Transformation Accountability (TRAC)
Center for Mental Health Services

Infrastructure Development, Prevention and Mental Health Promotion

TRAC SYSTEM OVERVIEW & HOW TO ENTER RESULTS GUIDE For Grantees

CMHS

Center for Mental Health Services
SAMHSA

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Version 8

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GENERAL OVERVIEW

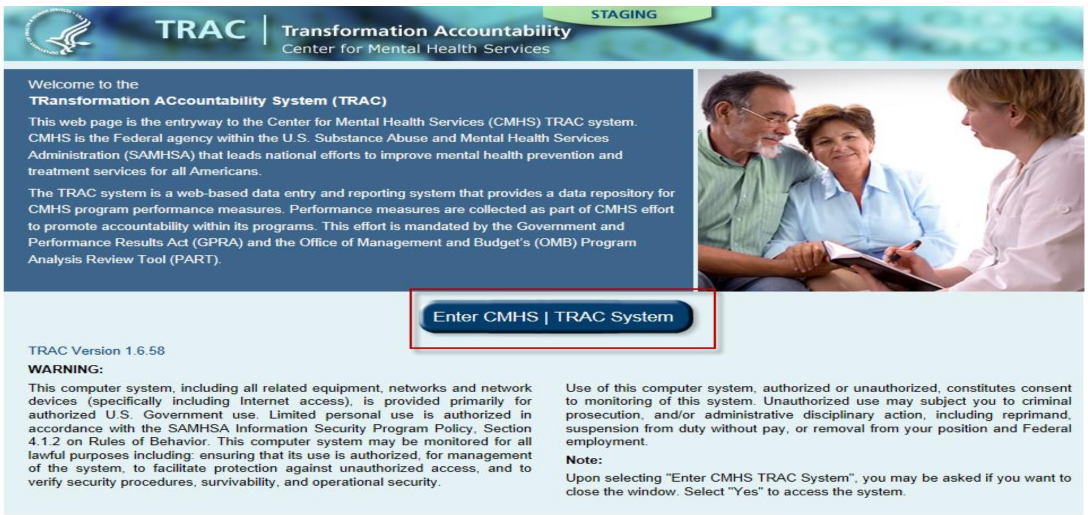
This guide provides an overview of the Transformation Accountability (TRAC) online data entry and reporting system for the Infrastructure Development, Prevention and Mental Health Promotion (IPP) Indicators. The TRAC system provides a platform for CMHS grantees to enter Results for the required IPP indicators for each quarter; view Results that have been entered; see Results that have been reviewed by a Government Project Officer (GPO); and edit Results as necessary.

For specific instructions on each IPP category and indicator, please refer to the Infrastructure Development, Prevention and Mental Health Promotion (IPP) **Overview of Indicators Guide** located on the TRAC website at https://www.cmhs-gpra.samhsa.gov.

SECTION A: ACCESSING THE TRAC SYSTEM

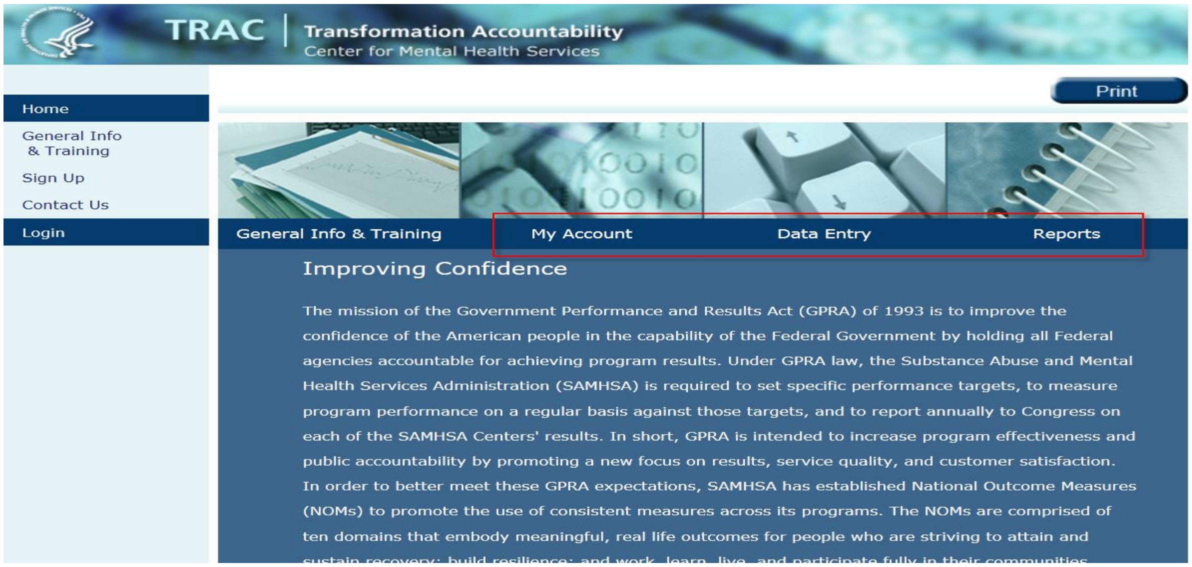
The web address for the TRAC system is https://www.cmhs-gpra.samhsa.gov. We encourage you to create a bookmark to easily access to the website.

To access the TRAC system data entry main menu, please click the **Enter CMHS | TRAC System** hyperlink.



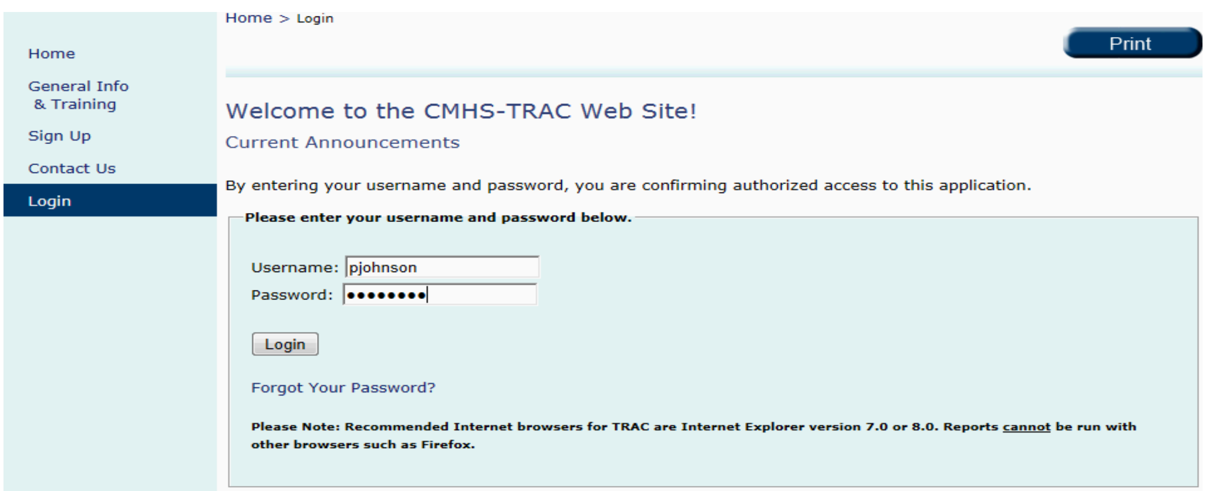
The TRAC Home page will appear after clicking the CMHS | TRAC button. It is composed of the following sections: **General Info & Training**, **Sign Up**, **Contact Us**, and **Login**.

The password protected portions of the site allow access to **Data Entry**, **Reports**, **Data Download**, and the grantee specific **My Account Page**. These sections of the site are for authorized users to view and/or download restricted TRAC documents or information and to enter data and/or run reports.



LOGGING IN

To login, select the **Login** hyperlink. This screen will then prompt you to enter your username and password.



FORGOT YOUR PASSWORD HYPERLINK

If you do not remember your password, select the **Forgot Your Password?** hyperlink to receive your password via email. You will be instructed to follow the Change Initial Password instructions once you receive the temporary password. Note: You must know your username in order to use this feature. If you do not, please contact the TRAC Help Desk.

TRAC SYSTEM AUTOMATIC TIMEOUT

For security reasons, the TRAC system is set to automatically log a user off after 20 minutes of inactivity. When entering data, a record must be completed and saved or the data will be lost when the TRAC system times out. ***The TRAC system will not save partial records.***

SYSTEM ACCESS AND ROLES

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

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 Officer (GPO)

- CMHS staff
- Provides oversight of grantee data collection, annual goals, performance
- Ensures grantees' Results are in line with program goals
- Has access to all grants to which he/she is associated

Federal Program Director (FPD)

- CMHS staff;
- Program Leader;
- Responsible for data collection decisions for all grants within a program. This involves ensuring consistency in data collection and definitions;
- Designated by CMHS leadership and may also be a GPO; and
- Has access to all grants to which he/she is associated.

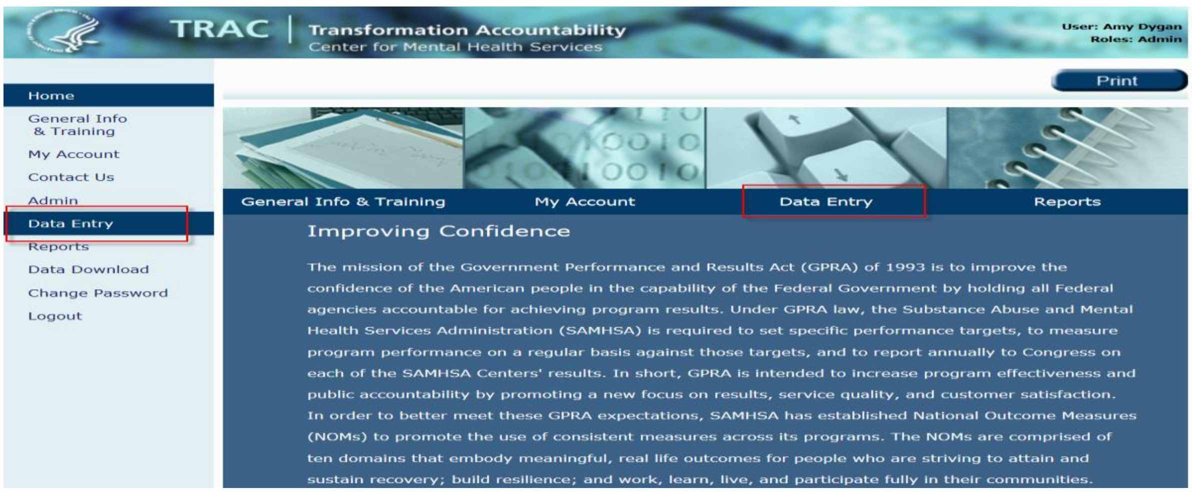
TRAC Admin

- 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

SECTION B: IPP DATA ENTRY

ACCESS THE DATA ENTRY SYSTEM

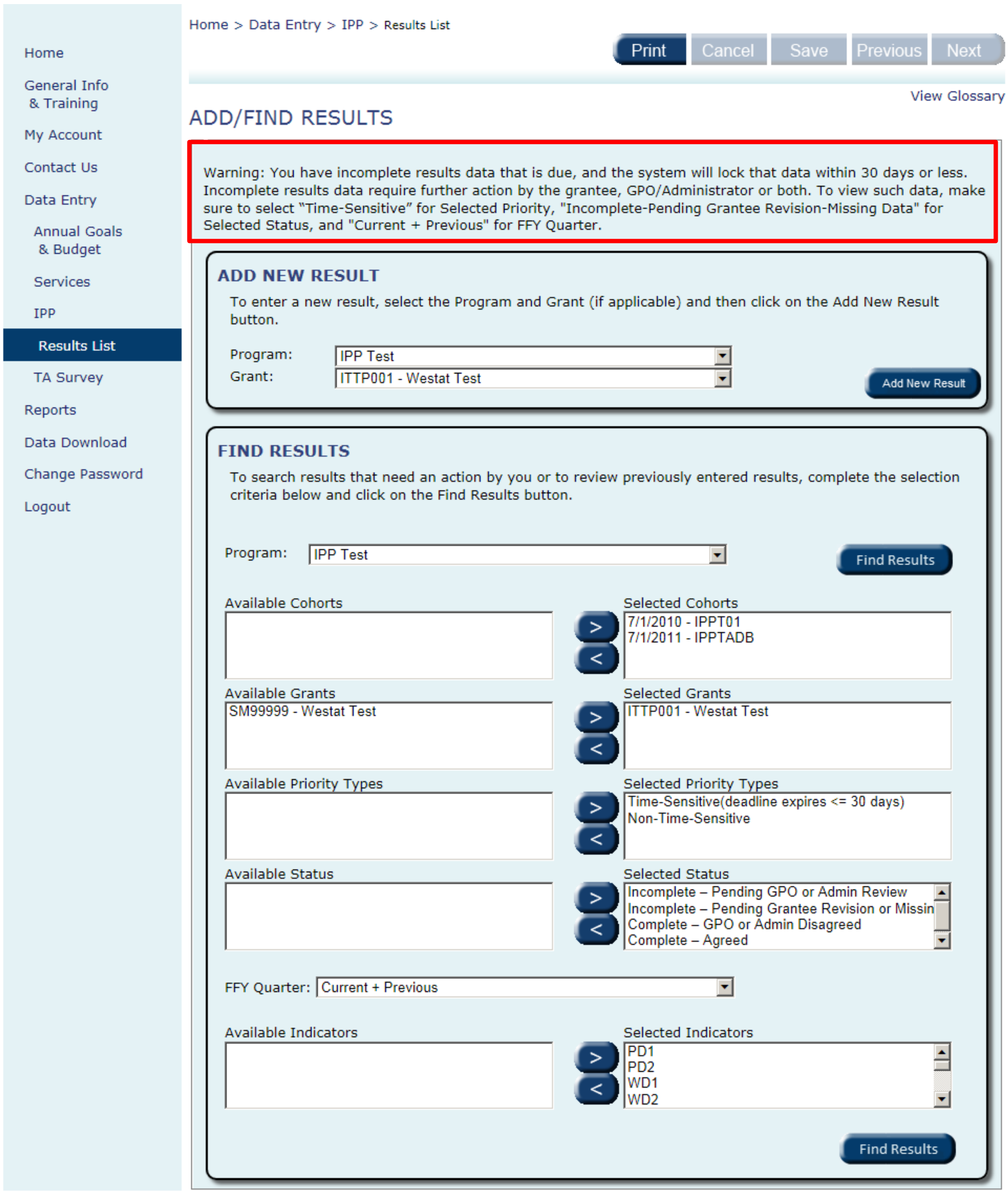
Once you log in to the TRAC system, you will see a menu bar on the left side of the screen that allows for navigation. To enter IPP data, select **Data Entry** from either the left menu or the main screen area of the navigation screen.



Select **IPP** from the left menu.

ADD/FIND RESULTS

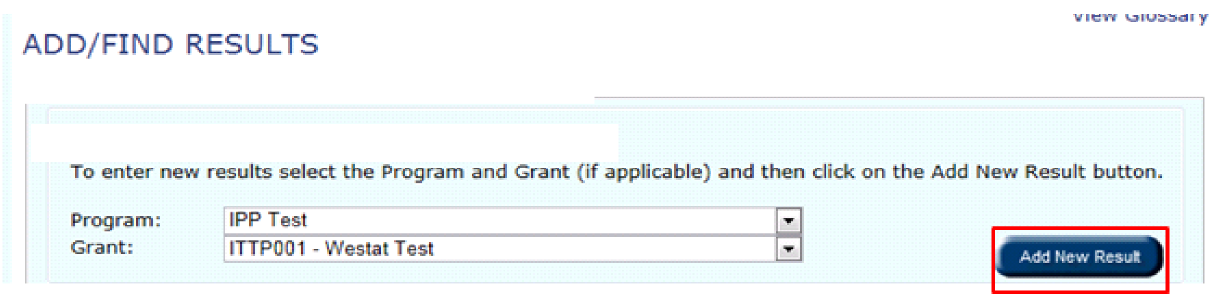
You will be taken to the **ADD/FIND RESULTS** screen. This screen allows you to enter new results and search your existing results. The screen has two sections. The top section is for adding new results and the bottom section is where you can find existing results.



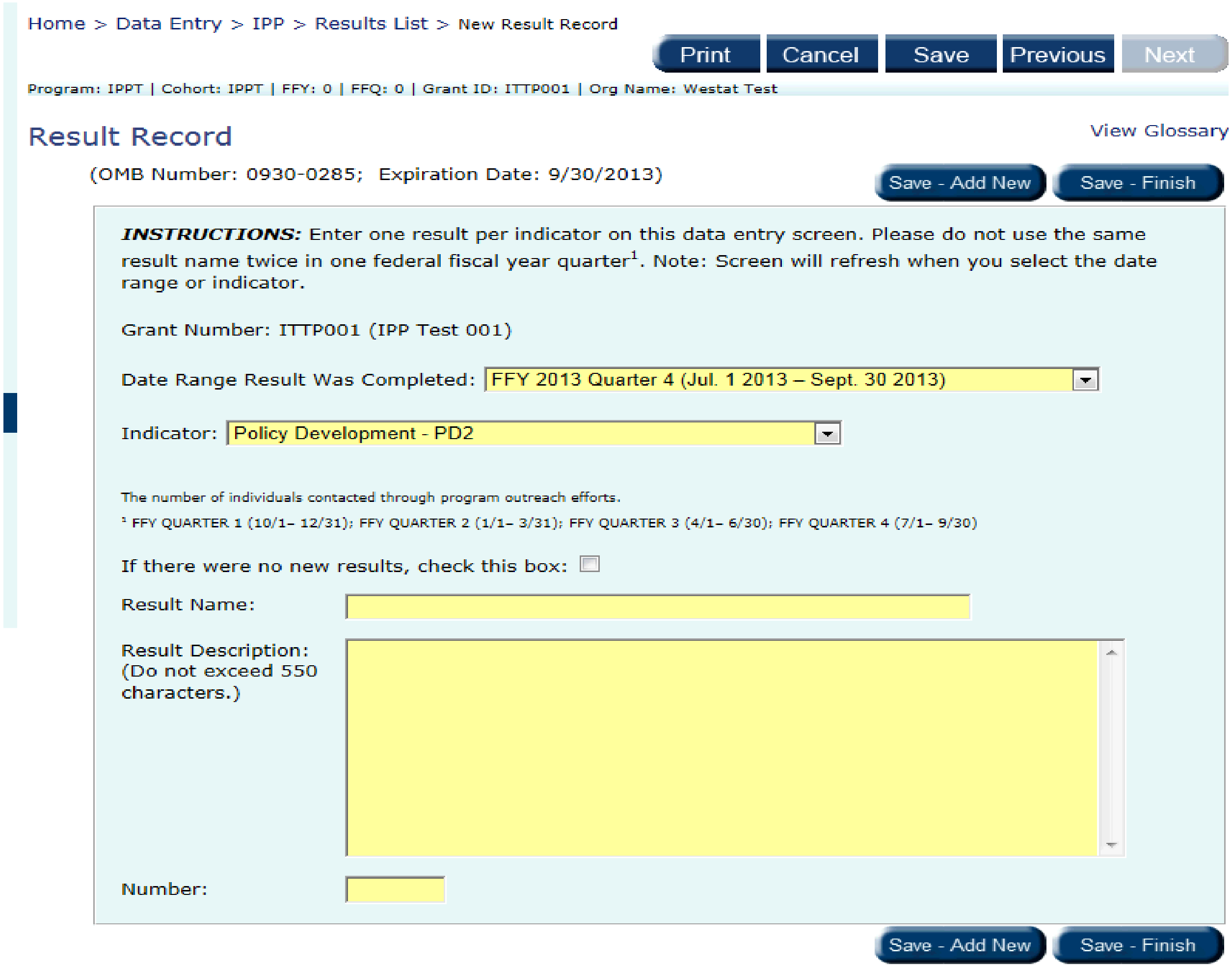
A **Warning** message will appear at the top of the **ADD/FIND RESULTS** screen when you have data that is due and the system lock is within 30 days or less. To view just the items that are due, select "Time-sensitive" only for the Priority Type, "Incomplete-Pending Grantee Revision or Missing Data" for the Status and "Current + Previous" for the FFY Quarter. When you click on Find Results, the Result List will only show those items that need to be completed before the system lock date.

ADD NEW RESULT

To enter data (including "No New Results") click **Add New Result.** If you have access to more than one grant you can only enter data for one grant at a time; you will need to select a grant from the dropdown before clicking the **Add New Result** button as shown below.



A blank **Result Record** will appear as shown below. The fields you need to complete for each indicator are shaded in yellow.



Home > Data Entry > IPP > Results List > New Result Record

Print | Cancel | Save | Previous | Next

Program: IPPT | Cohort: IPPT | FFY: 0 | FFQ: 0 | Grant ID: ITTP001 | Org Name: Westat Test

Result Record

View Glossary

(OMB Number: 0930-0285; Expiration Date: 9/30/2013)

Save - Add New | Save - Finish

INSTRUCTIONS: Enter one result per indicator on this data entry screen. Please do not use the same result name twice in one federal fiscal year quarter[1]. Note: Screen will refresh when you select the date range or indicator.

Grant Number: ITTP001 (IPP Test 001)

Date Range Result Was Completed: FFY 2013 Quarter 4 (Jul. 1 2013 – Sept. 30 2013)

Indicator: Policy Development - PD2

The number of individuals contacted through program outreach efforts.

[1] FFY QUARTER 1 (10/1– 12/31); FFY QUARTER 2 (1/1– 3/31); FFY QUARTER 3 (4/1– 6/30); FFY QUARTER 4 (7/1– 9/30)

If there were no new results, check this box:

Result Name:

Result Description: (Do not exceed 550 characters.)

Number:

Save - Add New | Save - Finish

Date Range Result Was Completed

The field "Date Range Result Was Completed" will be a drop down list and you will need to select the appropriate FFY and Quarter. Only the quarters that are open for data entry will appear in the drop down list.

Indicator

The Indicator will be a drop down list and you must select the appropriate Indicator for which you are entering a result. Only the indicators that are required for your grant will appear in the drop down list.

Result Name

Enter a name for the Result in the **Result Name** field. This is limited to 100 characters. You should give each Result a unique but meaningful name. You cannot have the same name more than once within a quarter, but you may reuse names for another quarter. Do not use the result name or result definition as the result name.

Result Description

Enter a brief description of the completed activity in the **Result Description** field. This field is limited to 550 characters. Please do not use acronyms in your description. Do not use the result name or result definition as your result description. Your result description should allow a reader to understand what specific activity was completed.

Number

Enter the appropriate data into the **Number** field. This field does not apply to the following indicators: PD1, F1, F2, F3, WD4, OC1, NAB1 and AC1. (See example for PD2 on previous page for this field.) For indicators PD1, F2, WD4 and OC1 the system will auto-fill in the number 1 as you will only enter one result per result record. (Please see the Overview of Indicators Guide for more guidance on the indicators.)

Indicators A4, NAB1, and AC1

For these indicators the system calculates a percentage from the data you enter in the numerator and denominator fields. Please see the screen shot below for an example.

Numerator

Enter the appropriate data into the Numerator field. This field is only for the following indicators: A4, NAB1, and AC1. (See example for A4 below.) Note: The numerator should be less than or equal to the denominator.

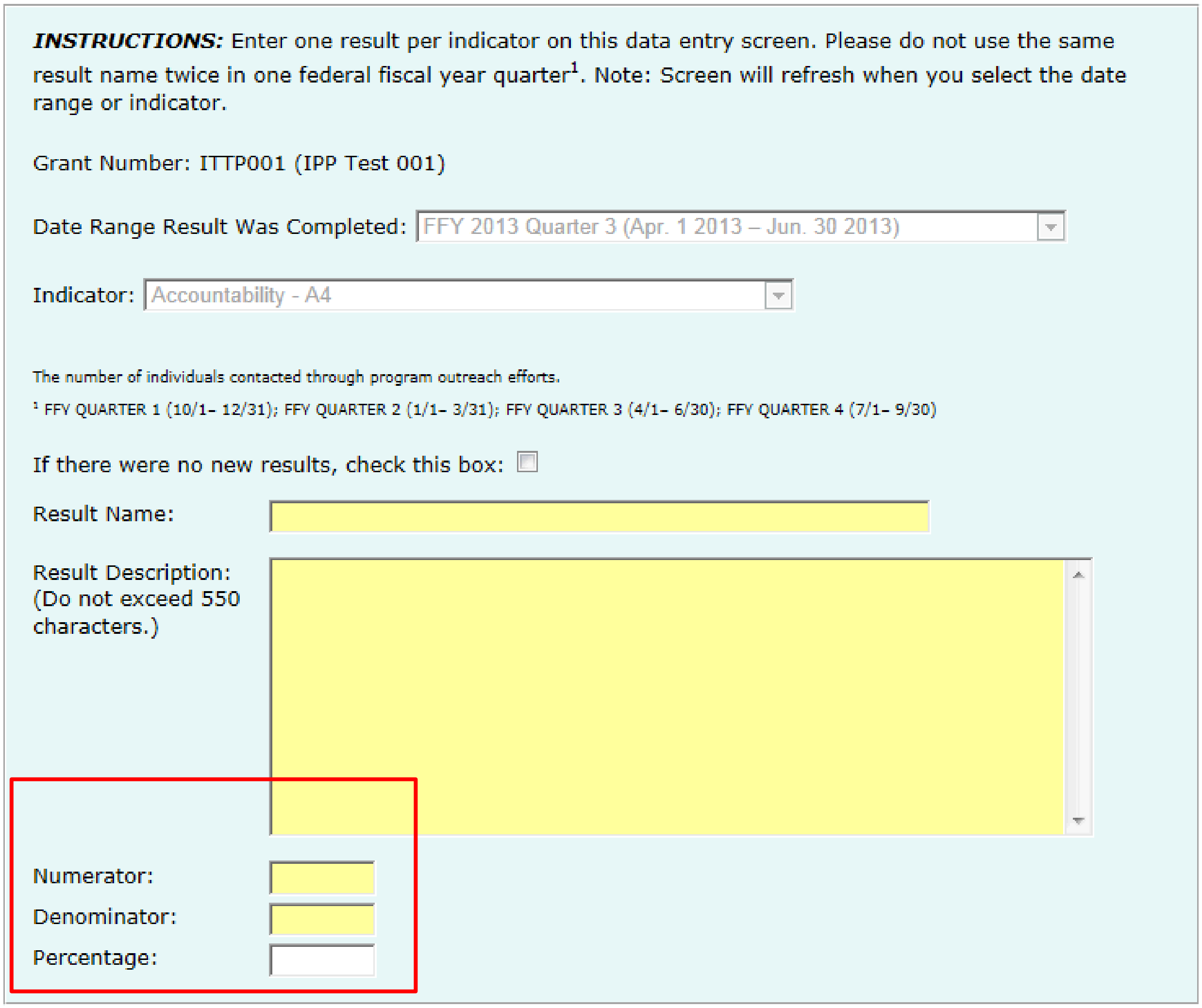
Denominator

Enter the appropriate data into the **Denominator** field. This field is only for the following indicators: A4, NAB1, and AC1. (See example for A4 above.) Note: The denominator should be greater than or equal to the numerator.

Percentage

Once you click on the **Save** button, the TRAC system will calculate the percentage from your numerator and denominator and will auto-fill the **Percentage** field.

The screen below shows an example of the Numerator, Denominator, and Percentage fields.



INSTRUCTIONS: Enter one result per indicator on this data entry screen. Please do not use the same result name twice in one federal fiscal year quarter[1]. Note: Screen will refresh when you select the date range or indicator.

Grant Number: ITTP001 (IPP Test 001)

Date Range Result Was Completed: FFY 2013 Quarter 3 (Apr. 1 2013 – Jun. 30 2013)

Indicator: Accountability - A4

The number of individuals contacted through program outreach efforts.

[1] FFY QUARTER 1 (10/1– 12/31); FFY QUARTER 2 (1/1– 3/31); FFY QUARTER 3 (4/1– 6/30); FFY QUARTER 4 (7/1– 9/30)

If there were no new results, check this box:

Result Name:

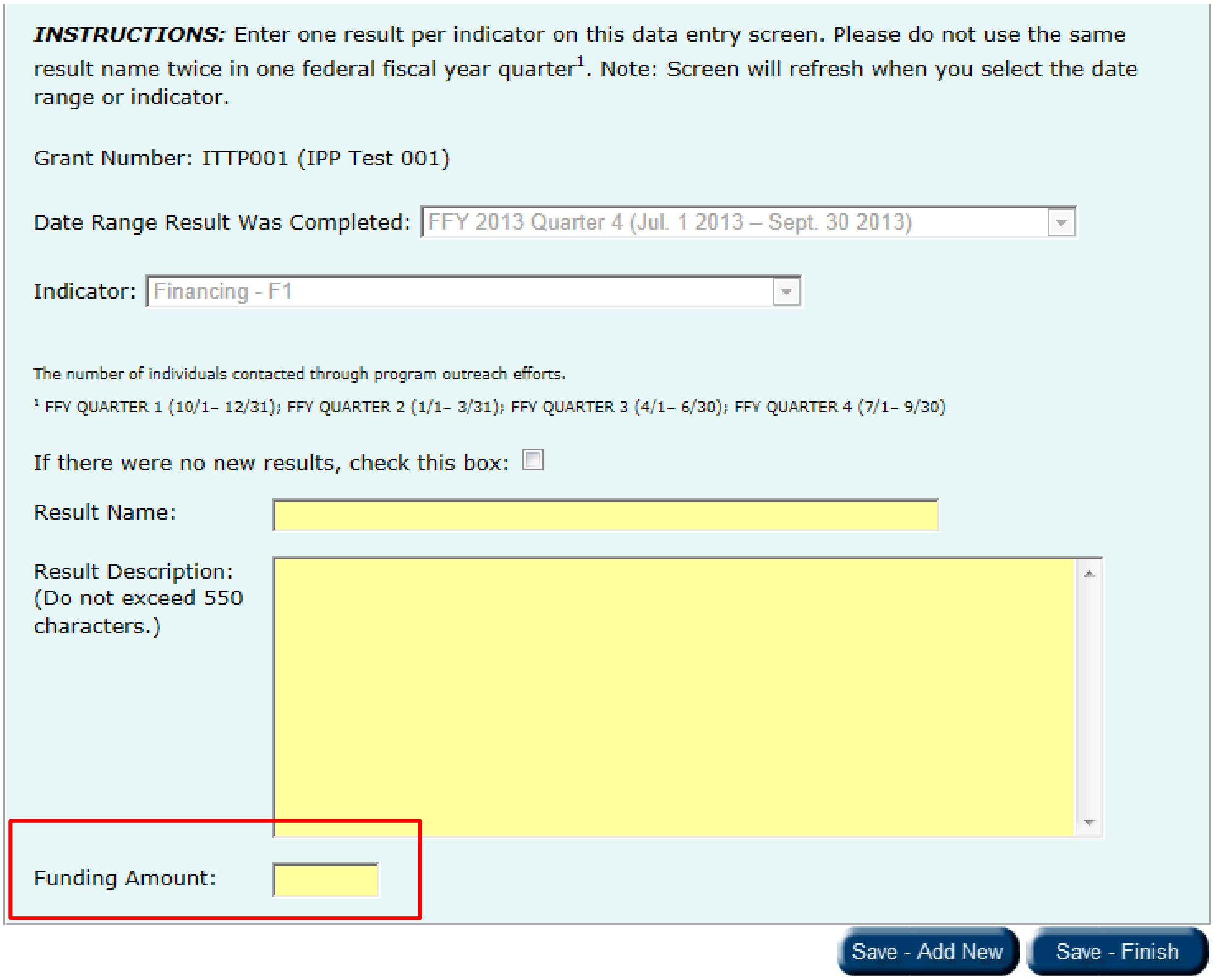
Result Description:
(Do not exceed 550 characters.)

Numerator:
Denominator:
Percentage:

Indicators F1 and F3

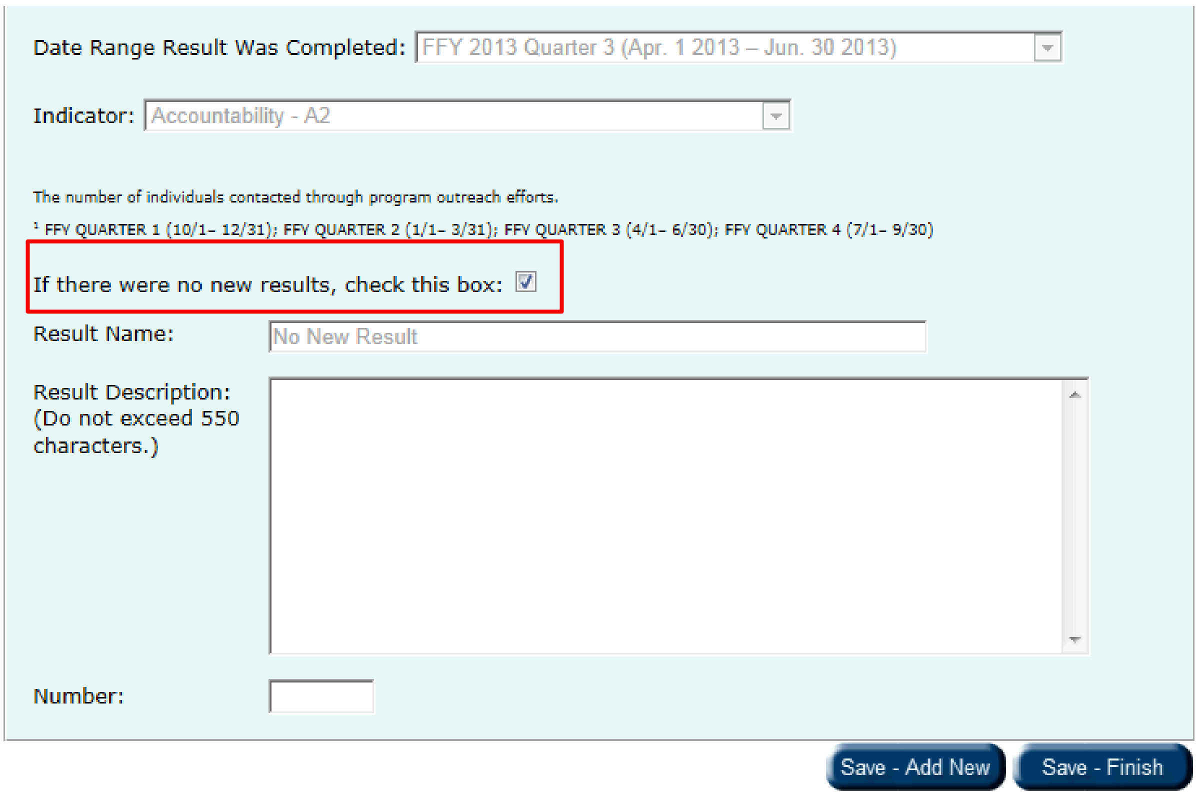
Enter the appropriate data into the **Funding Amount** field. Enter whole dollar amounts. This field is only for the following indicators: F1 and F3.

The screen below shows an example of the Funding Amount field.



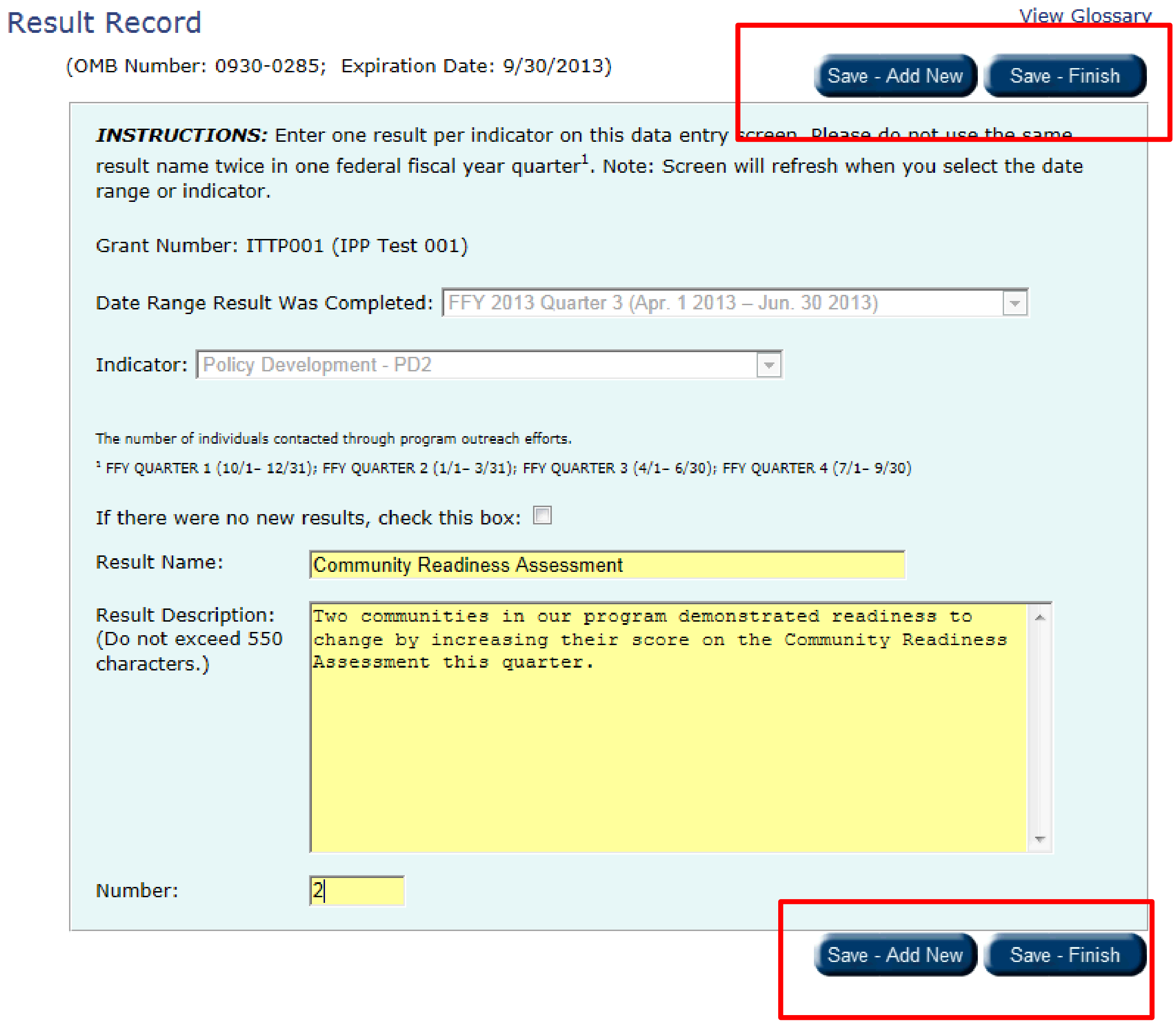
NO NEW RESULT

To enter "No New Result" for an indicator check the box as shown below on the result record and the rest of the fields for the record will prefill. You should do this when you have no completed activities for an indicator. You only enter one "No New Result" per indicator per quarter. It is understood by CMHS that not every indicator will have activity every quarter. You do not need to enter any other information.



SAVING A RESULT RECORD

Once you have entered all of the information for the completed Result or selected the no new results box, click either the **Save-Add New** or the **Save –Finish** button. These buttons appear at the top and the bottom of the screen. The **Save-Add New** button will save this result and take you to a new Result Record screen so you can continue entering complete results. The **Save-Finish** button will save this record and take you to the Result List screen.

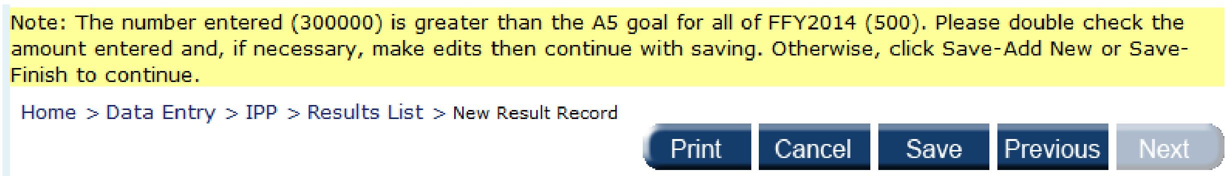


GOAL CHECK

Once you click on Save-Add New or Save-Finish, the system will check your entry against the annual goal you have set for the indicator. If the amount entered is higher than your annual goal the following warning message is displayed:

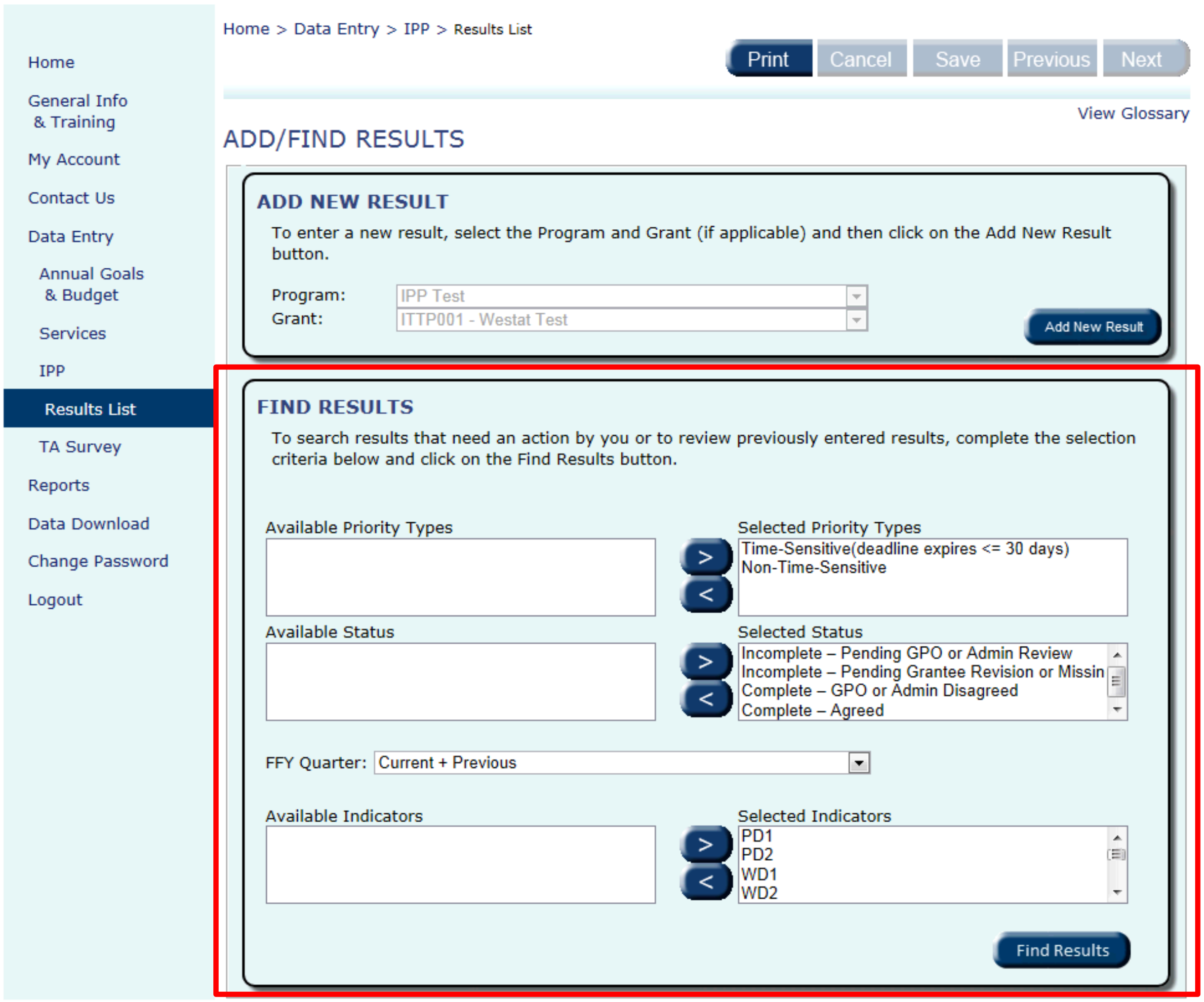
> *Warning: The number entered [number displayed] is greater than the [Indicator] goal for all of FFY [year]. Please double check the amount entered and, if necessary, make edits then continue with saving. Otherwise, click Save-Add New or Save-Finish to continue.*

Here is a screen shot with an example of the warning message:

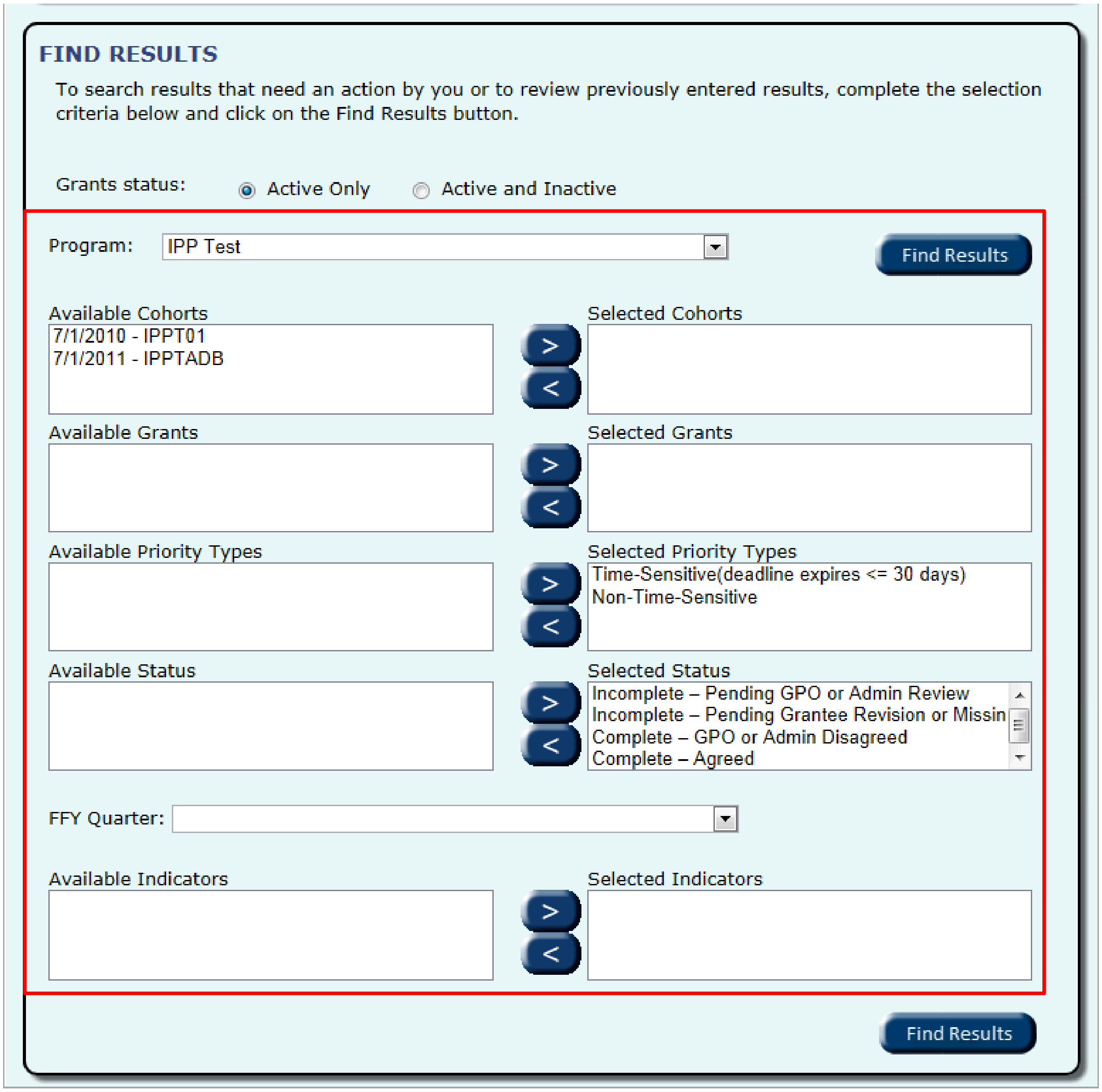


FIND RESULTS

If you only have access to only one grant, to search your existing results, click the **Find Results** button. All of the criteria shown under **Find Results** will be prefilled, but you can choose to only look at certain **Priority Types**, **Status** or **Indicator**s. The default for **FFY Quarter** is **Current +Previous** and **all indicators** for **Indicators**.



If you have access to multiple grants, to search your existing results, you will first need to select criteria shown in the red box below. You will need to make selections for **Program**, **Cohort**, and **Grant**. **Priority Types**, **Status**, **FFY Quarter**, and **Indicators** will default to all available options and can be modified as needed. Click the **Find Results** button and you will be taken to the **Results List** screen.



RESULTS LIST

The **Results List** will appear displaying a list of all required indicators and any Results that have been entered by quarter and the status of each. The list will also show which required indicators do not have results entered or have incomplete data. It is updated based on actions by both you and your GPO.

From the Result List screen you can:

- Add a new result, including a No New Result,
- Edit a Result,
- Delete a Result, and
- Print a Result record.

Add

The **Add** link will appear next to any indicator for which results have not yet been entered for the selected quarter. For new grants or at the beginning of a new quarter the **Add** link will appear next to each indicator; **Missing Data-Add a record** will show under Result Name; and the Status shown will be **Incomplete-Pending Grantee Revision or Missing Data**.

To add a new result you can click the **Add** link next to an indicator or click the **Add New Result** button at the top right of the screen. If you have access to multiple grants and selected multiple grants on the **Find Results** screen you will not see the **Add New Result** button and will need to return to the **Add/Find Results** screen to select one grant and add new results.

Edit

When applicable, the **Edit** link will to allow you to edit a previously entered Result Record. Click on the Edit link to go to that specific Result Record to make necessary edits. The Result Name cannot be changed, but all other fields can be changed. This function will be removed for previous records after the system lock date.

Delete

If you need to delete a result, click on the **Del** link for the result in question.

Print

If you need to print a result you can print from the **Print** link on the row for the result you want to print or you can print from the result record view.

Result Name

Click the **Result Name** column heading to toggle the sort order between ascending and descending alphabetically. If you click on the named Result in the table, you are taken to that particular Result Record which will be grayed out. If No New Results is indicated, No New Results is displayed in this column.

FFY Quarter

This is the quarter the grantee selected as the date of completion for a particular Result. If no data is entered for an indicator this is the current or previous quarter.

Status

Status indicates where an individual Result Record is in the process. The following Status options can be selected from the ADD/FIND screen:

> ***Incomplete-Pending Grantee Revision or Missing Data*****:** Indicates that you need to make a revision or enter data for the indicator.
>
> ***Incomplete -Pending GPO or Admin Review***: Indicates the GPO has not reviewed the Result Record initially or after a grantee has edited the item. Or in the case of Admin review the admin has not reviewed the item after a grantee has edited.
>
> ***Complete -Agreed***: Indicates the Result Record was agreed to by GPO or the Admin after edits. No action necessary.
>
> ***Complete - GPO or Admin Disagreed***: Indicates the Result Record was disagreed to by GPO or Admin. No action necessary**.**

Once you have the Results List pulled up you will see the individual result status codes.

Indicator				Grant ID	Organization Name	Result Name	FFY Quarter	Status
PD2	Edit	Del	Print	ITTP001	Westat Test	A Comprehensive State Plan	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD3	Edit	Del	Print	ITTP001	Westat Test	A Peer Support Specialist	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD1	Edit	Del	Print	ITTP001	Westat Test	A Wellness Recovery Action Plan Training	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Disagrees
WD3	Edit	Del	Print	ITTP001	Westat Test	Additional licensures	2014 Q1 (10/1/2013 - 12/31/2013)	Pending Grantee's Revision
WD3	Edit	Del	Print	ITTP001	Westat Test	Additional Licensures	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Agrees
PD2	Edit	Del	Print	ITTP001	Westat Test	Community Readiness Assessment	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
F2	Add			ITTP001	Westat Test	MISSING DATA – ADD RECORD	2014 Q1 (10/1/2013 - 12/31/2013)	Incomplete – Pending Grantee Revision or Missing Data
F1	Add			ITTP001	Westat Test	MISSING DATA – ADD RECORD	2014 Q1 (10/1/2013 - 12/31/2013)	Incomplete – Pending Grantee Revision or Missing Data
								Incomplete –

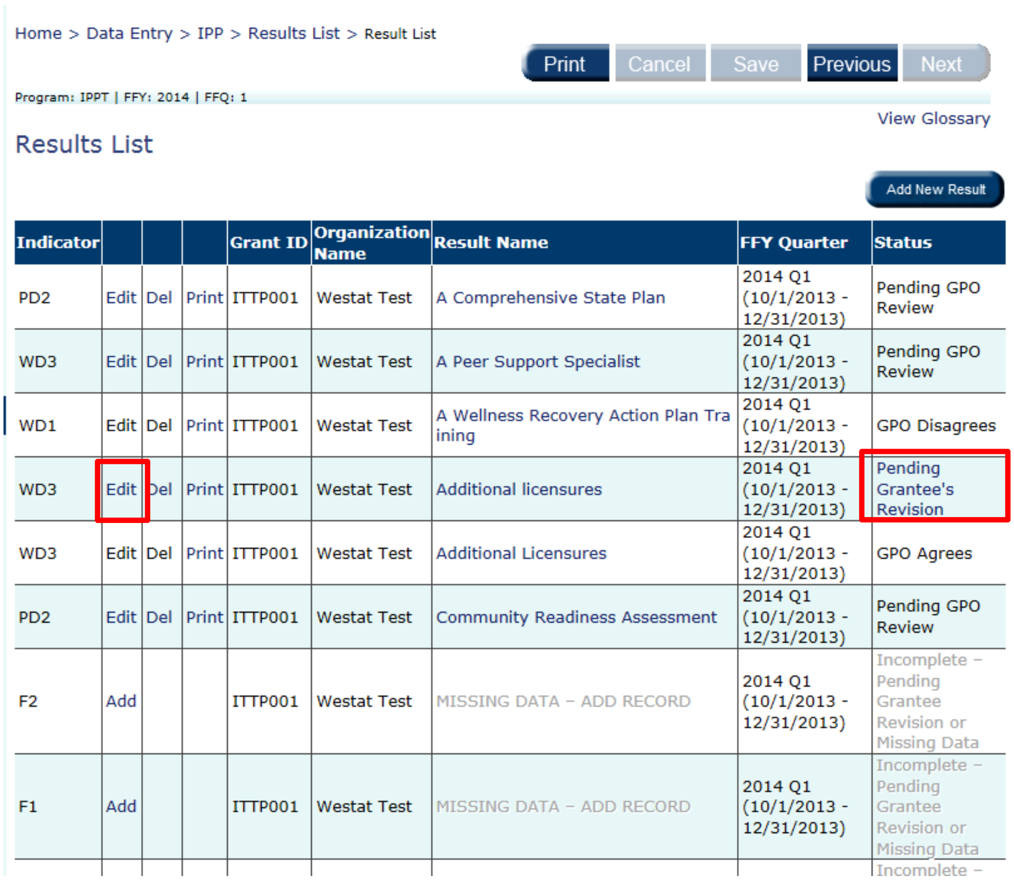
The result status codes are as follows:

- ***Pending GPO Review***: Result data was entered and the GPO needs to review.
- ***GPO Agrees***: GPO agreed to the result record. No further action necessary.
- ***GPO Disagrees***: GPO disagreed to the result record. No further action is needed.
- ***Pending Grantee Revision for GPO***: GPO disagreed to the result record and requested edits to be made by the grantee.
- ***GPO Agrees after Edits***: GPO agreed to the result after the grantee made edits. No further action necessary.
- ***Admin Disagrees***: Admin disagreed to result record. No further action necessary.
- ***Pending Grantee Revision for Admin***: Admin disagreed to the result record and requested edits to be made by the grantee.
- ***Pending Admin Review***: The edited result record was resubmitted by the grantee and the Admin needs to review.
- ***Admin Agrees after Edits***: Admin agreed to the result after the grantee made edits. No further action necessary.

GPO REVIEW OF RESULTS

Each Result entered is reviewed by a Government Project Officer (GPO). The GPO will enter an agreement or disagreement for each Result. When the GPO disagrees, you will receive an email from the TRAC system notifying you that a Result received the status of disagree and if edits are required. You will then need to go into the TRAC system to review and edit that Result Record.

If the GPO disagrees with a Result and requires you to edit it **Pending Grantee's Revision** will appear in the Status column. Click **Edit** to view and edit the Result and read the GPO's remarks.



Home > Data Entry > IPP > Results List > Result List

Print | Cancel | Save | Previous | Next

Program: IPPT | FFY: 2014 | FFQ: 1

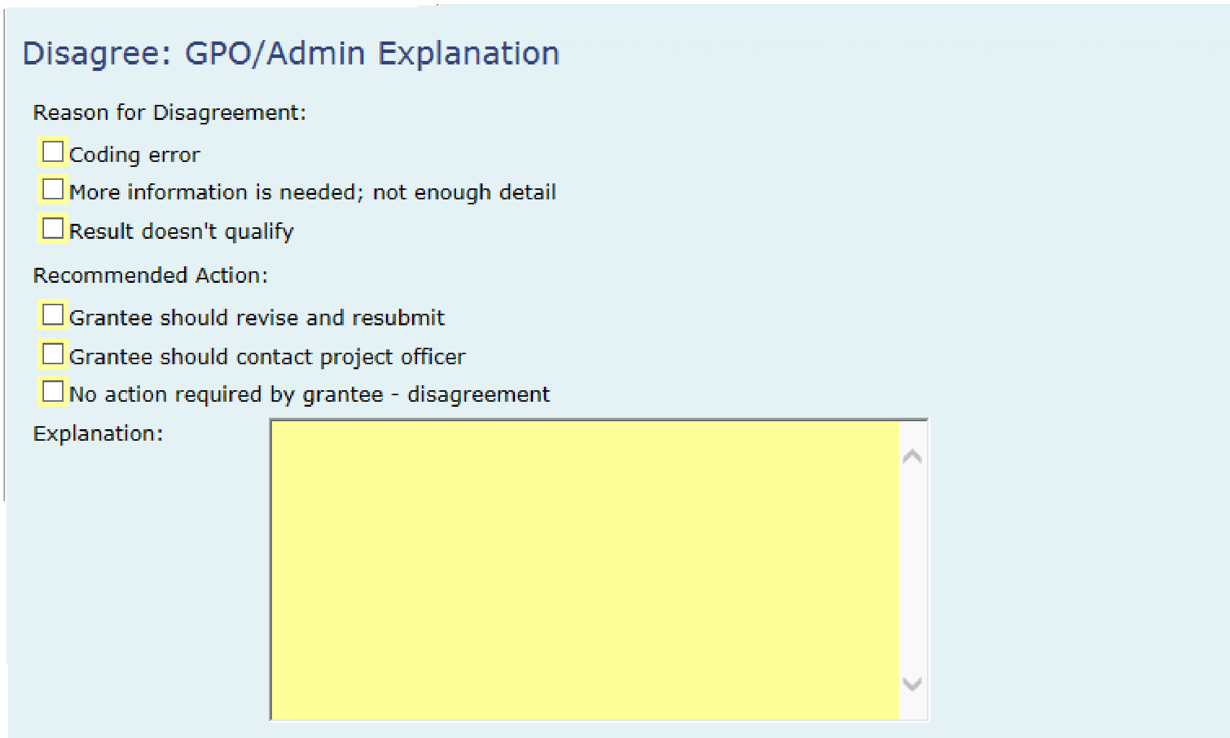
View Glossary

Results List

Add New Result

Indicator				Grant ID	Organization Name	Result Name	FFY Quarter	Status
PD2	Edit	Del	Print	ITTP001	Westat Test	A Comprehensive State Plan	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD3	Edit	Del	Print	ITTP001	Westat Test	A Peer Support Specialist	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
WD1	Edit	Del	Print	ITTP001	Westat Test	A Wellness Recovery Action Plan Tra ining	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Disagrees
WD3	Edit	Del	Print	ITTP001	Westat Test	Additional licensures	2014 Q1 (10/1/2013 - 12/31/2013)	Pending Grantee's Revision
WD3	Edit	Del	Print	ITTP001	Westat Test	Additional Licensures	2014 Q1 (10/1/2013 - 12/31/2013)	GPO Agrees
PD2	Edit	Del	Print	ITTP001	Westat Test	Community Readiness Assessment	2014 Q1 (10/1/2013 - 12/31/2013)	Pending GPO Review
F2	Add			ITTP001	Westat Test	MISSING DATA – ADD RECORD	2014 Q1 (10/1/2013 - 12/31/2013)	Incomplete – Pending Grantee Revision or Missing Data
F1	Add			ITTP001	Westat Test	MISSING DATA – ADD RECORD	2014 Q1 (10/1/2013 - 12/31/2013)	Incomplete – Pending Grantee Revision or Missing Data
								Incomplete –

Once you are on the Result Record screen, scroll down to see the GPO's remarks.



Reason for Disagreement

A GPO can select all or any combination of these categories. Response categories are as follows:

- **Coding error** (i.e., data entered into wrong indicator or the description talks about 5 organizations, but the number entered for the result is something else)
- **More information needed, not Enough detail**
- **Result doesn't qualify**

Recommended Action

The GPO will select from the following categories:

- * **Grantee should review and resubmit**
- * **Grantee should contact project officer**
- ** **No action required by grantee – disagreement**

* These two categories can be checked individually or together.
** This category is a final Result. It can only be checked on its own.

Explanation

The GPO will provide an explanation in this box which should include information on the reason for disagreement and what the recommended action to fix the problem.

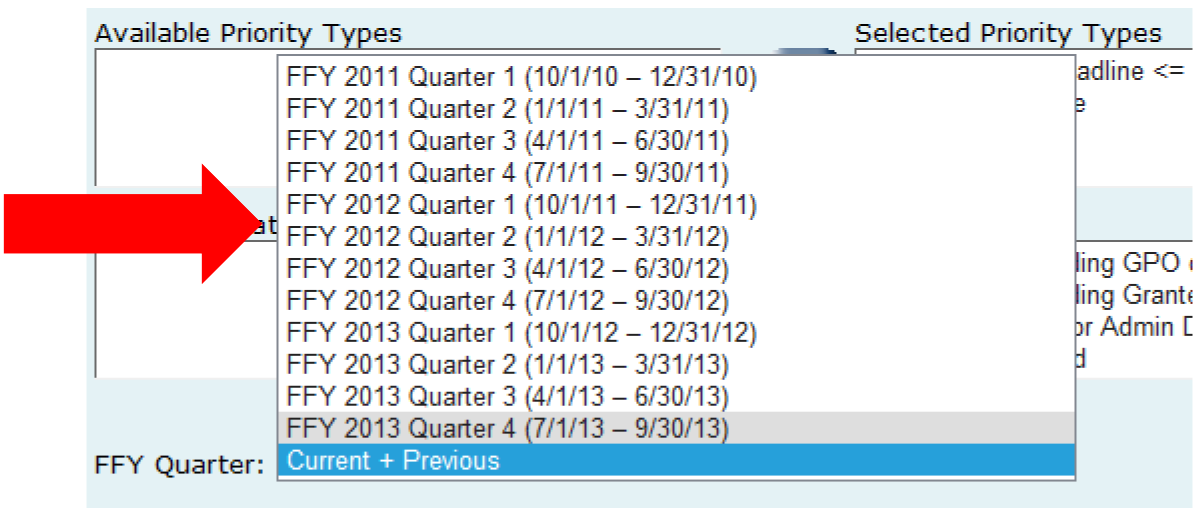
TRAC ADMINISTRATION REVIEW OF RESULTS

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. If you have questions about an Admin Disagree, please contact your Grant Liaison through the TRAC Help Desk.

APPLY TO A NEW QUARTER

One of the functions in the IPP module is the ability to copy a previously entered result and paste it into a new quarter. This is helpful if you have activities that you conduct regularly. You can copy and paste the result already entered into the new quarter and edit the necessary text before saving it to the new quarter.

From the **Find Results** screen, select the quarter from the **FFY Quarter** drop down box. Then go to the **Results List** for that quarter to find the result you wish to copy.



Once you are on the **Results List** for the quarter you selected, go to the **Result Record** you want to apply to the new quarter. At the top of the result click on the **Apply to New Quarter** button as shown in the screen shot below.


Result Record

View Glossary

(OMB Number: 0930-0285; Expiration Date: 05/31/2015)

Apply to New Quarter

INSTRUCTIONS: Enter one result per indicator on this data entry screen. Please do not use the same result name twice in one federal fiscal year quarter[1]. Note: Screen will refresh when you select the date range or indicator.

Grant Number: SM60460 (University of Massachusetts Lowell)

Date Range Result Was Completed: FFY 2013 Quarter 2 (Jan. 1 2013 – Mar. 31 2013)

Indicator: Workforce Development - WD2

WD2 - The number of people in the mental health and related workforce trained in mental health-related practices/activities that are consistent with the goals of the grant.

[1] FFY QUARTER 1 (10/1– 12/31); FFY QUARTER 2 (1/1– 3/31); FFY QUARTER 3 (4/1– 6/30); FFY QUARTER 4 (7/1– 9/30)

If there were no new results, check this box:

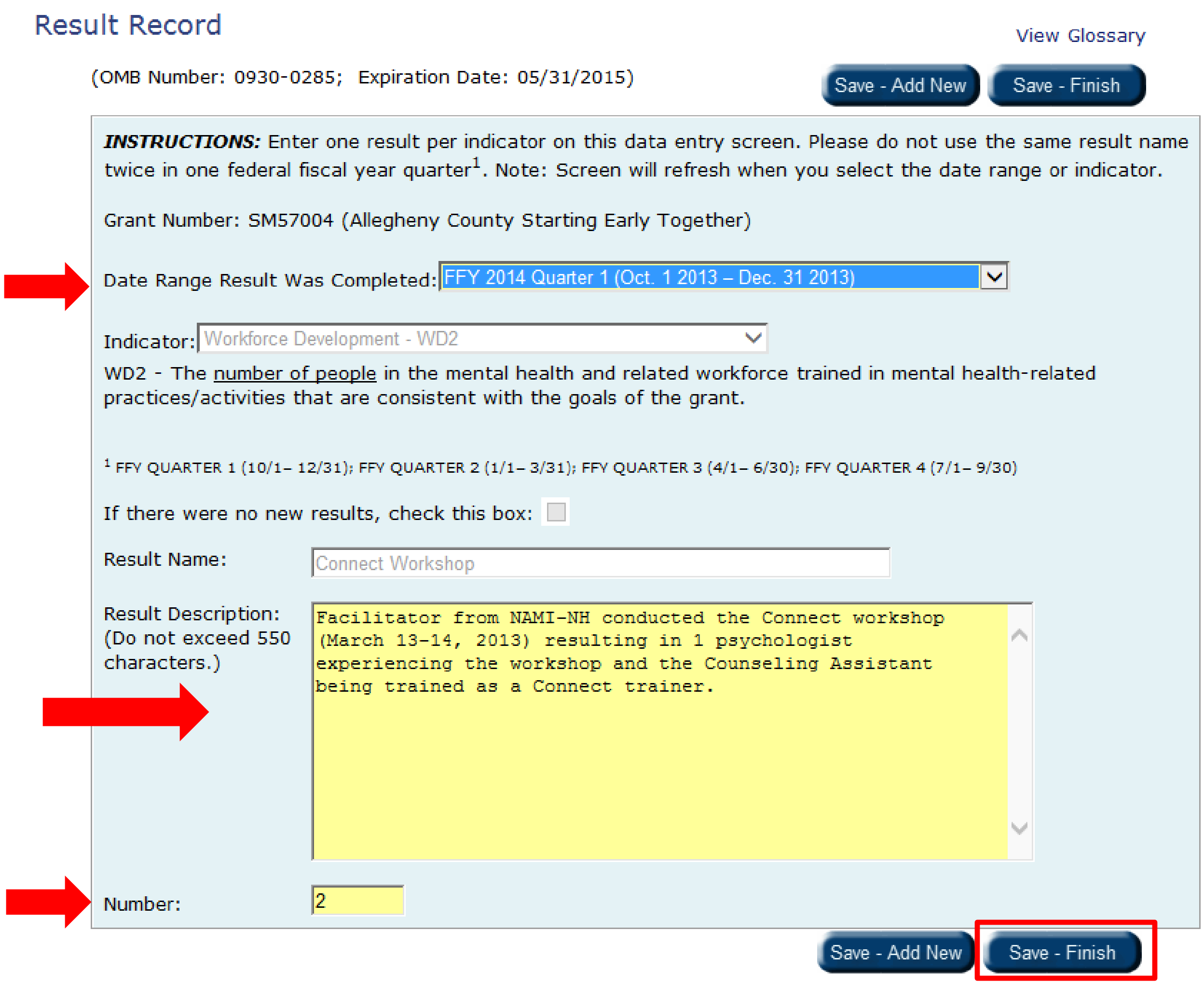
Result Name: Connect Workshop

Result Description: (Do not exceed 550 characters.) Facilitator from NAMI-NH conducted the Connect workshop (March 13-14, 2013) resulting in 1 psychologist experiencing the workshop and the Counseling Assistant being trained as a Connect trainer.

Number: 2

[1] FFY QUARTER 1 (10/1 - 12/31); FFY QUARTER 2 (1/1/ - 3/31); FFY QUARTER 3 (4/1 - 6/30); FFY QUARTER 4 (7/1 - 9/30)

TRAC will paste the **Result Name, Result Description** and **Number** into a new **Result Record**. You will need to select the correct **Date Range Result Was Completed** from the drop down box. Only open quarters will be available in the drop down box. Edit the **Result Description** and **Number** as needed. These areas will be highlighted in yellow. You cannot change the **Indicator** or the **Result Name**. Then click on **Save-Finish** to complete the process. The result will be saved in the quarter selected.



Result Record

View Glossary

(OMB Number: 0930-0285; Expiration Date: 05/31/2015)

Save - Add New | Save - Finish

INSTRUCTIONS: Enter one result per indicator on this data entry screen. Please do not use the same result name twice in one federal fiscal year quarter[1]. Note: Screen will refresh when you select the date range or indicator.

Grant Number: SM57004 (Allegheny County Starting Early Together)

Date Range Result Was Completed: FFY 2014 Quarter 1 (Oct. 1 2013 – Dec. 31 2013)

Indicator: Workforce Development - WD2

WD2 - The number of people in the mental health and related workforce trained in mental health-related practices/activities that are consistent with the goals of the grant.

[1] FFY QUARTER 1 (10/1– 12/31); FFY QUARTER 2 (1/1– 3/31); FFY QUARTER 3 (4/1– 6/30); FFY QUARTER 4 (7/1– 9/30)

If there were no new results, check this box:

Result Name: Connect Workshop

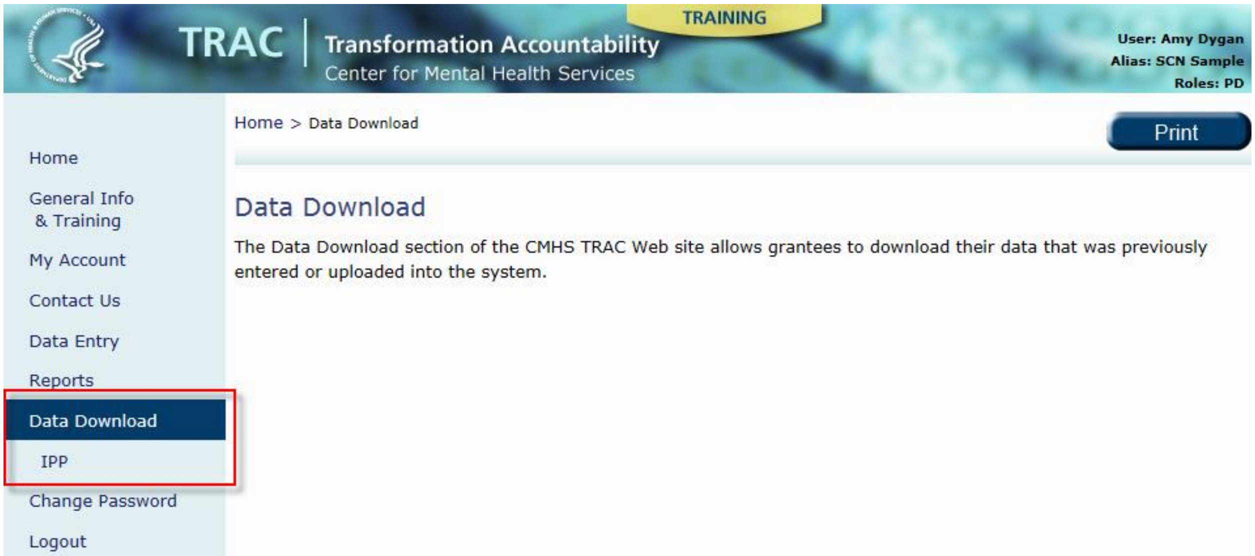
Result Description: (Do not exceed 550 characters.) Facilitator from NAMI-NH conducted the Connect workshop (March 13-14, 2013) resulting in 1 psychologist experiencing the workshop and the Counseling Assistant being trained as a Connect trainer.

Number: 2

Save - Add New | Save - Finish

IPP DATA DOWNLOAD

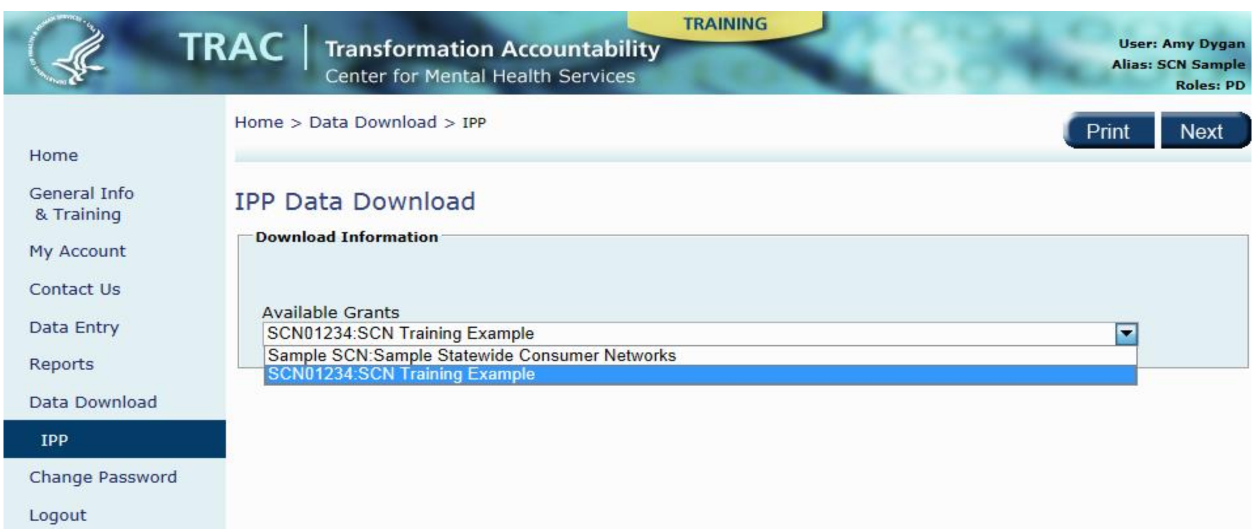
To download data for a grant, select **Data Download** from the left menu bar. Under Data Download select **IPP** to access the IPP Data Download screen. You are not required to download data; this is available only as an option should you wish to do your own data analysis.



The IPP Codebook may be used to understand the variable names and coding of the downloaded data. The codebook is located at https://www.cmhs-gpra.samhsa.gov under General Info & Training > IPP Training.

The grants you have access to will be in the pull down menu under **Available Grants**.

Select the grant you want to download data for then select the **Next** button.

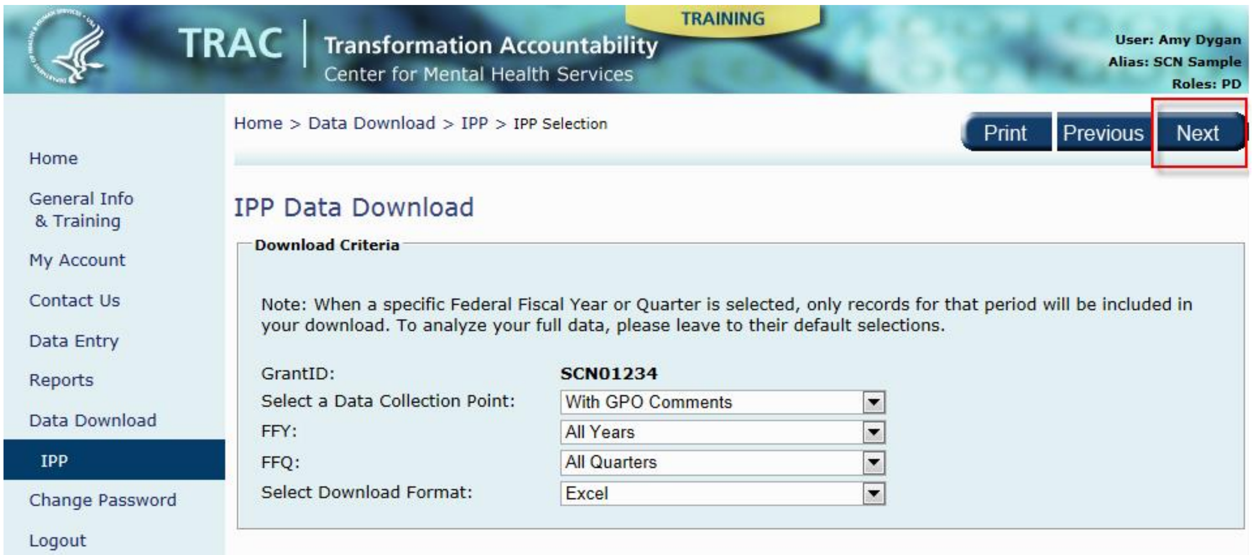


Once you select a grant, the system will display the download criteria screen. On this screen, you can choose to download data for the following specific criteria:

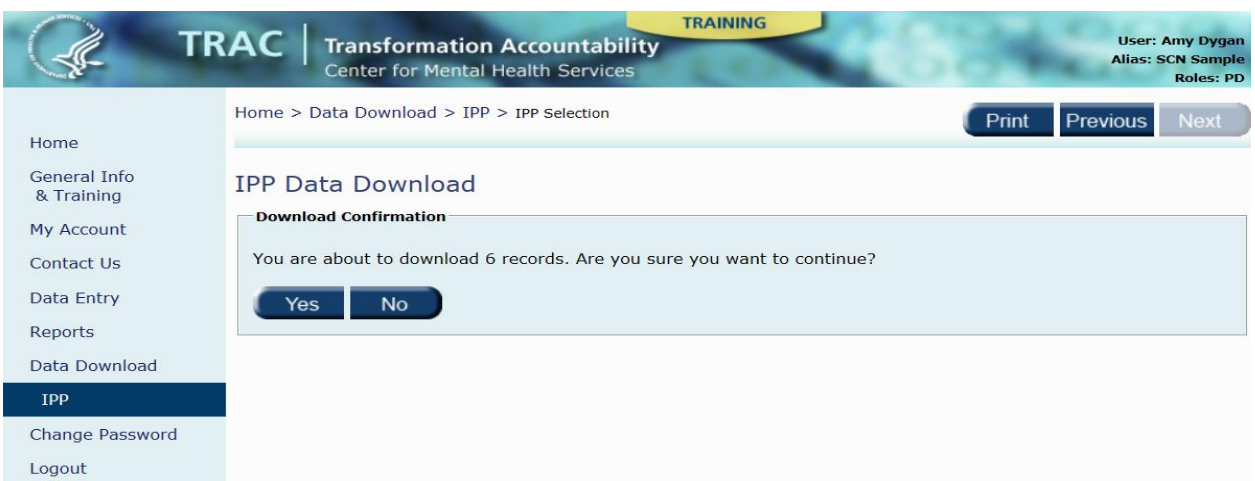
- **Select a Data Collection Point** – There are two available data collection points: With GPO Comments and Without GPO Comments
- **FFY** – This selection produces data for a particular Federal Fiscal Year or all the years available

- **FFQ** – This selection produces data for a particular Federal Fiscal Quarter or all the quarters available
- **Select Download Format** – This selection produces the data download in either Excel or HTML formats

Select the criteria you want, and then select Next.

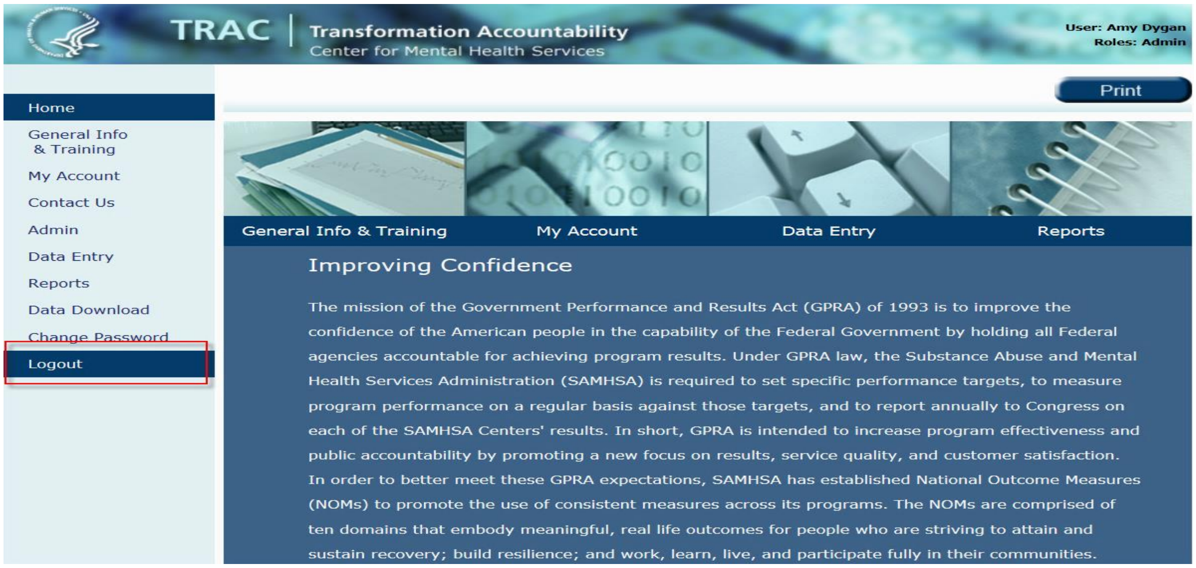


The system will display the number of records to be downloaded and require you to respond **Yes** or **No** before proceeding to the data download. You may **Print** or **Save** the data output as desired.



LOG OUT

To exit the TRAC system, click **Logout** in the left menu. You will return to the main TRAC screen.



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.

TIMELINES

IPP Results Completed During this Period:	Grantees should enter IPP results no later than:	GPO review and grantee revisions must be completed no later than:	System-Lock Date: No further data entry, GPO review, or grantee revisions will be allowed.
Quarter 1: October 1 to December 31	January 31	March 31	April 1
Quarter 2: January 1 to March 31	April 30	June 30	July 1
Quarter 3: April 1 to June 30	July 31	September 30	October 1
Quarter 4: July 1 to September 30	October 31	December 31	January 1

System-Lock Date: The system-lock dates are necessary as a quality control measure to ensure that the Center for Mental Health Services is able to report accurate and consistent performance data. All reporting of results, review of results, and revisions must be completed prior to the system-lock date for that quarter. On the system-lock date, no further data entry, GPO review, or grantee revisions will be allowed.

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)