassessment interviews a grantee collected and entered into TRAC on time for the specific FFY you select (and Quarter within that FFY, if chosen).
 - The timeframe for *collecting* reassessment interviews is 30 days before and 30 days after the due date. The due date is every six months¹ from the baseline interview date.
 - Reassessment interviews are counted toward received for the FFY (or FFY Quarter) in which they were due, not when they were entered into TRAC.
 - This means if a consumer is due for a reassessment on 9/15/2009 (FFY 2009) and the interview was entered on 10/12/2009 (FFY 2010) it would be counted toward FFY 2009 Quarter 4.
- The number of reassessments “Due” is a count of all the reassessment interviews a grantee was expected to collect for the specific FFY you select (and Quarter within that FFY if chosen).
 - Note: When a grantee is not able to collect a reassessment interview, the grantee needs to enter an administrative reassessment or an administrative discharge into TRAC. Grantees have until the end of the quarter following the quarter in which the reassessment was due to enter an administrative record.
 - Please read the technical details listed in the appendix for the situations that remove the requirement for reassessment interviews.
- It is possible for the rate to be larger than 100.0% at times since a grantee is allowed to enter a reassessment interview before the actual due date (within 30

¹ The TRAC system uses 180 calendar days to calculate the due date.

days before the due date.) The rate for a FFY or Quarter that has ended however will never be more than 100%; once all received interviews become due.

- This means if you have two reassessment interviews that you entered early, and two others that were entered on time when they were due, your rate would be four divided by two, then multiplied by 100, which equals 200%. Your rate would change to 100% when the two reassessment interviews you completed early become due.

$$\text{Rate} = \# \text{ Received} / \# \text{ Due} * 100 = \text{rate, or } 4/2 * 100 = 200\%$$

- The report is updated once every 24 hours, and includes all data entered as of the time it was last updated. Check the date and time at the top of the report output to see when it was last updated.

THINGS TO REMEMBER / FREQUENTLY ASKED QUESTIONS

- In order for a reassessment interview to count as ‘received’, it must be conducted within the window (30 calendar days before or after the ‘due date’) AND it cannot be an administrative interview. It must be a conducted interview.
- The interviews will show up on the report as due on the *due date* (6 month anniversary). If you conduct the interview during the 30 days before the due date, your total rate could possibly be over 100%. If you conduct the interview during the 30 days after the due date, there could be a lapse of time between when the interview is counted as due and when the interview is counted as received.
- If a consumer is discharged within a reassessment window, he/she will no longer have reassessments counted as due. If these two things overlap, the discharge interview should be conducted and entered into TRAC and no reassessment record will need to be entered.
- Reassessment due dates are always based on the original *baseline date* for each consumer.
- Please keep in mind that there are several circumstances where you may see N/A displayed in your report table. These are listed below.
 - If the FFY or FFQ you’ve selected **ends prior to the grant’s start date**—N/A will be displayed for every column for that grant
 - If the **prior FFY or FFQ ends prior to the grant’s start date**—N/A will be displayed in each column under the prior FFY or FFQ for that grant
 - If the FFY or FFQ you’ve selected **begins on or after the grant’s end date**—N/A will be displayed in each column under that FFY or FFQ for that grant
 - If the **prior FFY or FFQ begins on or after the grant’s end date**—N/A will be displayed for every column for that grant
 - **NOTE: All grants selected in the report filter will be displayed and tallied in the “TOTAL GRANTS” row in the report regardless of whether N/A appears in the report columns**
- If you do not change any criteria and simply view the report, the default report will show data for the current FFY and all quarters.

- If your user account was just created, you may not have access to this report for up to 36 hours.

ACCESSING HELP

For technical support or questions about TRAC, please contact the TRAC Help Desk, located at Westat.

Telephone: 1-888-219-0238

Email: TRACHELP@westat.com

Hours: M-F 8:30 AM – 7:00 PM (EST/EDT)

APPENDIX A: TECHNICAL DETAILS

This appendix provides technical details about how the TRAC data was used to generate the Reassessment Interview Rate Report. In this section, you can find information about how each of the columns in the report is defined.

Definitions

Received (FFY)

This is the total count of reassessment interviews that were received for the FFY (or FFY Quarter) shown on the report column heading and received on time.

Exclusions: Reassessments will **not** be counted in the received column of this report if they are:

1. Any reassessment with conducted interview = no, also known as an “administrative reassessment”,
2. A reassessment with conducted interview = yes and had a reassessment interview date outside the window. This means the reassessment was entered either prior to the beginning of reassessment window or after end of the reassessment window, – OR –
3. A reassessment with conducted interview = yes that was entered in the same window as another reassessment (regardless of whether it was conducted or administrative).

Due (FFY)

This number is the count of reassessment interviews that were due for the FFY (or FFY Quarter) shown on the report column heading. Reassessment interviews are due every 180 calendar days (approximately 6 months) from the baseline interview date. A reassessment interview must be collected within 30 days +/- the due date and the interview must be entered into TRAC within 30 days of the reassessment interview date.

The due date will determine which FFY a reassessment interview is counted toward, even if the window to enter (+/-30 days) spans across two FFYs. See Appendix B. (Reassessments Due Flowchart) for a summary as to which reassessments are due.

Exclusions: Reassessment interviews will **not** be counted in the due column of this report if they are:

1. Due prior to the grant’s Goal Start Date,
2. Due on or after the grant’s Inactivate Date, – OR –

3. Excluded from future interviews because you have indicated in the TRAC system that a reassessment interview will not be attempted in the future. To make sure these cases are excluded,
 - A. for episodes of care before 4/1/2013, you must do all three of the following in the system:
 - Submit an administrative baseline or administrative reassessment,
 - Indicate one of following response categories in the reassessment for Question 2a in the Record Management section (“Why was the interview not conducted?”):
 - “Consumer refused interview”,
 - “Not able to obtain consent from proxy”, or
 - “Consumer was impaired/unable to provide consent”.
 - Indicate one of the following response categories for Question 2b in the Record Management section (“What data will be submitted for the next reassessment?”):
 - “Administrative data only” or
 - “No data - will only provide discharge status”.
 - B. For episodes of care that started on or after 4/1/2013, you must do both of the following in the system:
 - Submit an administrative baseline or administrative reassessment,
 - Indicate the following response category in the reassessment for Question 2 in the Record Management section (“Why was the interview not conducted?”): “Consumer refused all interviews.”
4. Reassessments for consumers who have not been in contact with the program for more than 90 days after the last service encounter. To make sure these cases are excluded, you must do the following in the system:
 - Enter an administrative reassessment – AND –
 - Indicate response category “No” for Question 1 (“contact with the consumer within 90 days of the last encounter”) indicated in Section I (Reassessment Status).
5. For a consumer who has been discharged as follows:
 - A clinical discharge was collected and the Interview Date was less than or equal to the last day of a reassessment window,
 - An Administrative discharge (clinical discharge interview was not collected) was entered into TRAC and the date the consumer was

discharged indicated in Section J (Clinical Discharge Status) was less than or equal to the last day of a reassessment window, **OR**

- A Technical discharge (reassessment interview was not collected **and** Question 1 in Section I = no) was entered into TRAC and the date the consumer last received services indicated in Section K (Services Received) was less than or equal to the last day of a reassessment window.

*In each of these scenarios, the current reassessment, and all future reassessments in that episode of care for that consumer, will be **excluded** from the grantee's count of reassessments due.*

Please note: The Client-level Measures (Services) tool only asks for the month and year for the Discharge Date. However, for the purposes of this report, the 1st is used as the default day of the month.

Rate (FFY)

This number is calculated as the “Received” column divided by the “Due” column and within a FFY (or Quarter), and then multiplied by 100 to calculate a percentage ((Received/Due)*100). The rate for both the selected and the previous FFY (or FFY Quarter) is rounded to the nearest tenth of a percent. The rate is shown in bold and red if it is below 80.0%.

Please note: It is possible to have a rate > 100.0% since reassessments can be received prior to the due date occurring. Once the FFY period ends, however, it is not possible to have a rate > 100.0%.

Cumulative Rate

This is calculated as the number of Received / Due (for the *entire grant period to-date*) and then multiplied by 100 to get the rate ((Received/Due)*100). The rate is rounded to the nearest tenth of a percent. The rate is shown in bold and red if it is below 80.0%.

Special Notations

- If the grant started after the time period you select, every column for that grant will display “N/A”, or not applicable.
- If the grant ended before the time period you select, every column for that grant will display “N/A”, or not applicable
- All grants selected in the Selection Criteria menu are displayed in the report, regardless of whether “N/A” is shown or not. All grants selected are tallied in the Total Grants row, regardless of whether “N/A” is shown or not.

How Does the Report Run?

Information is taken from the records you submit on each consumer to:

1. Check for reassessment interviews that are due
2. Confirm the reassessments are required
3. Determine whether the received reassessment interviews were collected and entered on time

A different piece of information, or variable within TRAC, is used depending on whether an interview was conducted or an administrative record was entered. The process used to determine this information for in this report is described below.

❖ **The System Checks for All Reassessment Interviews that are Due within the Selected FFY/Quarter (for the specific grant/program)**

1. The reassessment interview due date is calculated.
 - Reassessment Interviews are due every 180 calendar days (approximately 6 months) from the Baseline Date. The Baseline Date is the Date of the Baseline Interview, if one exists. If not, then the Baseline Date it is equivalent to the First Received Services Date, which is defaulted to the 15th of the month and year entered.
 - A consumer will not have a reassessment due until their Reassessment Due Date occurs on or after the grant's Goal Start Date.
2. The system checks if a reassessment is required.
 - The requirement for the reassessment interview is removed from this report **when an administrative reassessment or discharge is entered on time** under the following conditions:
 - i. A consumer refused all interviews
 1. No additional (future) interviews are required
 2. Enter an administrative reassessment
 - ii. A consumer was not able to be located for 90 days or more (lost to contact)
 1. No additional (future) interviews are required
 2. Enter either an administrative reassessment or discharge

- iii. A consumer is discharged from treatment and is not interviewed
 - 1. No additional interviews are required **and** the current reassessment interview is no longer counted as “Due”
 - 2. Enter either an administrative reassessment or discharge

- iv. A consumer died
 - 1. No additional (future) interviews are required **and** the current reassessment interview is no longer counted as “Due”
 - 2. Enter either an administrative reassessment or discharge

The system searches the database for reassessment interviews that had a due date within the selected timeframe and for which the exemptions listed in 2 above do not apply. The reassessment interviews that meet both of these criteria are counted within the “Due” column for the specific timeframe.

❖ **The System Runs the Same Process for the FFY/Quarter prior to the Selected FFY/Quarter**

The same process is used to determine the due dates, required reassessment interviews, and acceptable reassessment interviews received for the FFY/Quarter prior to the Selected FFY/Quarter.

❖ **The System Runs the Calculations and Populates the Table**

The system runs the calculations (the Received, Due, and the rates), and displays the data.