Transformation Accountability (TRAC)

Center for Mental Health Services

Infrastructure Development, Prevention and Mental Health Promotion

REVIEWING IPP RESULTS GUIDE For CMHS Staff

Version 7
October 2013

CMHS
Center for Mental Health Services
SAMHSA

Table of Contents

GENERAL OVERVIEW

This guide provides an overview of the Center for Mental Health Services Transformation Accountability (TRAC) online data entry and reporting system for the Infrastructure Development, Prevention and Mental Health Promotion (IPP) Module. The online system, or TRAC, is where designated CMHS Staff review grantees' results each quarter. At any time, you can view all results that have been entered or edited by your grantees and see all results that you need to review or have already reviewed, as applicable.

In this guide you will learn about:

- The timelines for data entry and review: Grantee reporting & GPO review
- Getting started – how to get set up in TRAC
- Using the system including:
  - The TRAC homepage and how to login;
  - Navigating through the IPP screens, including;
    - The Selection of Required Data screen,
    - The Status of Required Data screen, and
    - The Result List screen;
  - How to view indicators selected;
  - How to view, and/or agree or disagree with Results on the Result Record;
  - How to log out; and
  - How to contact the TRAC Help Desk.

For specific instructions on how these data are collected, please refer to the Infrastructure Development, Prevention and Mental Health Promotion (IPP) Overview of Indicators Guide.

KEY TIMELINES

Selection of IPP Indicators

The bullets below provide the key dates and time frame for the Federal Program Director's to select the required indicators for each cohort. The indicators will be set by TRAC for the program.

- Cohort's first year – When contacted by the TRAC Grants Coordinator to set up cohort in TRAC system usually within 30 days of the award date.
- Subsequent years, if there are any changes for the new FFY - deadline is September 30

Grantee Data Entry and GPO Review Timeline

The table below provides key dates for when grantees should submit their data into TRAC, and GPOs should review the data. Once the quarter locks no further data entry, review or edits can be made for the quarter.

FFY Quarter	IPP results completed between:	Grantee must enter into TRAC by:	GPO review and grantee revisions must be completed by:	TRAC System will lock on this date
1	October 1 – December 31	January 31	March 31	April 1
2	January 1 – March 31	April 30	June 30	July 1
3	April 1 – June 30	July 31	September 30	October 1
4	July 1 – September 30	October 31	December 31	January 1

Deadline for Grantees' Quarterly Reporting: Grantees can submit their data anytime during the quarter in which an activity occurred. The schedule for reporting is one calendar month after the close of the Federal Fiscal Year (FFY) quarter of the data report and the system will lock the quarter for further reporting one quarter after.

For example, grantees should report activities that occurred between July 1 and September 30 for the 4th quarter and should have their data into TRAC by October 31st. They can, however submit the data in real time as activities occur and the system will not lock them out of the quarter until April 1st.

Deadline for GPO Review & Grantee Revisions: GPOs can review and agree or disagree with grantee results as they are entered. The schedule for review is two calendar months after the grantee deadline for quarterly reporting. It is important to note that grantee revisions must also be completed during this timeframe, so it is imperative that GPOs do not wait until the last week or days of the time period to review IPP data to allow the grantees time to make requested revisions.

Following the example above, for the 4th quarter report, GPOs should have reviewed, and approved all results submitted for that quarter by December 31st. Also all grantee revisions should be made by December 31st. The system will lock the 4th quarter on January 1st.

TRAC Administration Review

As part of the data quality control process, TRAC administration will review IPP results every quarter. The review will focus on outliers; result descriptions that do not provide enough information for a determination to be made; results where what was written in the result description does not seem to match the number reported; when data indicating no results were not entered via the proper No New Result link; and results where the wrong data was entered for an indicator. The grantee editing process and administration final review after an **Admin Disagree** mirrors the GPO process. GPOs will receive an email from TRAC when the review process begins each quarter.

GETTING STARTED

ENSURE THE SECURITY AND ACCURACY OF YOUR DATA

The data entry and reporting components of the TRAC system are restricted to ensure the accuracy and security of the data. Each user must have a username and password to enter these sections.

The CMHS TRAC Project Officer is responsible for identifying CMHS staff that can access the data within the TRAC system. The Project Officer must ensure the list of staff that has access to TRAC is current by contacting the TRAC Help Desk when:

- A staff member requires access to TRAC (needs a username and password);
- A staff member leaves CMHS and their account must be disabled;
- A staff member has mistakenly been given access to the TRAC system and their account must be disabled; and/or
- A security breach has been suspected.

HOW TO OPEN, UPDATE, OR CLOSE A TRAC ACCOUNT

Open Your User Account

To open a new TRAC user account, Project Officers are required to fill out a TRAC User/Update/Remove Form. This form collects general information such as address, phone number, and the user's CMHS Division, Branch and Program.

Update or Close TRAC Accounts

Once a grant is set up in the TRAC system, Project Directors are required to use the TRAC User/Update/Remove Form to:

- request a new staff account
- update contact information for an existing account
- close a staff account when needed

To request a TRAC User Add/Update/Remove Form, please contact the TRAC Help Desk at 1-888-219-0238 or send an email to TRACHELP@Westat.com.

Please note: When a staff member leaves a program, his/her username and password will be deactivated.

USERNAMES AND PASSWORDS

Usernames and Passwords

Usernames are created by the TRAC system based on the name of the user. For example, for John Doe, the username will be JDoe – the first initial of your first name and your full last name. The initial password you receive is randomly generated by the TRAC system. You are prompted to change your password the first time you log on to the TRAC system. Once an account is set up for you, a TRAC system-generated email is sent to you providing your username and password.

How to Change the Initial (Temporary) Password

The first time you log on to the TRAC system, you are prompted to change your password. A password can be any combination of numbers and letters. However, it must contain at least one capital letter and one number in order to minimize identity theft. Passwords must also be different from your username, be between 6 and 15 characters in length, and contain no blanks. Passwords are case sensitive. The password should be something easy for you to remember but difficult for someone else to guess.

How Often Passwords Expire

Passwords automatically expire every 180 days. The TRAC system prompts you to create a new password at this point when you attempt to enter the system. The new password must be different from any password you previously used.

How to Change My Password

You can change your password by selecting the 'Change Password' hyperlink on the Login screen or on the left menu bar. Note: A user must know their username and current password in order to use this feature. If this information is unknown, contact the TRAC system Help Desk.

When You Can't Remember Your Password

If you do not remember your password, the 'Can't Remember Password' hyperlink allows you to receive your password via email. This password is now temporary; you are instructed to change your password once you enter the system. Follow the Change Initial Password instructions once the temporary password is received. Note: You must know your username in order to use this feature. If this information is unknown, contact the TRAC system Help Desk.

Note: If you forget your username and password, a new temporary password will need to be created for you by the TRAC Help Desk. Your account is disabled after five unsuccessful attempts to enter the system with either an incorrect username or password.

SYSTEM ROLES AND ACCESS

Each user is assigned a role within the TRAC system that dictates his/her function and access. The following roles are available in the IPP module:

Grantee

- Designated Grantee Staff
- Can enter the result data for the grant
- Can revise results per GPO comment
- Has access to all grants to which he/she is associated

Government Project Office (GPO)

- CMHS staff
- Provides oversight of grantee data collection, annual goals, and performance
- Ensures grantee's results are in accordance with the intended activities of the grant as described in your application.
- Has access to all grants to which he/she is associated

Federal Program Director (FPD)

- CMHS staff
- Program Leader (the Branch Chief or their designated Team Lead or Coordinator)
- Responsible for data collection decisions (i.e., selecting required indicators) for all grants within a program. This involves ensuring consistency in data collection and definitions
- Has access to all grants to which he/she is associated

TRAC Admin

- Westat staff
- Can view all programs and grants and have full access to the TRAC system
- Review IPP data for quality control, even items with a status of GPO Agrees

TRAC System Automatic Timeout

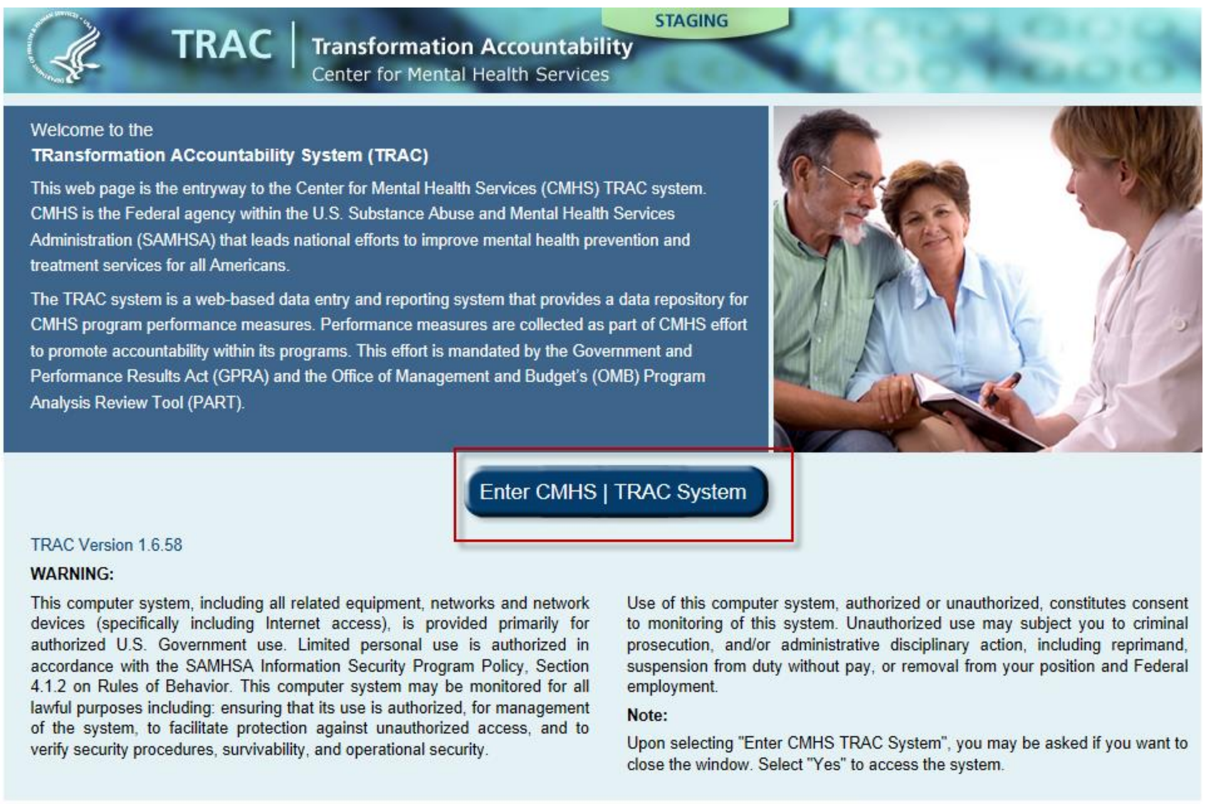
The TRAC system is set to automatically log a user off after 20 minutes of inactivity on the system for security reasons. ***The TRAC system will not save partial records.***

USING THE SYSTEM: GOVERNMENT PROJECT OFFICERS (GPOs) and CMHS staff

ACCESSING THE TRAC ONLINE DATA ENTRY AND REPORTING SYSTEM

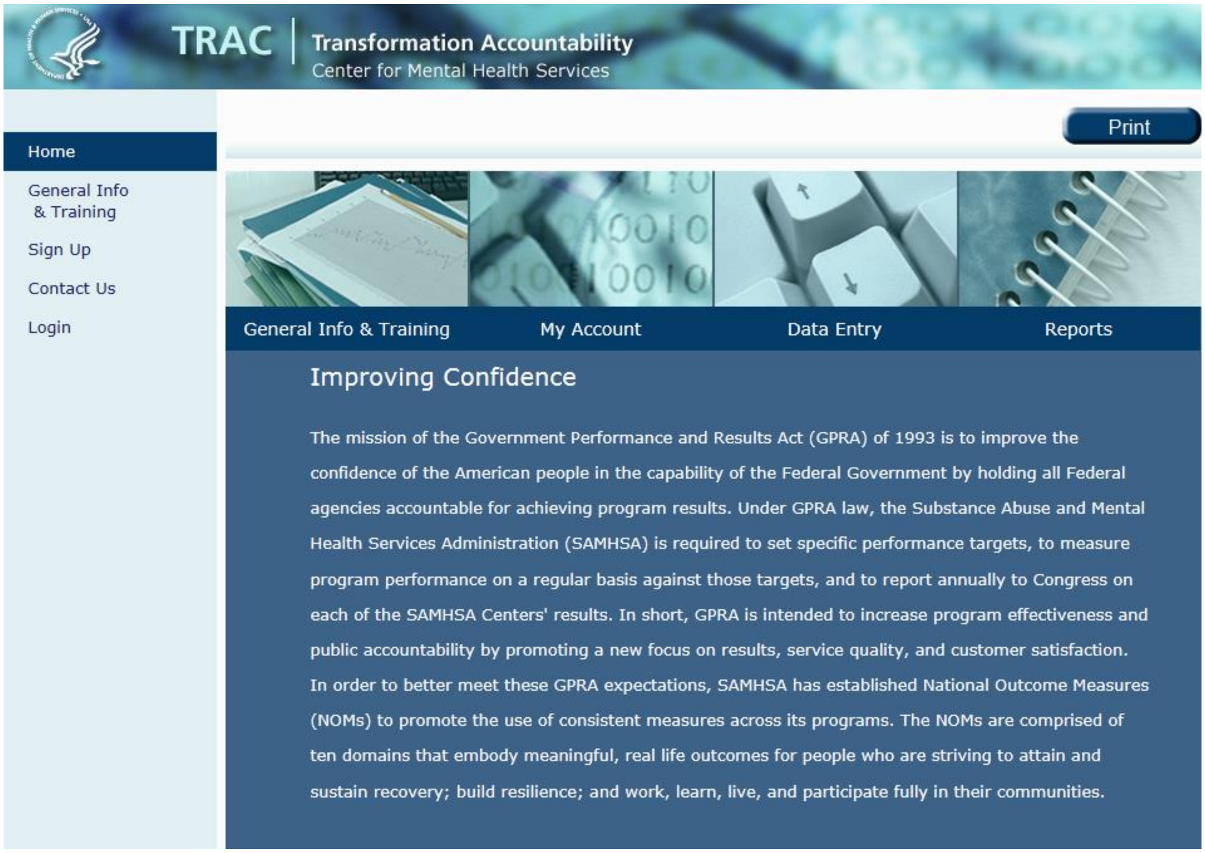
The web address for the TRAC system is https://www.cmhs-gpra.samhsa.gov/index. Creating a bookmark enables easy access to the website. Click the "Enter CMHS | TRAC System" button.

HOMEPAGE



The first screen you see after clicking the CMHS-TRAC button is the TRAC – Transformation Accountability Main Menu page which allows you to access the various parts of the system as described below.

MAIN MENU



LEFT MENU BAR

The menu bar on the left side of the screen allows for easy navigation through the TRAC system including:

- General Info & Training – a section of the public access portion of the website with General Information about TRAC, the TRAC Activities, training materials for each module and program specific guidance.
- Contact Us – a screen with information on how to contact the TRAC Help Desk
- Login – the Login screen.

CENTER MENU BAR

The General Info tab is the public section of the site; it does not require a username or password. The public section provides general information about TRAC and specific data collection materials. Anyone with Internet access can retrieve information from this section which includes the IPP indicators/measures and training materials.

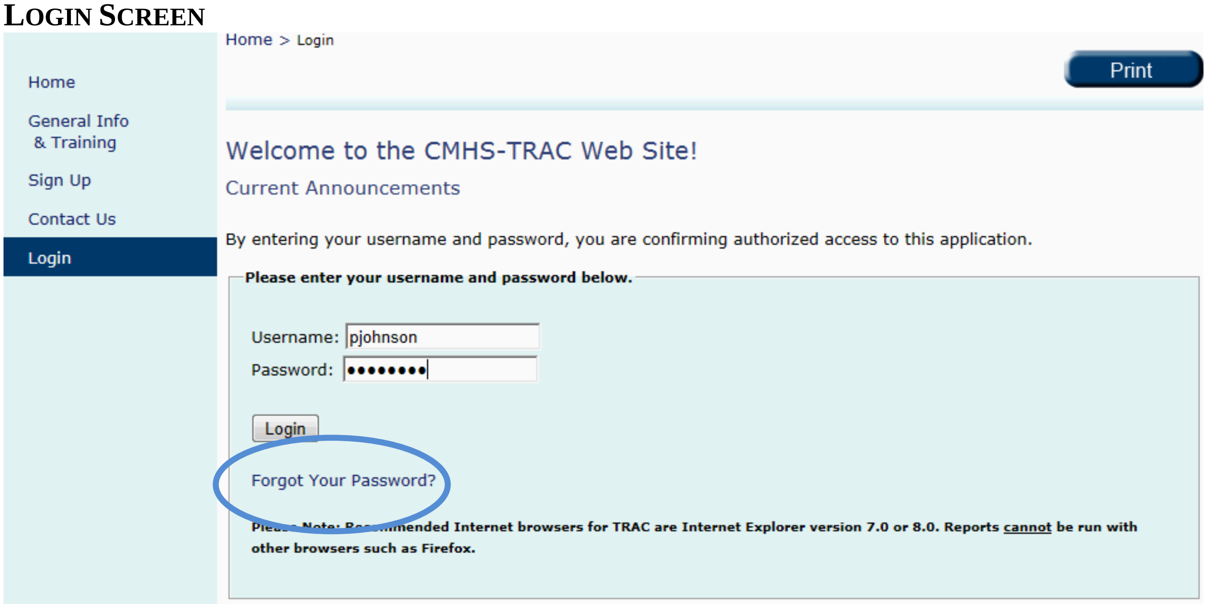
The TRAC Info, Data Entry, and Reports tabs take you to the login screen to then access these password-protected portions of the site. These sections are for authorized users to view and/or download restricted TRAC documents or information and to enter IPP data and/or run reports.

LOGIN SCREEN

HOW TO LOG INTO THE DATA ENTRY SCREENS

From the Homepage, select Login located on the TRAC navigation menu bar on the left or click on Data Entry on the main screen to log on to the TRAC system.

LOGIN SCREEN

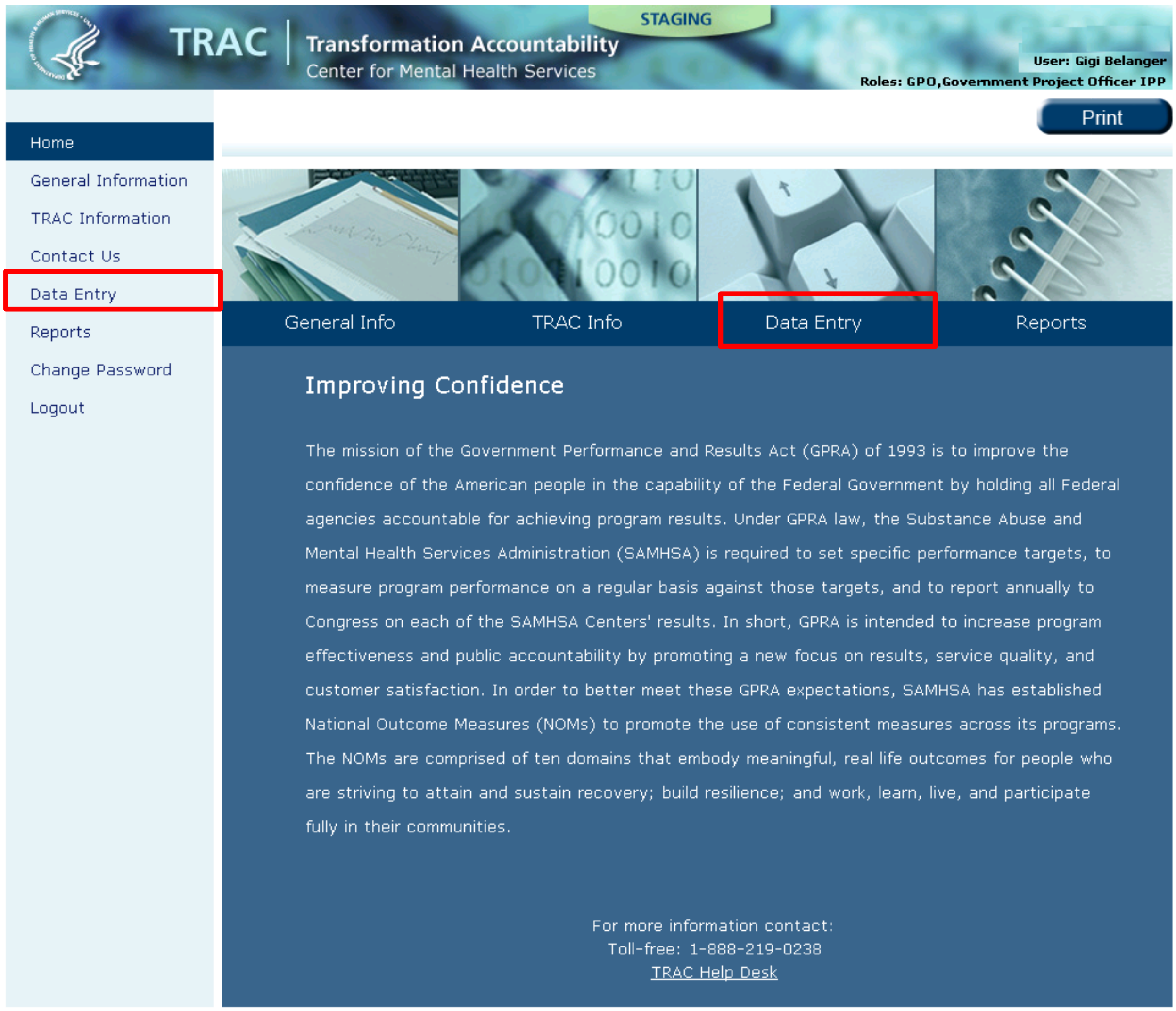


On the login screen, enter your Username and Password and click on the Login button. If you have forgotten your password, click on the link at the bottom of the screen, shown in the circle.

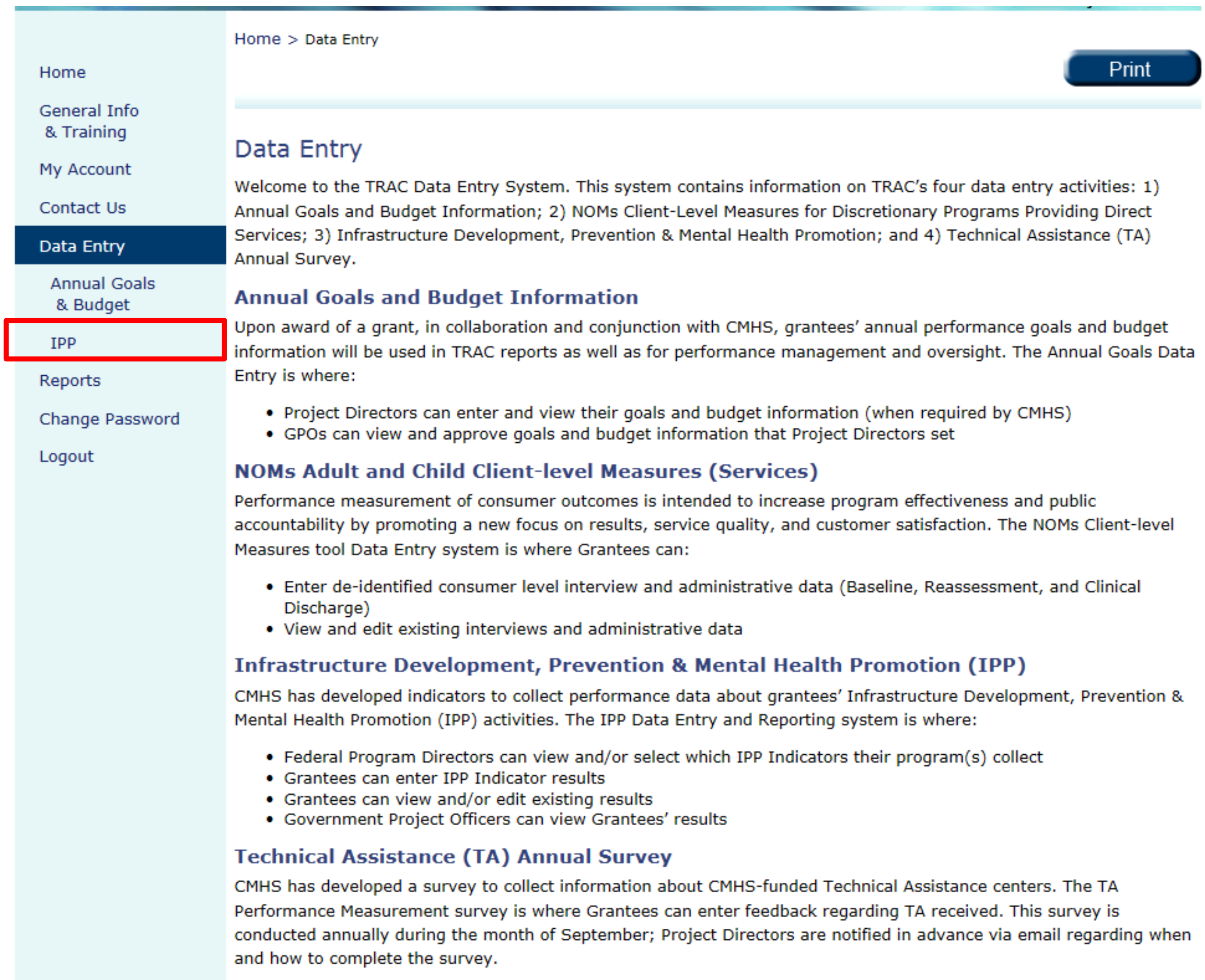
Once you are logged on to the TRAC system, the Main screen appears again, but you now have access to the password protected sections of TRAC. Notice the additional options on the TRAC navigation menu bar on the left on the screen on the next page.

MAIN SCREEN – POST LOGIN

To enter the IPP section of the TRAC system, from the main screen click on Data Entry, then click IPP under Data Entry (see Data Entry Screen 1), and you will be taken to the IPP Data Entry portion of TRAC the ADD/FIND results screen.



DATA ENTRY - SCREEN 1



Home > Data Entry

Print

- Home
- General Info & Training
- My Account
- Contact Us
- Data Entry
  - Annual Goals & Budget
  - IPP
- Reports
- Change Password
- Logout

Data Entry

Welcome to the TRAC Data Entry System. This system contains information on TRAC's four data entry activities: 1) Annual Goals and Budget Information; 2) NOMs Client-Level Measures for Discretionary Programs Providing Direct Services; 3) Infrastructure Development, Prevention & Mental Health Promotion; and 4) Technical Assistance (TA) Annual Survey.

Annual Goals and Budget Information

Upon award of a grant, in collaboration and conjunction with CMHS, grantees' annual performance goals and budget information will be used in TRAC reports as well as for performance management and oversight. The Annual Goals Data Entry is where:

- Project Directors can enter and view their goals and budget information (when required by CMHS)
- GPOs can view and approve goals and budget information that Project Directors set

NOMs Adult and Child Client-level Measures (Services)

Performance measurement of consumer outcomes is intended to increase program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction. The NOMs Client-level Measures tool Data Entry system is where Grantees can:

- Enter de-identified consumer level interview and administrative data (Baseline, Reassessment, and Clinical Discharge)
- View and edit existing interviews and administrative data

Infrastructure Development, Prevention & Mental Health Promotion (IPP)

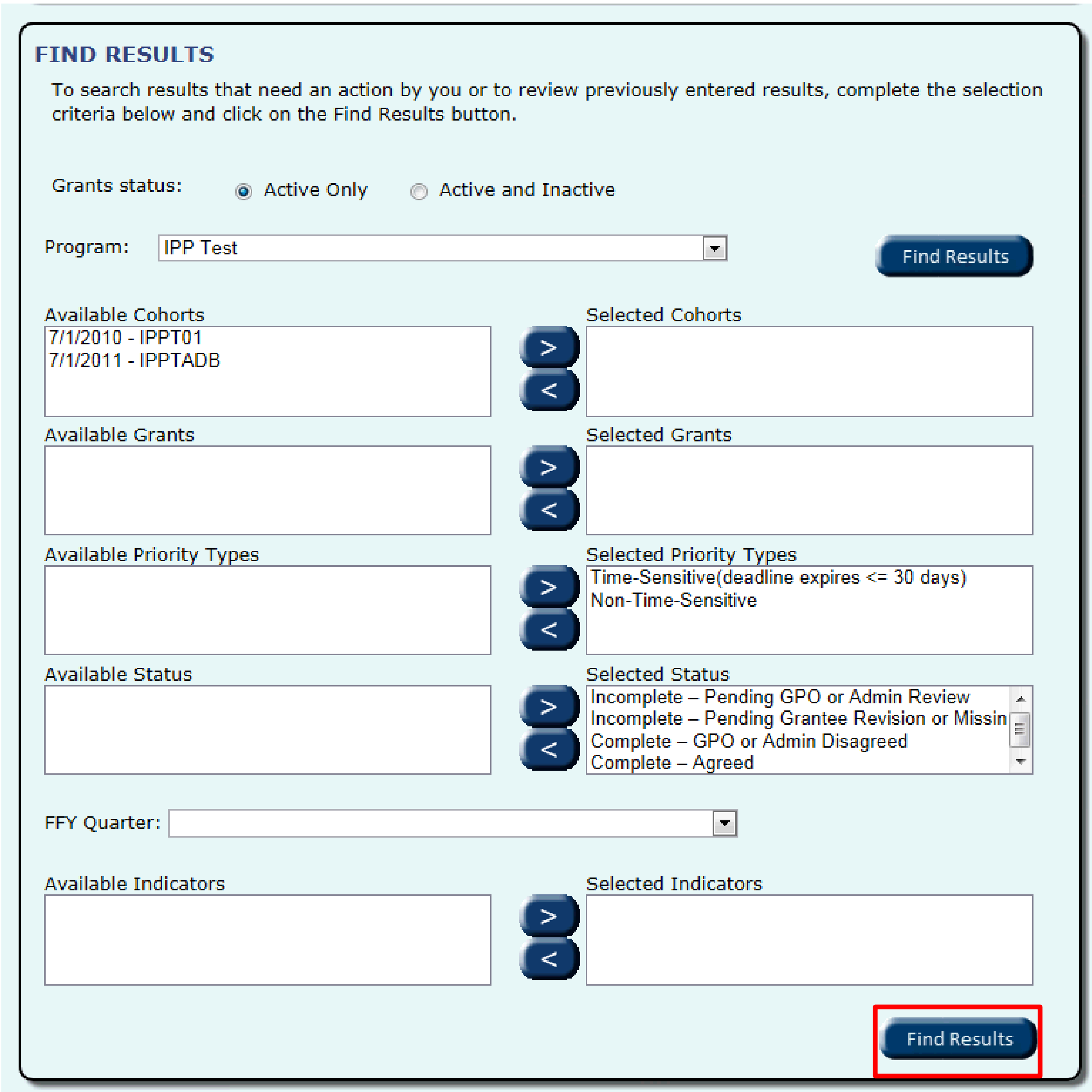
CMHS has developed indicators to collect performance data about grantees' Infrastructure Development, Prevention & Mental Health Promotion (IPP) activities. The IPP Data Entry and Reporting system is where:

- Federal Program Directors can view and/or select which IPP Indicators their program(s) collect
- Grantees can enter IPP Indicator results
- Grantees can view and/or edit existing results
- Government Project Officers can view Grantees' results

Technical Assistance (TA) Annual Survey

CMHS has developed a survey to collect information about CMHS-funded Technical Assistance centers. The TA Performance Measurement survey is where Grantees can enter feedback regarding TA received. This survey is conducted annually during the month of September; Project Directors are notified in advance via email regarding when and how to complete the survey.

ADD/FIND RESULTS SCREEN



ADD/FIND RESULTS SCREEN

The Add/Find Results screen will allow you to select Program(s), Cohorts(s), and Grant(s) for which you want to review results. You can also select other criteria.

Programs, Cohorts, and Grants

Select the Program you want to review from the **Program** drop down.
You then can select which cohort and grants you want to review by using the mover boxers under **Available Cohorts** and **Available Grants**.

Priority Types

The **Available Priority Types** mover box allows you to search the results by "Time-Sensitive" or "Non-Time Sensitive" Results. "Time-Sensitive" will list results that are due within 30 days.

Status

The **Available Status** mover box allows you to search the results by "Incomplete" or "Complete" Results. If you select the status of "Incomplete-Pending GPO review" the Results List will show all results that are awaiting your review.

FFY

You can select which FFY Quarter for which you would like to review results. The default is the Current + Previous quarter.

Indicators

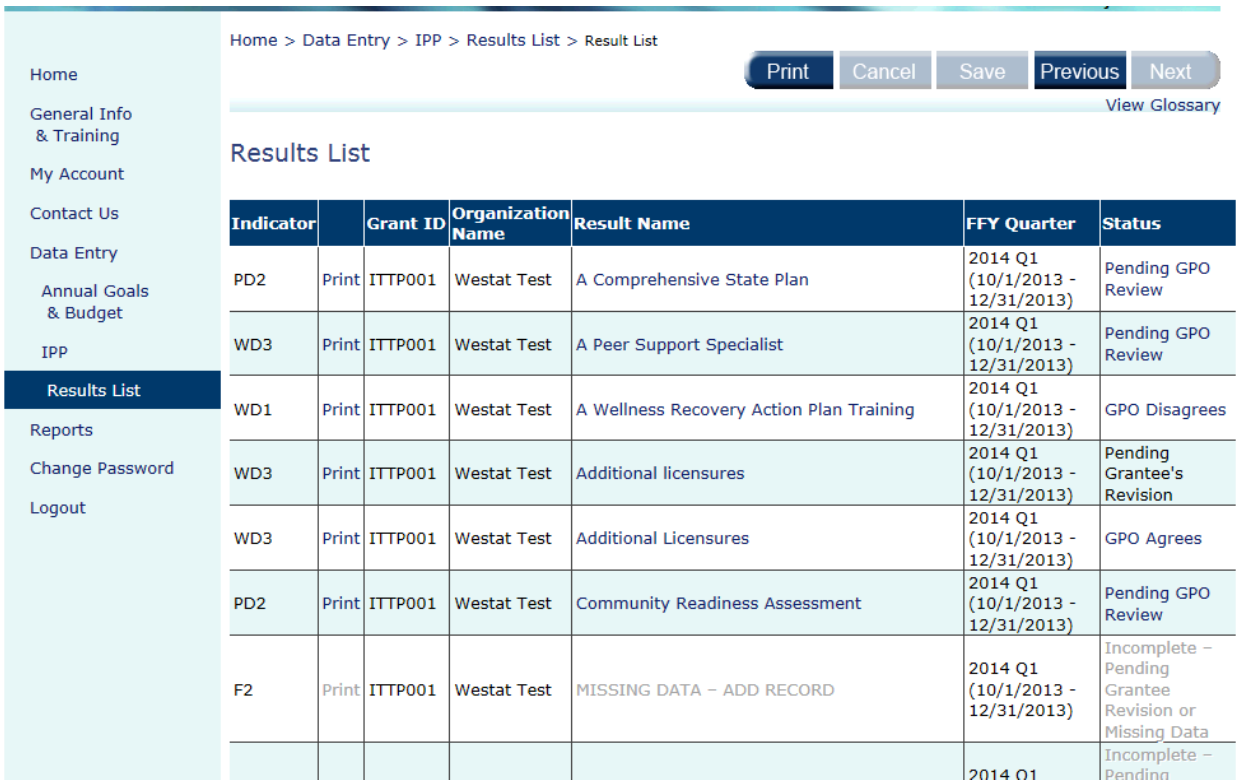
You can select which indicators you would like to show on the Results List screen. The default is all indicators required for the Program/Cohort/Grant you selected.

Once you have made all the selections, click the **Find Results** button. You will be taken to the Results List screen.

Results List Screen

The Result List screen acts as a quasi-report and navigation screen. It is updated based on both your review actions and the data entry actions of the grantees. The Result List provides you with a list of all results that have been entered by indicator and quarter by the grantees.

The **Print** button prints the current screen. To view the glossary, click on the **View Glossary** link. The glossary contains items that appeared three or more times in the Grantee's Data Collection Guide for IPP.



Indicator		Grant ID	Organization Name	Result Name	FFY Quarter	Status
PD2	Print	ITTP001	Westat Test	A Comprehensive State Plan	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD3	Print	ITTP001	Westat Test	A Peer Support Specialist	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD1	Print	ITTP001	Westat Test	A Wellness Recovery Action Plan Training	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Disagrees
WD3	Print	ITTP001	Westat Test	Additional licensures	2014 Q1 (10/1/2013 - 12/31/2013)	Pending Grantee's Revision
WD3	Print	ITTP001	Westat Test	Additional Licensures	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Agrees
PD2	Print	ITTP001	Westat Test	Community Readiness Assessment	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
F2	Print	ITTP001	Westat Test	MISSING DATA – ADD RECORD	2014 Q1 (10/1/2013 - 12/31/2013)	Incomplete – Pending Grantee Revision or Missing Data
					2014 Q1	Incomplete – Pending

The system is set up to allow grantees to enter data at any time during the quarter or up to one month after the quarter ends. You can complete your review as grantees submit data, or wait until after the data entry period ends. All GPO reviews and grantee revisions must be done by the system lock dates.

What Data Your Grantees Have Submitted

The Results List table rows are organized by indicators. Each row represents a record or result entered by a single grantee, and provides the following information to aide you in reviewing the data: the grant number and organization name, the result name and description entered by the grantee, the quarter the activity/result was completed (date range of completion), and status of whether you agreed or disagreed with the result, or have yet to review it (Pending GPO Review). In this table, you are able to view data for more than one indicator, grant or organization.

Result Name
Click the Result Name column heading to toggle the sort order between ascending and descending alphabetically. Click on the named result in the table and you are taken to that particular Result Record which you can view only. If "No New Results" is indicated, "No New Results" will display in this column.

FFY Quarter
This is the quarter the grantee selected as the date of completion for a particular result. The default view is the current + previous quarter.

Status (Where in the Process is Each Record)
This column indicates where an individual result record is in the process. The following options may be displayed:

Pending GPO Review: Indicates the GPO has not reviewed the Result Record.

Pending Grantee's Revision: Indicates the Grantee has yet to finalize the revision.

GPO Agrees: Indicates the result record was agreed to by the GPO. No further action necessary.

GPO Disagrees: Indicates the result record was disagreed to by the GPO. No action necessary.

Incomplete- Pending Grantee Revision or Missing Data: Indicates that no results have been entered for the indicator. The grantee must enter a result.

REVIEWING GRANTEE RESULTS

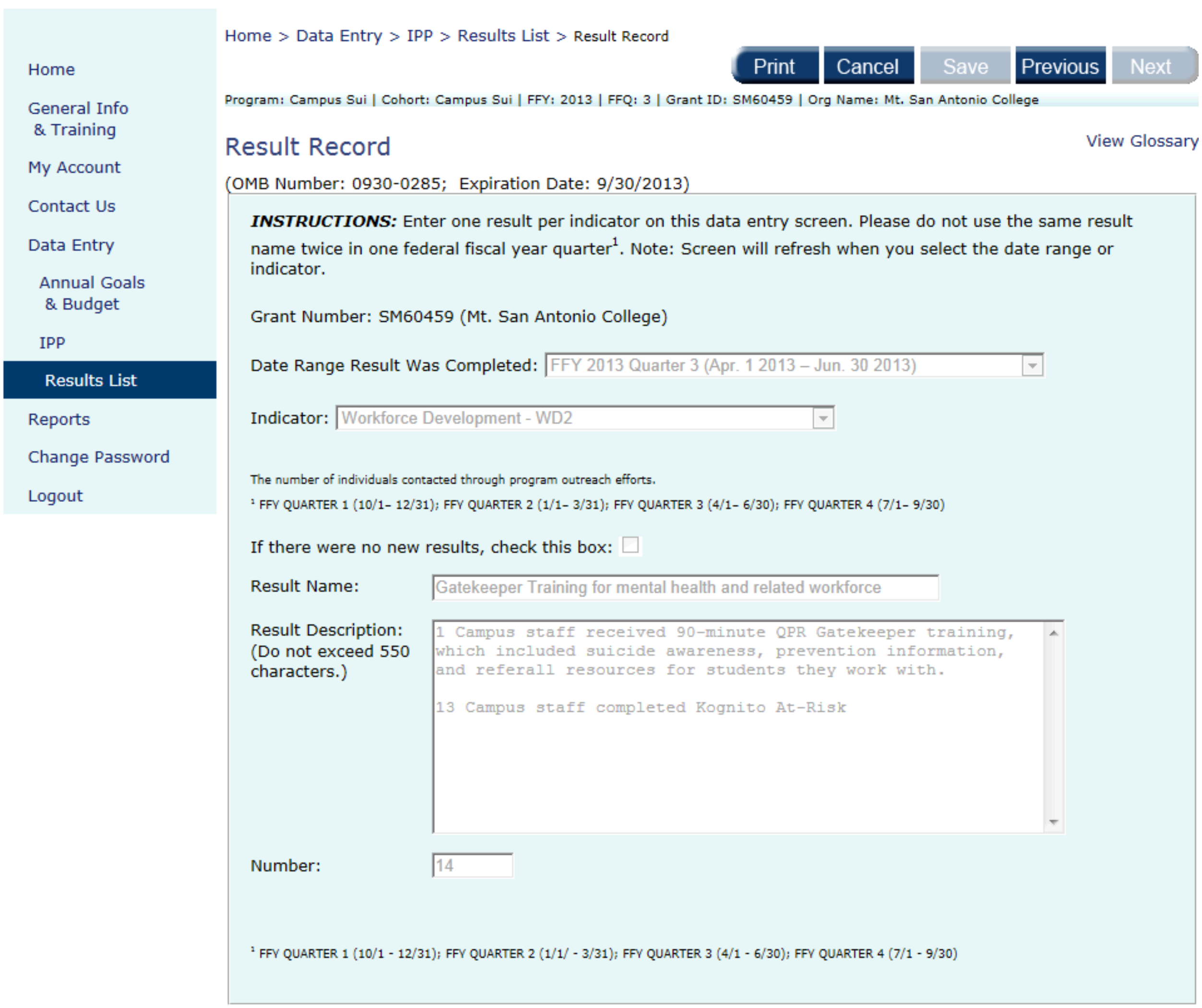
The result record is where you review the results and agree or disagree with the information submitted; Grantee's enter results information for an individual IPP indicator using this screen.

You navigate to this screen by clicking on an individual result (either the result name or the status hyperlinks) from the Result List screen.

The key information provided on this screen includes:

- How to Review Your Grantees' Data
- What Happens When You Disagree with a Grantee's Data

RESULT RECORD SCREEN



How to Review (Agree or Disagree with) Your Grantees' Data

After clicking on an individual result name or status hyperlink on the result list, you are taken to the individual result record, which is the result record the grantee submitted. You are able to view only the data the grantee submitted. Below the result information, select either "GPO Agrees" or "GPO Disagrees".

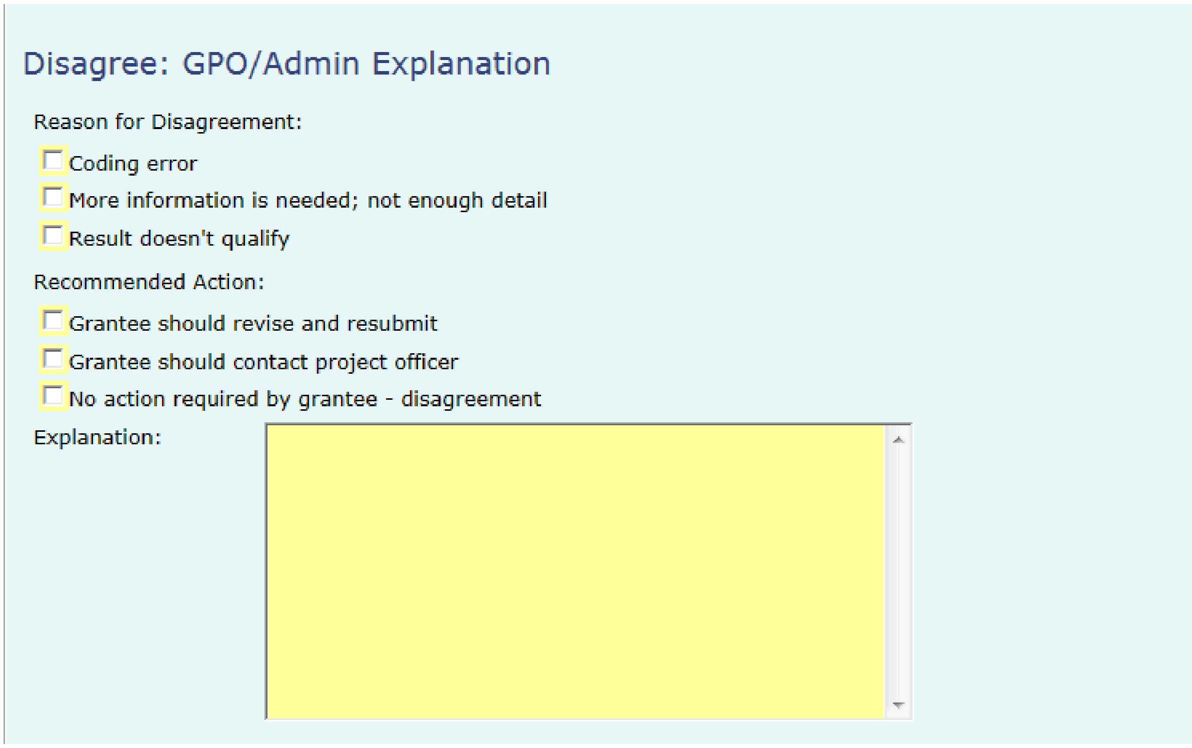
When you have selected "GPO Agrees" and click Save, this change will be reflected on the grantee's result list.

When you have selected "GPO Disagrees", you will be asked "Are you sure you want to disagree with the result record entered?" Click on Yes to proceed; you will then need to enter the reason you disagree with the grantee's result and recommend actions.

RESULT RECORD SCREEN - GPO DISAGREE POP-UP

How to Review (Agree or Disagree with) Your Grantees' Data *(Continued)*

RESULT RECORD SCREEN - DISAGREE GPO EXPLANATION IS ENABLED



Disagree: GPO Explanation

Reason for Disagreement

You can select all or any combination of the categories shown. Response categories are as follows:

- Coding error (i.e., data has been entered into the wrong indicator, result description discussed one number, but what is entered in the number field is another number)
- More information needed, not enough detail
- Result doesn't qualify (an activity that is not funded by the grant)

Recommended Action

You can select the following recommended actions:

- Grantee should revise and resubmit
- Grantee should contact project officer.
- No action required by grantee – disagreement

The first two options can be selected together or separately. The last option "No Action Required" is a stand-alone option for a final disagreement

Explanation
Provide an explanation in this box to inform the grantee in greater detail as to why you disagreed with the submitted result and the recommended action they should take to correct the error. Any additional information you would like to convey to the grantee regarding the result can also be included in this box. This field is limited to 550 characters.

Email
Once you finish entering the required data on the "Disagree GPO Explanation" portion of the result record screen, an email is automatically generated by the TRAC system and sent to all TRAC users within the grant for which the result was disagreed. The email notifies them that a result was disagreed with by you, their GPO, and that they must check the system for specific reason – you will be copied on this email.

LOGGING OUT

To exit the TRAC system, click "Logout" in the left menu.

Please note: It is important to log out of the TRAC system while away from your desk for security reasons. Logging out of the TRAC system will block unauthorized users from viewing or modifying data in the TRAC system.

ACCESSING HELP

For technical support or questions about TRAC, please contact the TRAC Help Desk, located at Westat. The Help Desk is open Monday through Friday.

Telephone: 1-888-219-0238
Email: TRACHELP@westat.com