TRAC | Transformation Accountability
Center for Mental Health Services

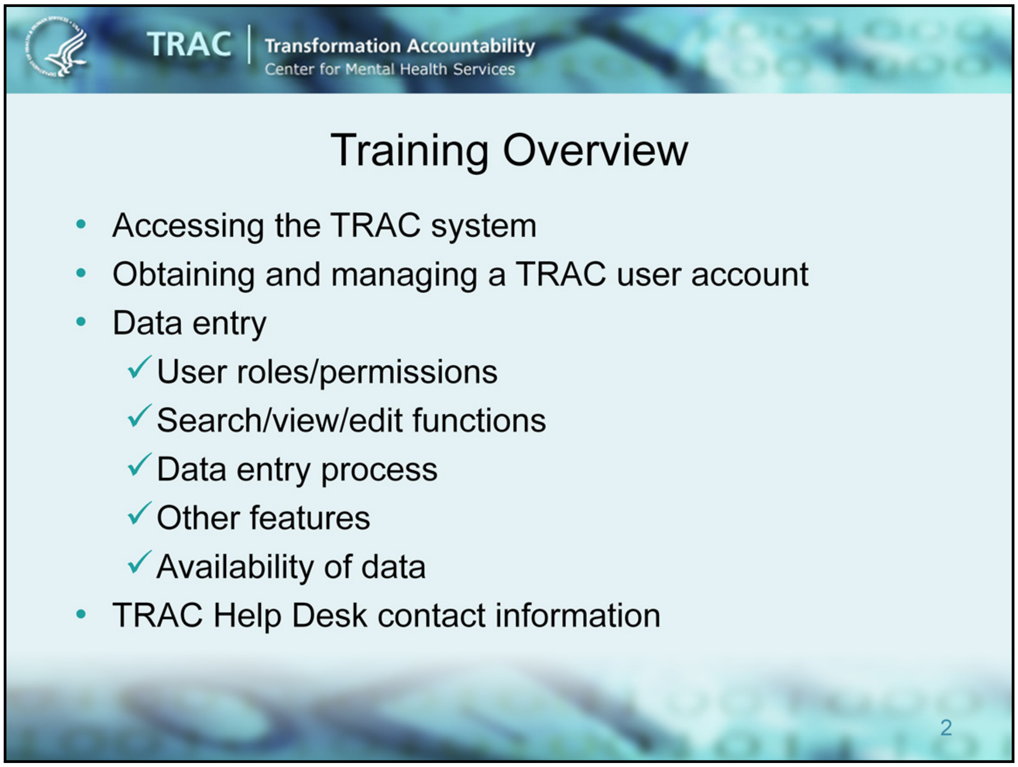
Transformation Accountability (TRAC)
Center for Mental Health Services

NOMs Client-level Measures
for Programs Providing Direct Treatment Services
(Services Activities)

Data Entry
Training Presentation

Version 9
December 2013

In today's presentation, we will be training you on the TRAC system, it's data entry functions, and the specifics of how to enter NOMs Client-level Measures data into the system. The TRAC NOMs Client-level Measures module is referred to as the Services Activities module.

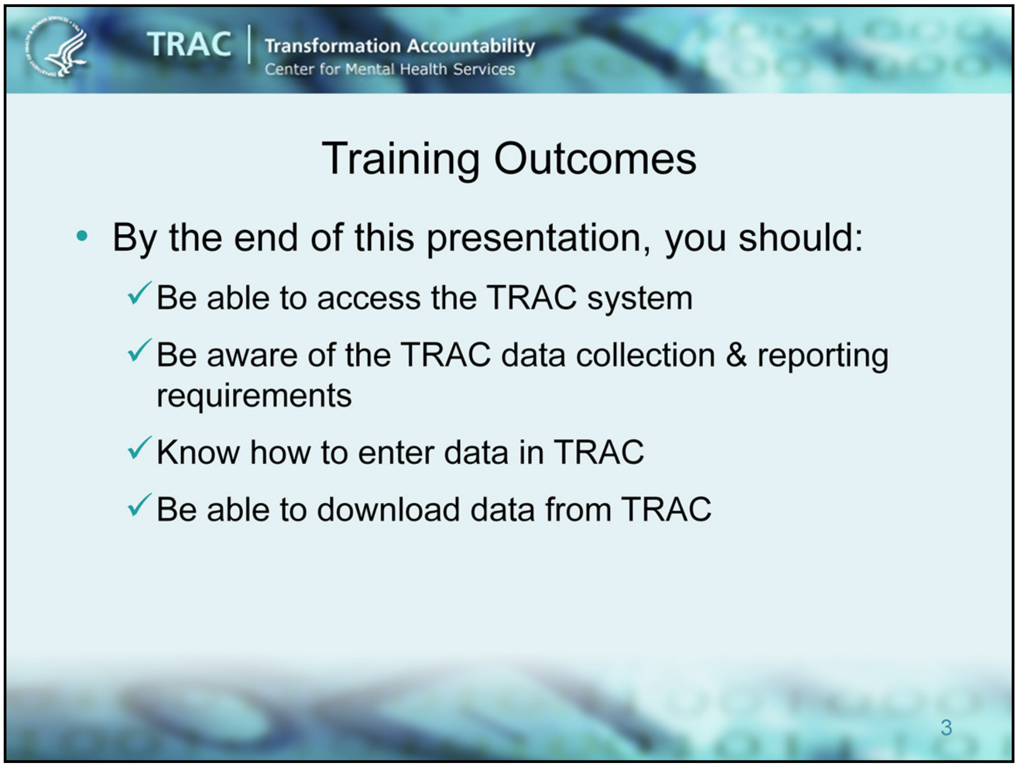


This presentation with give you an overview of how to access the TRAC system, and it will explain how to obtain and then manage a TRAC user account.

Today our data entry discussion will include information about:

- User roles and permissions;
- How to search/view/edit records;
- Data entry using the TRAC system;
- Other features available to you on the TRAC system; and
- The availability of data once it’s been entered into the system.

We will also provide you information on how you can get help from the TRAC Help Desk.



By the end of this presentation, you should:

- Be able to access the TRAC system
- Be aware of the TRAC data collection & reporting requirements
- Know how to enter data in TRAC
- Be able to download data from TRAC

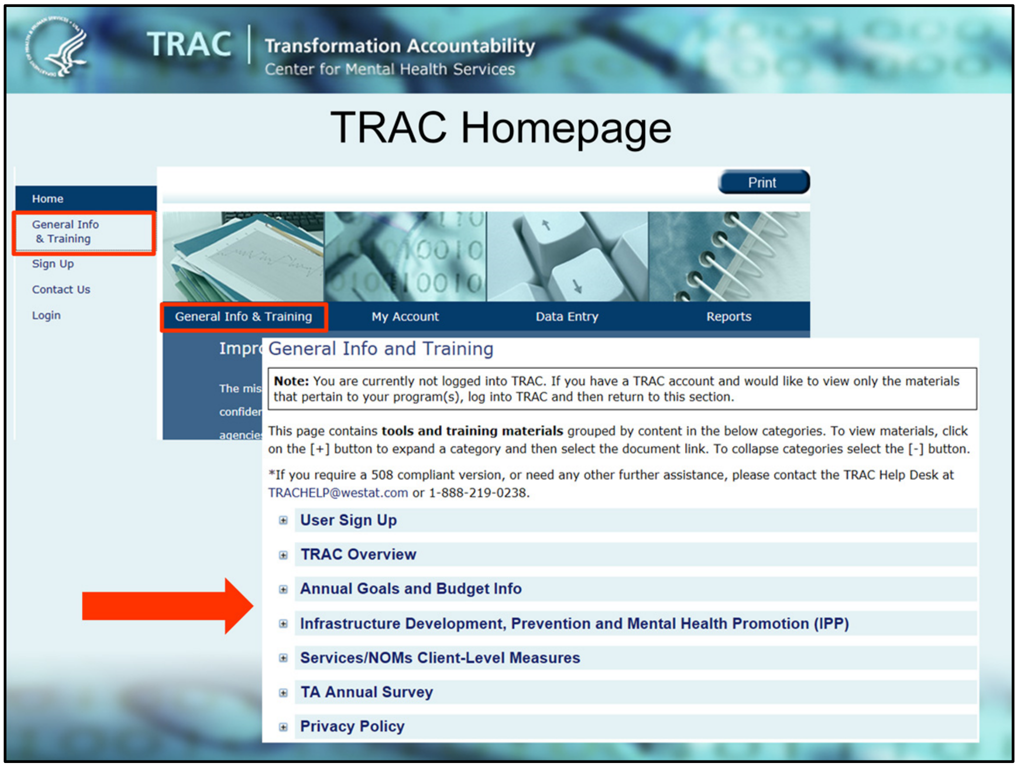
TRAC is a web-based system that is accessed using the Internet. Listed on this slide is the address to the TRAC homepage.

For easy access to the TRAC website, you may want to create a bookmark (or add the page to your favorites).

To access TRAC, we recommend that you use Internet Explorer (version 8.0 or 9.0). Other browsers are not currently supported.

PLEASE KNOW that if you are using Firefox or Netscape for your web browser, you will not be able to run the reports available on the TRAC system.

In an effort to improve accessibility under Section 508 of the Rehabilitation Act, the TRAC system was designed to work with screen-reader software, such as JAWS (Job Access With Speech). The TRAC system and all of its contents meet SAMHSA's 508 Compliance standards.

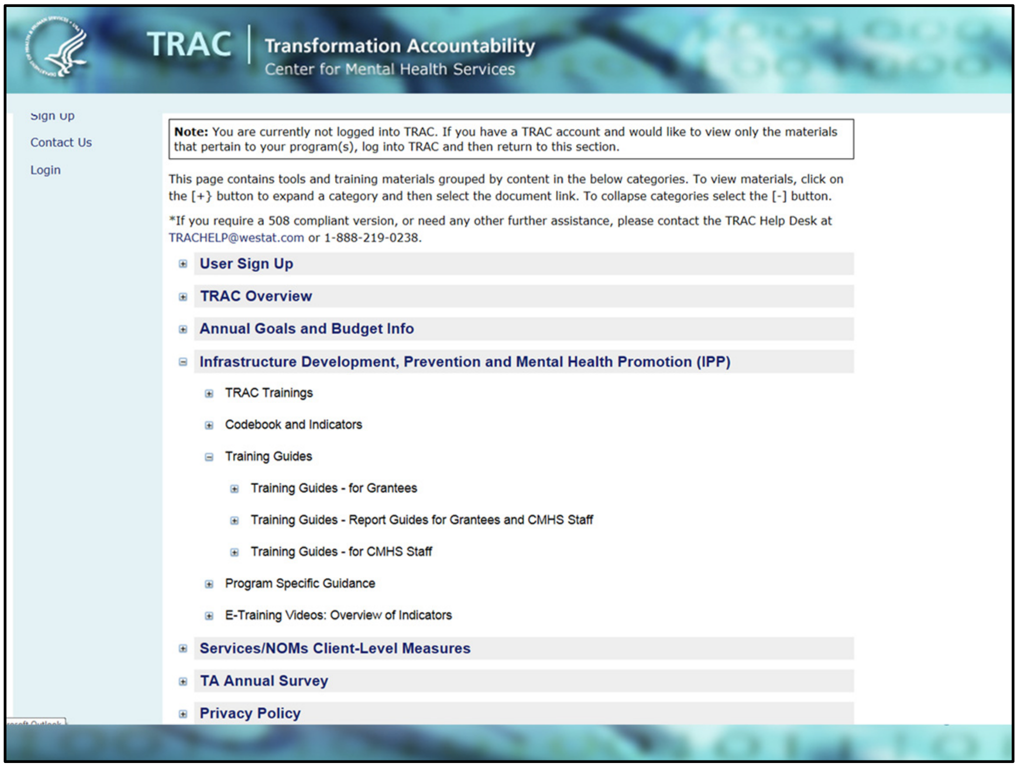


The General Info & Training section is the public section of the TRAC website. It does not require a password and is open to anyone on the web. ***However, one new feature of this page is if you have an account and are logged in, when you view this page you will see only materials that apply to your program.*** To open the General Info & Training pages you may use either one of these hyperlinks.

This section of the website provides a wealth of information and has been redesigned to help you find what you need. It contains a summary of what TRAC is and why it was created, materials for TRAC's four data collection modules, and general timelines.

Once you are on the General Info & Training page, you will see a list of categories that link you to TRAC's training materials. The training materials pages are separated by content area. The first item, User Sign Up, tells you how to obtain a TRAC user account and the link to get to the sign up screen. The TRAC overview provides a brief description of TRAC and its components. Next, each of the modules is listed including, Annual Goals & Budget Information, Infrastructure Development, Prevention and Mental Health Promotion (or IPP), Services or NOMs Client-level Measures, and the Technical Assistance, or TA Survey. And finally, CMHS' privacy policy is provided.

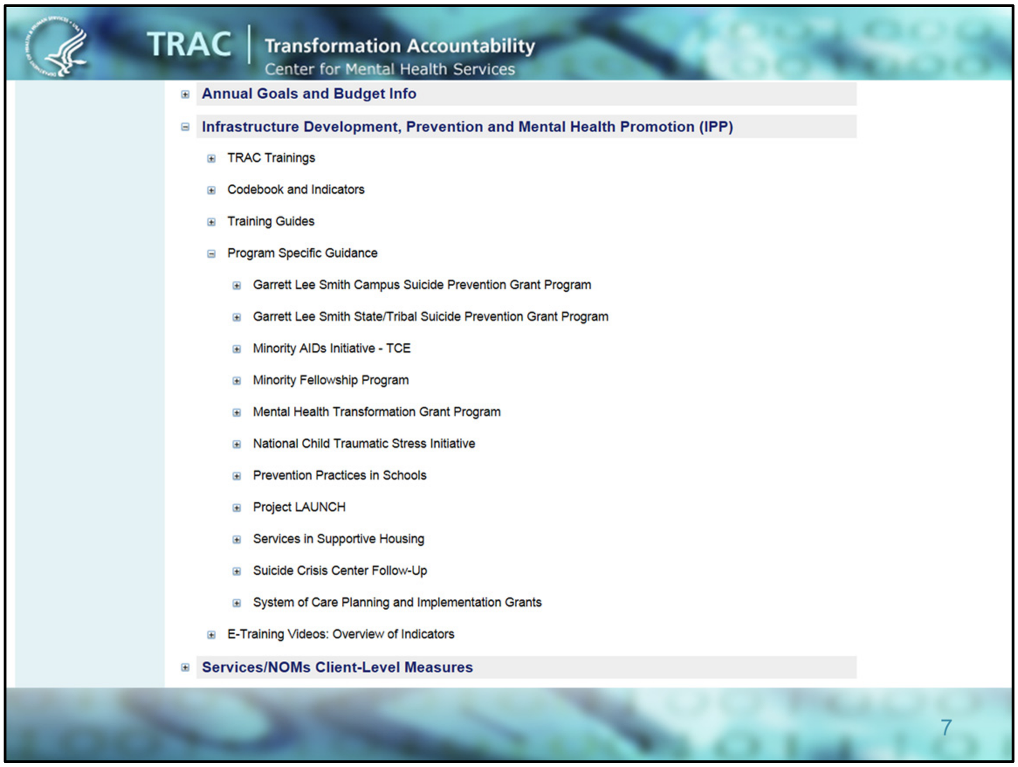
To access the TRAC Help Desk' s contact information, you should select the Contact Us hyperlink.



Nested within each module's branch you will find important materials specific to each content area. For instance, if you click on the plus [+] button next to Infrastructure Development, Prevention and Mental Health Promotion, you will see a list of IPP materials including the schedule of upcoming instructor-led IPP trainings, the IPP codebook and indictors, training guides, program specific guidance and e-trainings. To view the materials, click on the plus [+] button and then the hyperlink of the specific material you want to see.

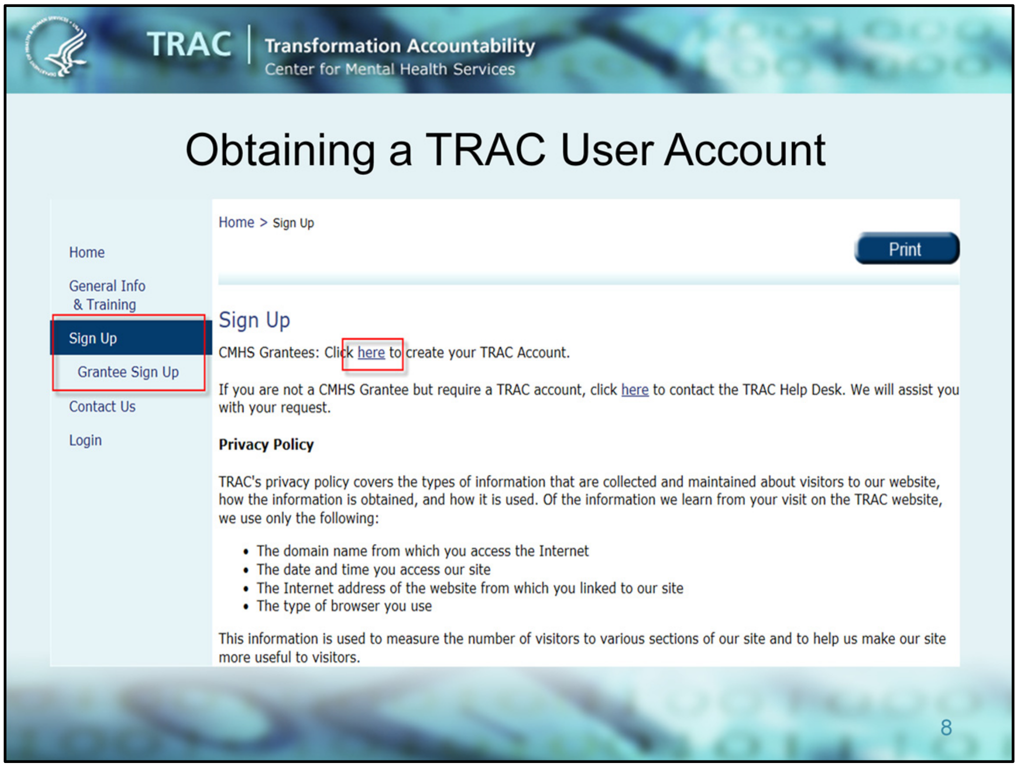
The codebook is useful when you are downloading data. You can view or download PDF versions of the data collection, data entry, and report training guides **and power point presentations.** The program specific guidance category provides program-specific instruction on how to collect IPP data. I will discuss this set of materials in more detail in a moment. The TRAC e-trainings are online videos that provide instruction on how to collect and enter data into the TRAC system.

The Services/NOMs Client-Level Measures category contains similar materials including the NOMs Client-Level Measures tools.



Program specific guidance is a sub-category listed for each of the data collection modules (Annual Goals and Budget Info, IPP, and Services/NOMs Client-level Measures). It provides information that was written by the program's Government Project Officer (or GPO) on how to collect or enter data specific to the program's requirements. To view program specific guidance, click on the Program Specific Guidance [+] button. You will only see programs for which GPOs have provided guidance. If you don't see your program listed, your GPO has not submitted any grant or program specific guidance documents.

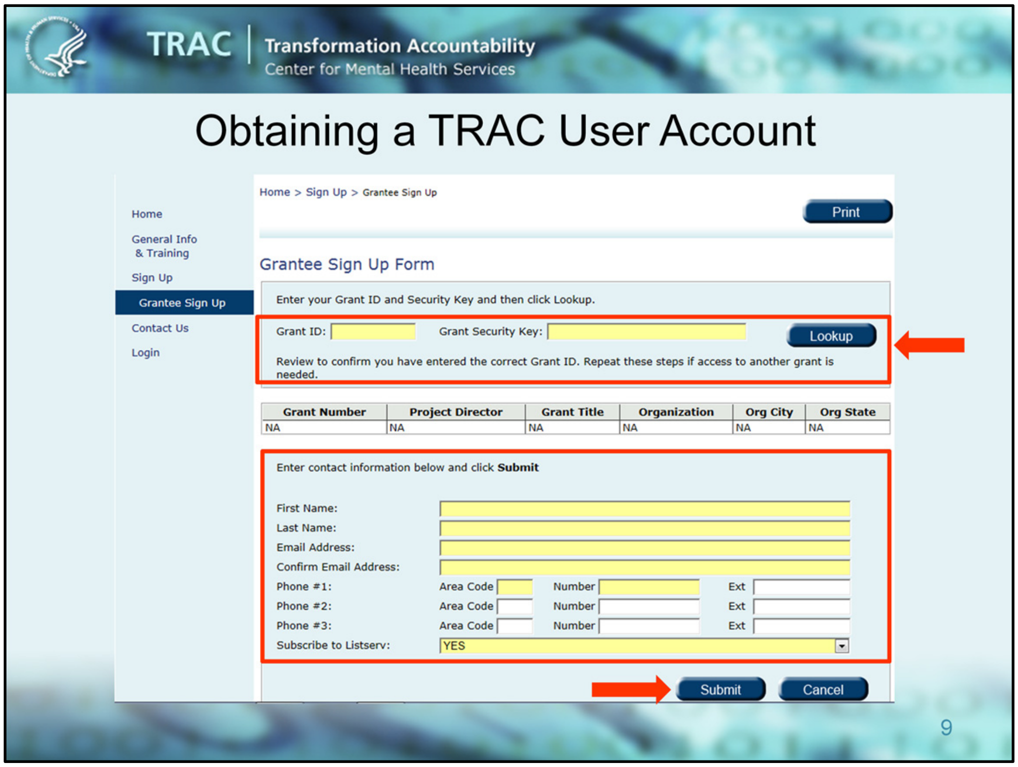
Again, the General Info & Training section of the TRAC site does not require the use of a username or password. However, a new feature allows you to see only the materials that apply to your program once you login. So if your program collects only IPP data, once you log in and go to the General Info and Training page, you will not see the Services/NOMs Client-level Measures category listed.



The TRAC Help Desk sets up user accounts for Project Directors based on information we receive from CMHS.

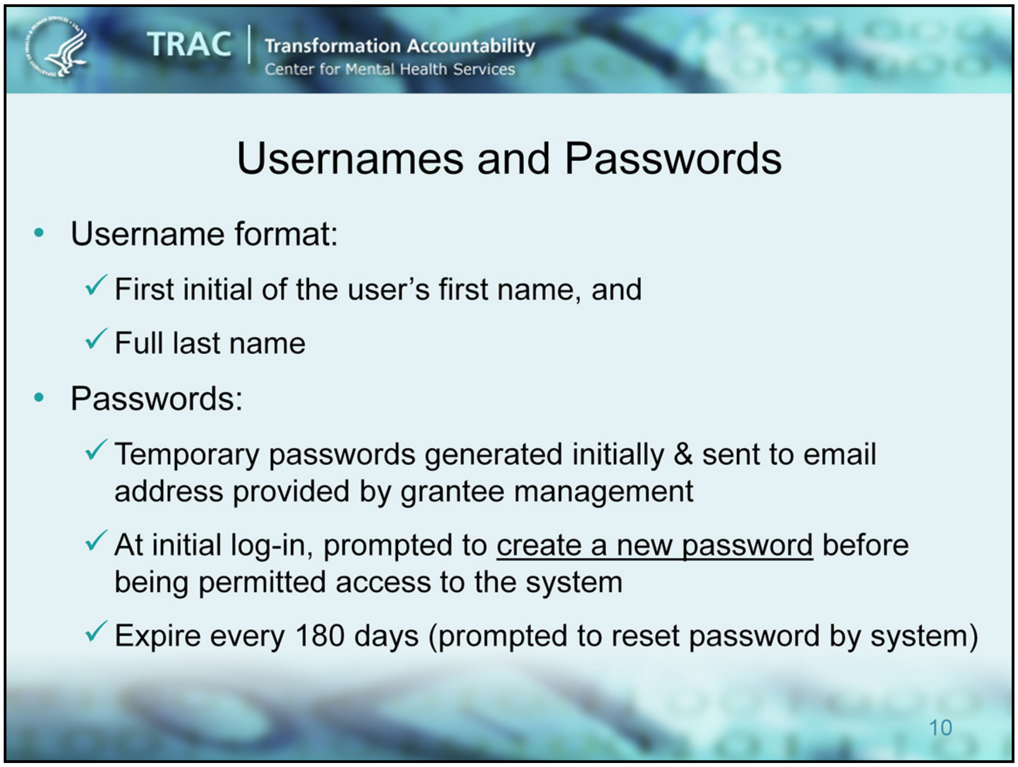
Once the help desk releases the Project Director's account, grantees will be able to create their own user accounts using TRAC's "Sign up" pages.

To request a TRAC user account, select the Sign Up hyperlink, which can be found on any TRAC screen in the left menu. On the Sign-Up screen, you should select either the "here" hyperlink or the Grantee Sign Up tab shown here.



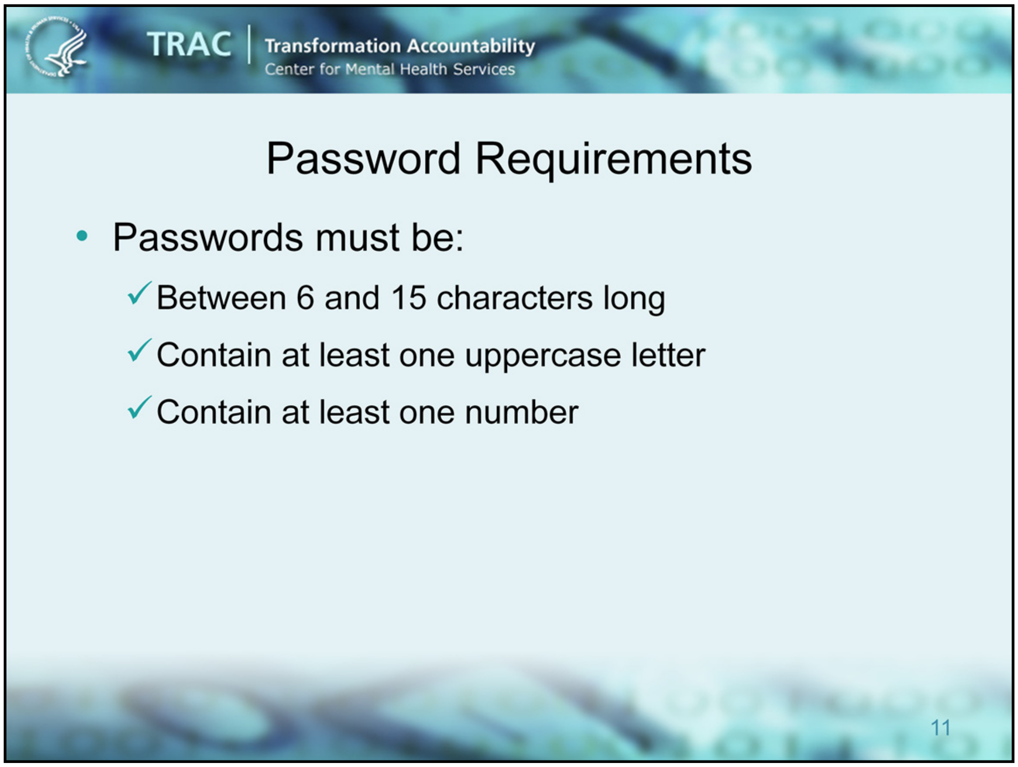
The screen below is where you will request an account for TRAC. Enter the **Grant ID** and **Key** and click **Lookup**. The Grant ID and Key were sent to your Project Director and should have been forwarded to any staff who need TRAC access. Your Grant information will appear in the table. You should review this information to be sure it is the grant to which you are requesting access. You will then need to enter your contact information and click **Submit**. You will see a message that your request has been submitted and you will also receive a confirmation email. If you need to cancel your request you can click **Cancel** and it will clear the screen.

After a request has been submitted, an email will be sent to the Project Director on file for approval of the request. When the request is approved, the new user will receive an email with their username and temporary password.



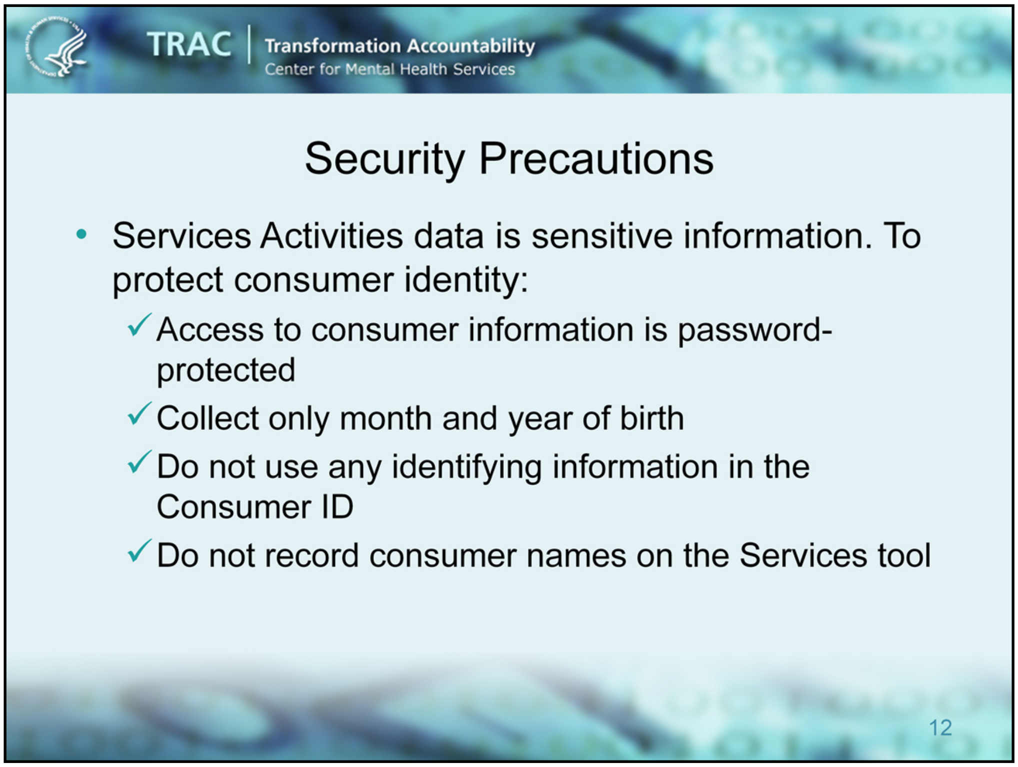
To access the **password-protected portion** of the system, you will be assigned a username and password.

- **The user name** will consist of the first initial of the user's first name and their full last name.
- **Initially, temporary passwords** will be randomly generated and sent to the email address provided by grantee management.
- **When logging in for the first time,** TRAC will require you to create a new password before permitting access to the system.
- **Your password will then expire every 180 days**—at which point you'll be prompted to renew it by the system.



Personalized passwords must be:

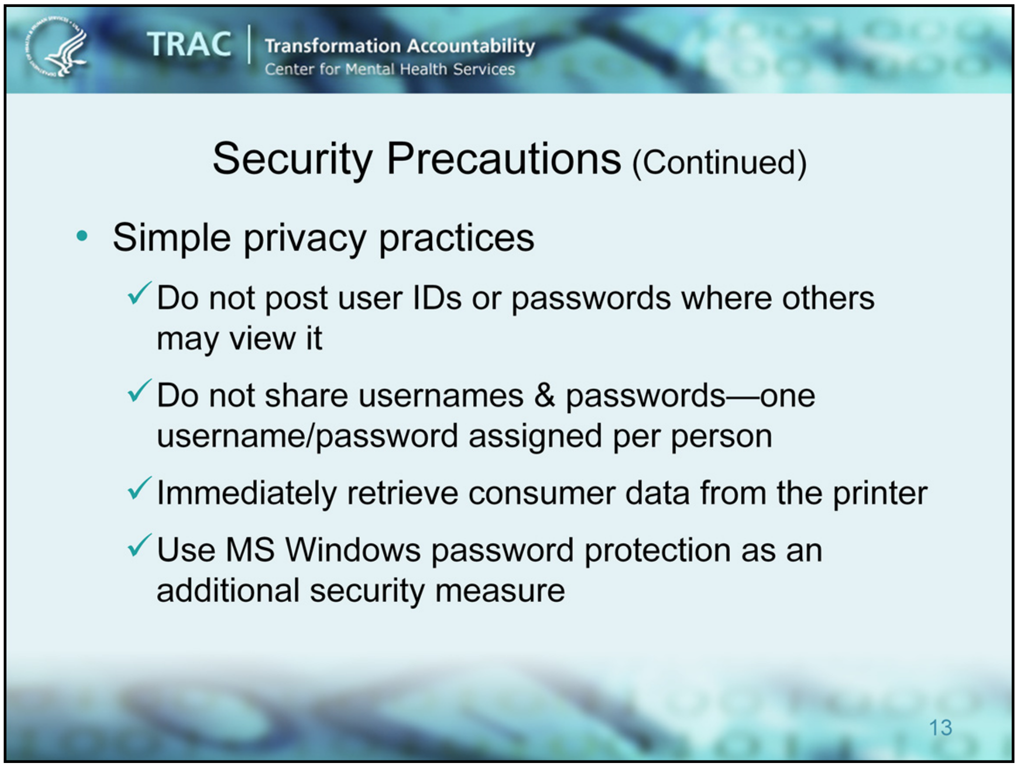
- Between 6 and 15 characters long,
- Have at least one uppercase letter, and
- Have at least one number



Please remember that consumer Services Activities data is sensitive information. Therefore, several steps are taken to protect consumer identity and access to this data is controlled by requiring a password.

Other steps that are taken to protect consumer identify are:

- Only collecting month & year of birth (instead of the entire DOB)
- Not using any identifying information in the consumer's ID (e.g., initials, SSN, DOB, etc.)
- Not recording the consumer's name on the Services tool when collecting data (only identified by a Consumer ID)



Some simple privacy practices that should be observed while using the TRAC system are:

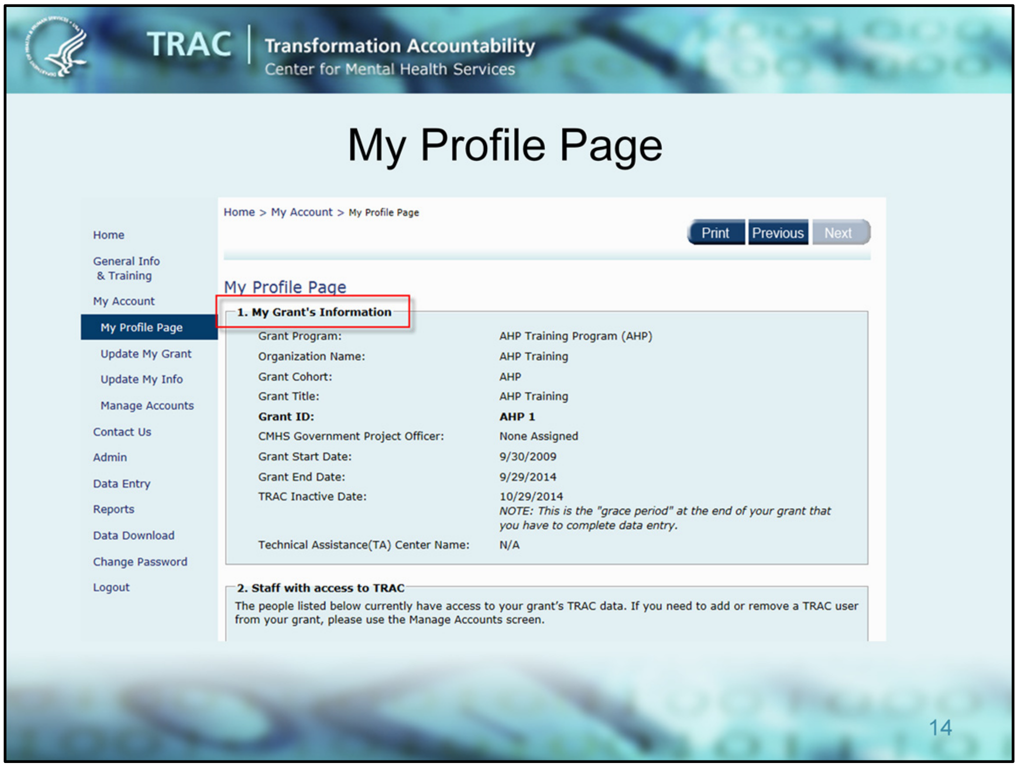
•**Not to post user ID or passwords** where others may view it, such as on shared directories

•**Do not share usernames and passwords** with colleagues—one username and password will be assigned per person

•**Immediately retrieve any consumer data** from the printer

•Use Windows password protection as an additional step to securing data. To do this, go to Start/control panel/display/screen saver/password protection.

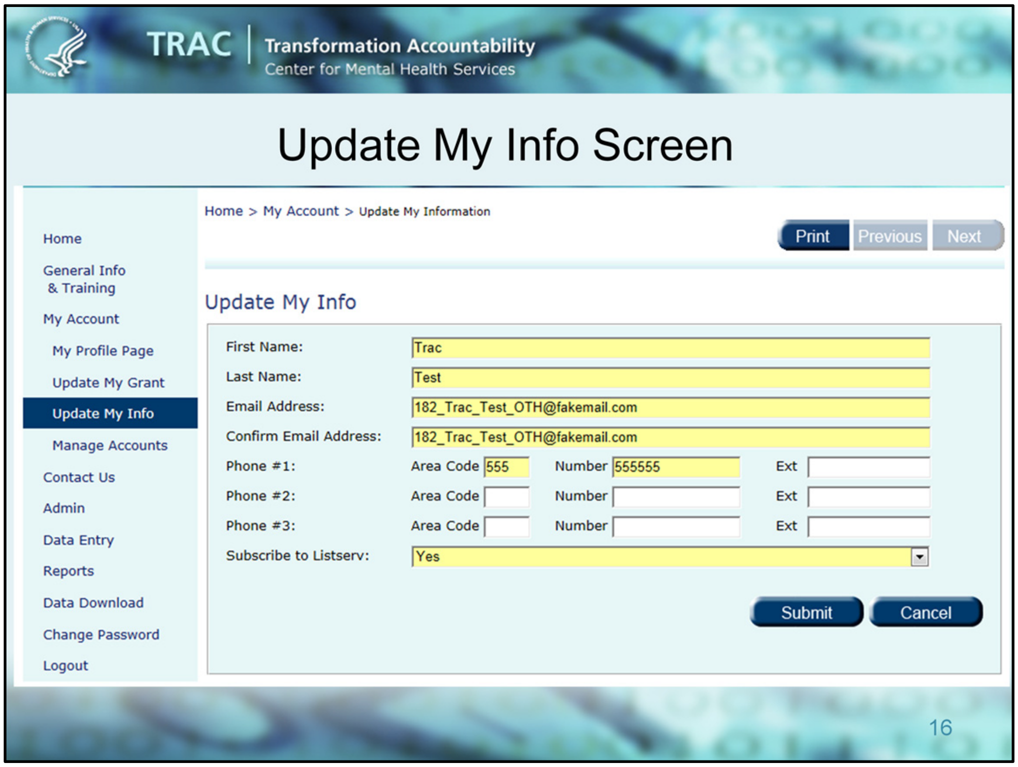
- **NOTE:** If the “Windows” password protection has been disabled by the IT department at your organization—you may need to ask them to set up the password-protection feature for Windows on your computer.



Once a user has obtained their user account they are able to manage their account from within the TRAC system, from the My Account pages. The information on this page is specific to each TRAC grant. This page contains the most updated information that TRAC has on each grant. If you are a new grantee, once you obtain your TRAC user account, you may find it helpful to visit this page first.

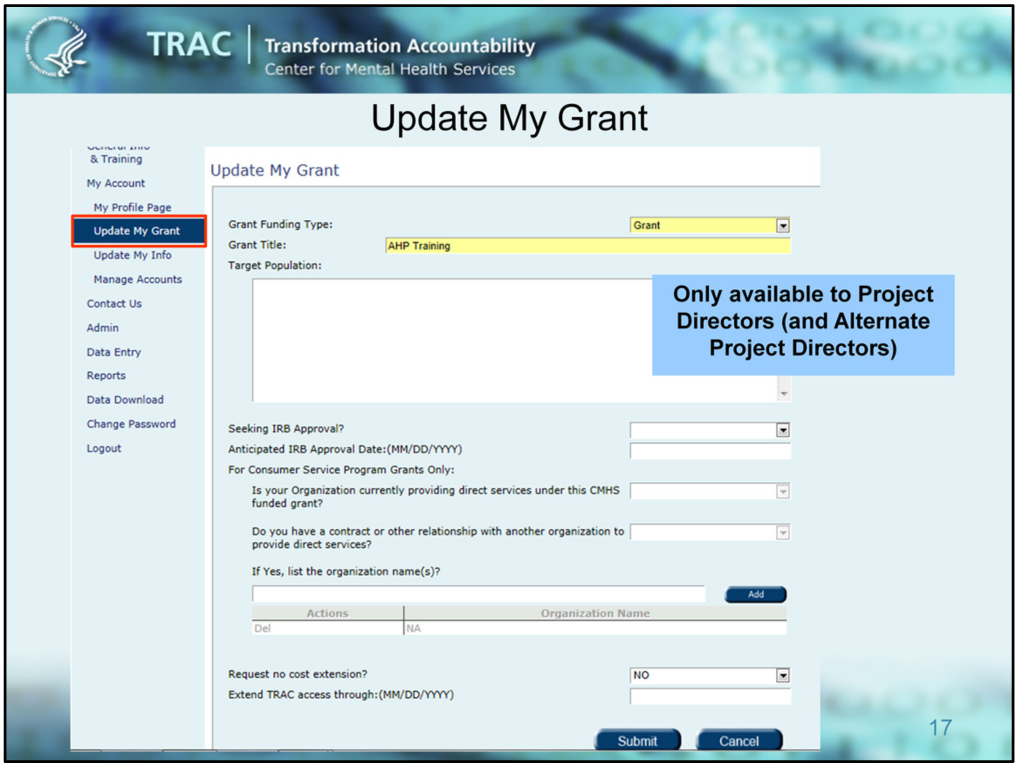
There are three parts to a grantee's profile. The My Grant's Information section provides the Program name, Grant ID, Grant start date and end date, and assigned CMHS Government Project Officer.

The staff with access to TRAC section contains the most updated staff information that has been entered into TRAC. The Data Reporting Requirements section lists which TRAC module activities your grant is expected to conduct. This section also provides general timelines for data collection and direct links to related training materials including program specific guidance, if applicable.

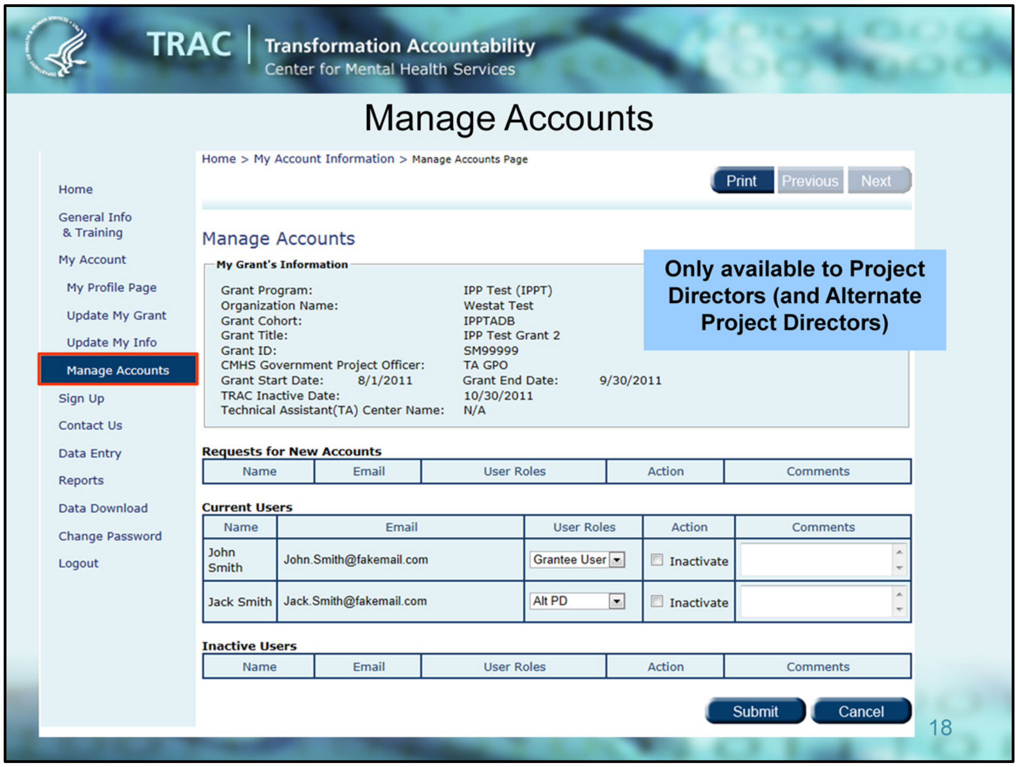


Listed on the left side menu bar, beneath the My Profile Page tab, will be up to 3 additional tabs. The appearance of these tabs is based on a user's access.

The **Update My Info** page is available to all users and allows a user to update his or her contact information.



The **Update My Grant** screen is available to Project Directors and Alternate Project Directors only. This screen can be used to update grant information.



The **Manage Accounts** screen is also available only to Project Directors and Alternate Project Directors. It is used to manage a grant's user accounts. On this screen is where a Project Director or Alternate Project Director can approve or disapprove an account and inactivate or reactivate a user.

Project Directors are responsible for inactivating user accounts, a process that is done through the Manage Account Screen. Alternate Project Directors also have the ability to disable Grantee user accounts.

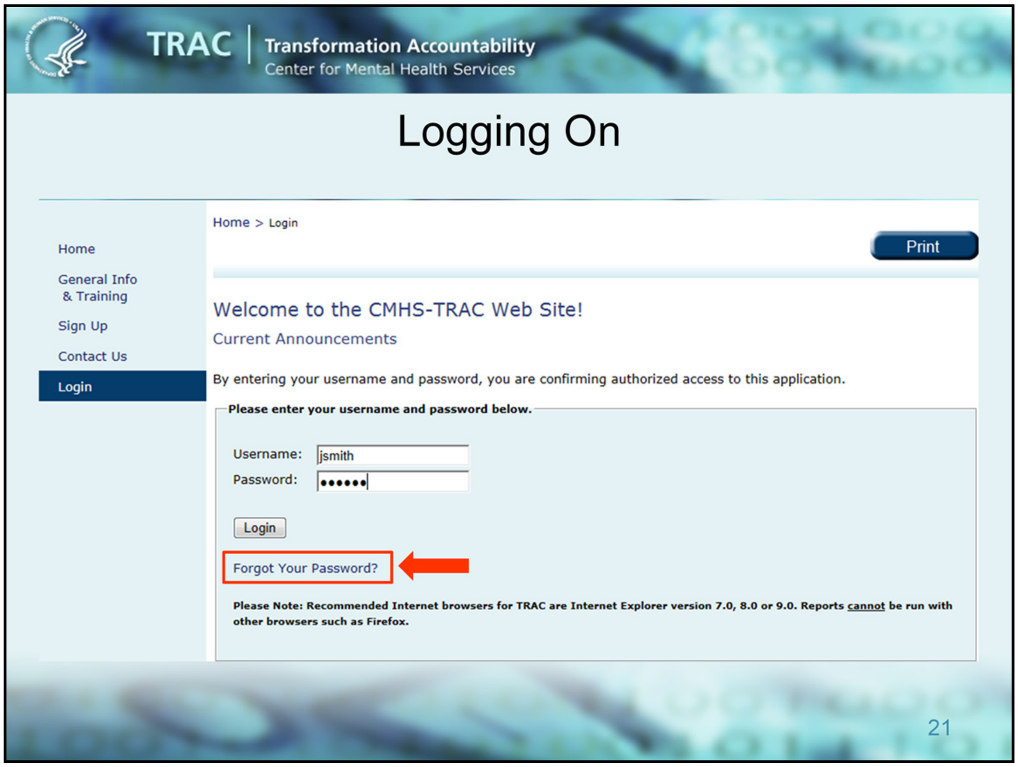
TRAC user accounts should be inactivated when a staff member leaves the project and their user account needs to be disabled or if a staff member was given TRAC access in error. The TRAC Help Desk should also be notified if a security breach has been suspected or if you need assistance at any time during this process.

A Project Director's access can only be granted or inactivated by the TRAC Help Desk.

The My Account, Data Entry, and Reports sections of the TRAC website are password-protected and require a user account and password.

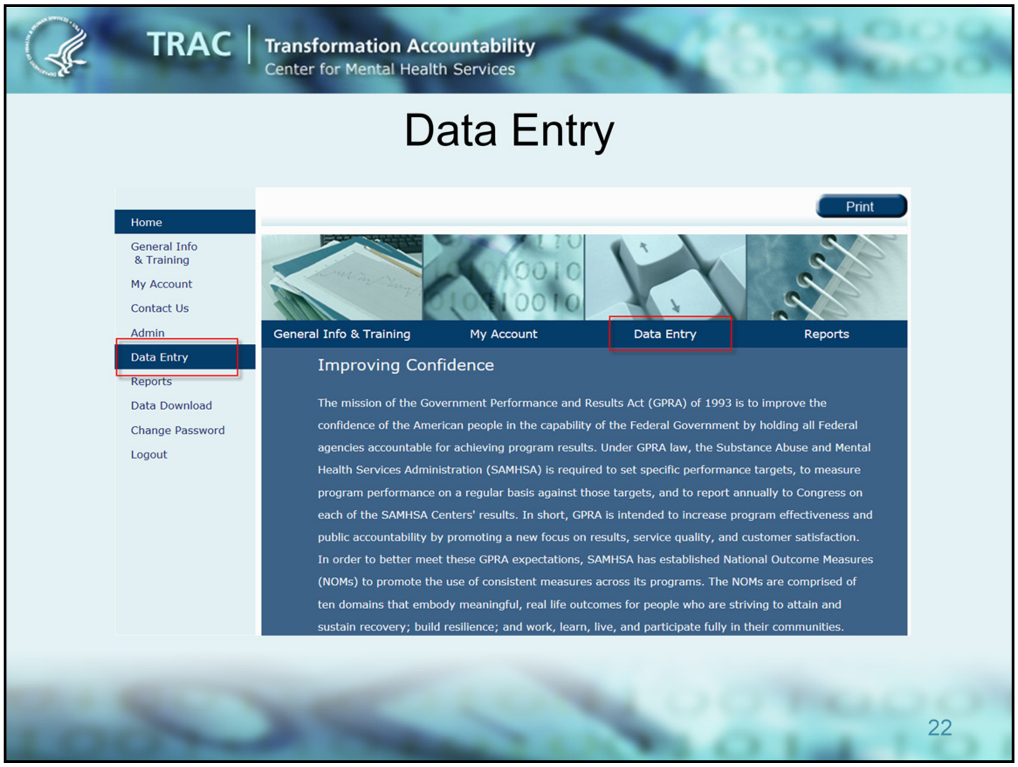
This section is used by grantees to enter and access Services Activities data; and run reports.

To access any these three sections, select either of the hyperlinks boxed here, or “Login”.

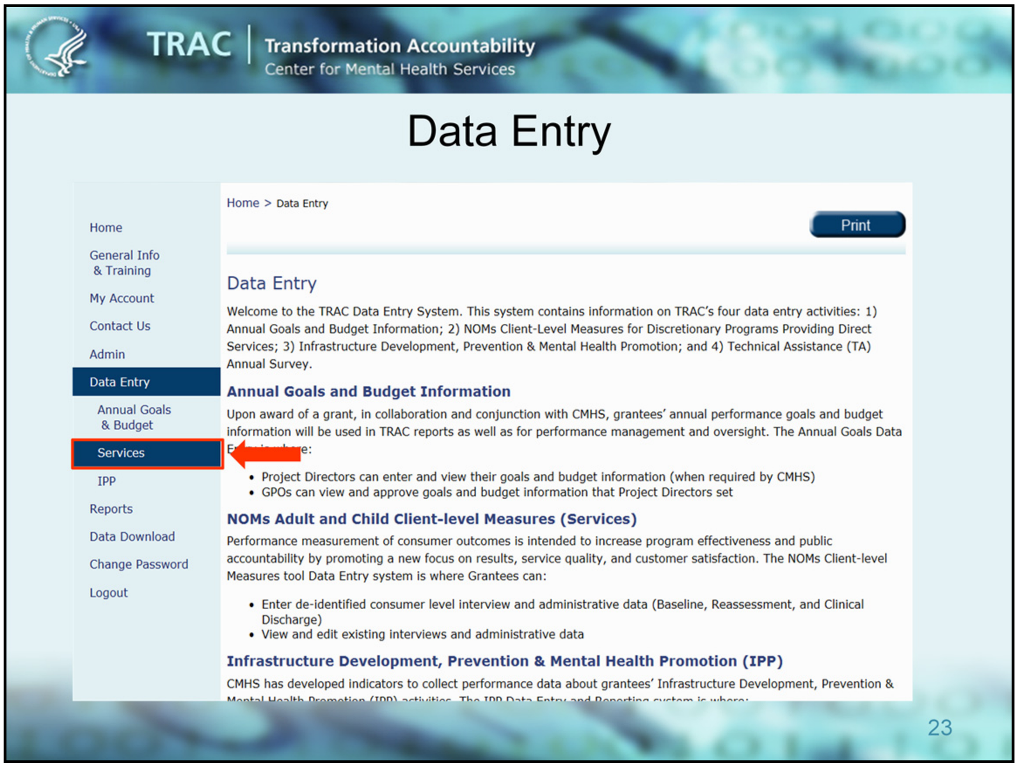


To login select the Login link. This screen will then prompt you to enter your username and password.

If you have forgotten your password, there is an option on this screen "Forgot Your Password?"—click on this hyperlink and you will be prompted to enter your email address. The system will then send a temporary password to the email address on file. When logging in to the system, if you can not remember username, contact the Help Desk for assistance.



After you've logged into the TRAC system—to begin DATA ENTRY you'll need to first select "Data Entry" from the menu on the left side of the screen.



Then, on this second screen, you should select "Services" from the left menu bar to proceed.

If you have access to **more than one program and/or grant—you will be directed to this screen after clicking on the Services hyperlink** [Generally, this applies to Government Project Officers or Grantee Project Directors who may be directing more than one grant/program].

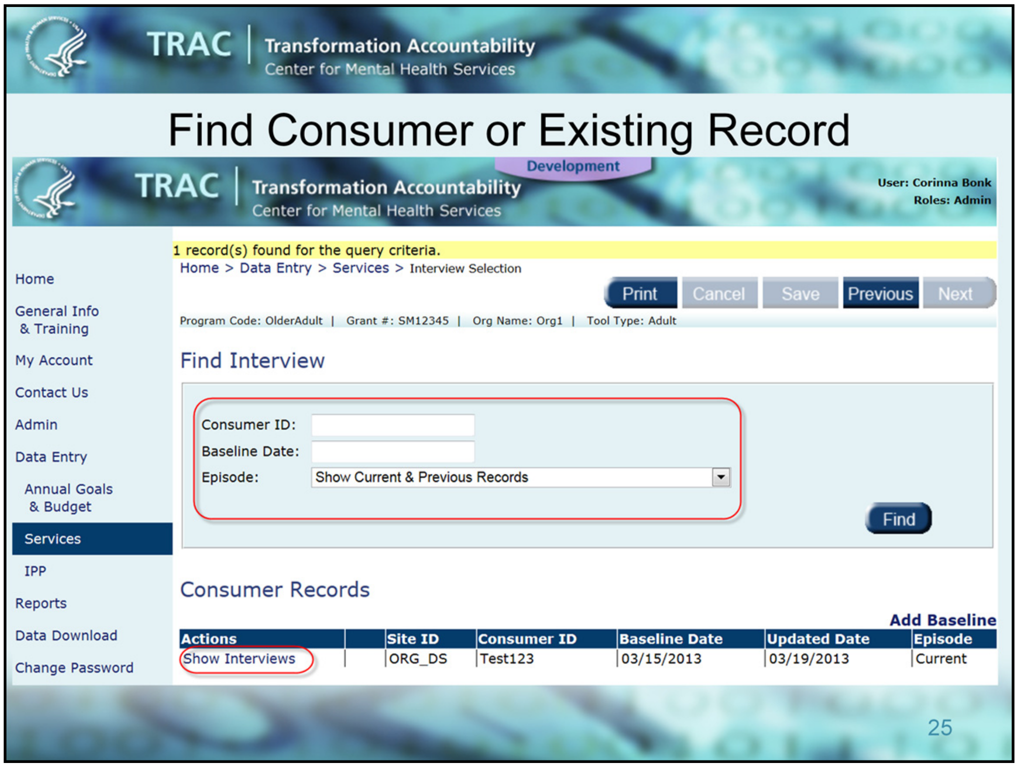
•For those of you who have access to only one grant and/or program—you will skip over this screen and be taken directly to the screen you'll see on the next slide [the Find Interview screen].

•If you have access to more than one program/grant, then you'll use the **Find Grant Screen** to choose the grants and/or programs for which you'd to view information.

- In the **Available Programs** box, you will see all of the programs with which you are associated.
- **To select a program—**you will highlight an available program, then use the mover box (by clicking on the arrow) to place your selection into the "selected programs" box. You may make 1 or more selections from the available programs.
- **You may enter additional search criteria or known data** either by entering it into any of the **3 text boxes (Grant ID, Organization Name, and City)** or by selecting a state from the **drop-down box.**

To see a list of all the records that satisfy the search criteria you've specified—click the **FIND button** (located in the lower right corner of the screen). If no search criteria is entered, the system will list all available records.

You can see here, that the grants selected, will appear in the box at the bottom of the screen. To access a specific grant program, simply click on the **Select hyperlink.**



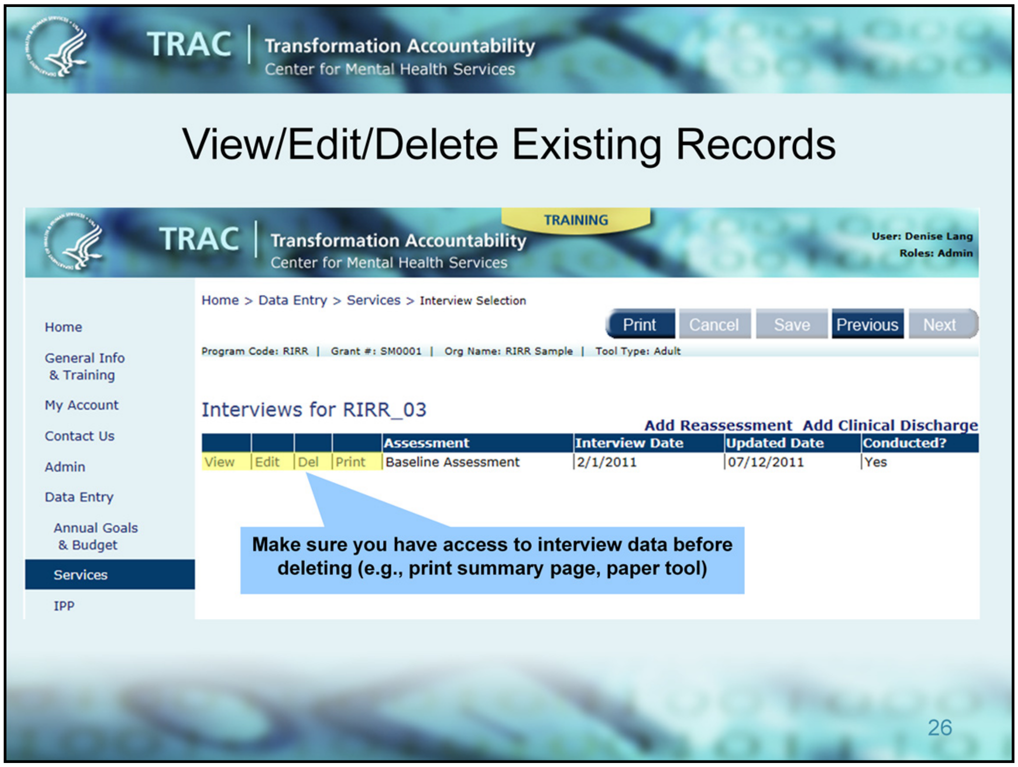
From the **Find Interview screen**, you can search for an existing consumers' record by entering/selecting information in the **3 boxes at the top of the screen:**

- **Consumer ID,**
- **Baseline Date**, and
- **Episode**

After entering data or making selections, click the **Find button** to see a list of all consumers associated with the search criteria. If no search criteria is entered, all Consumer IDs for the grant will be listed.

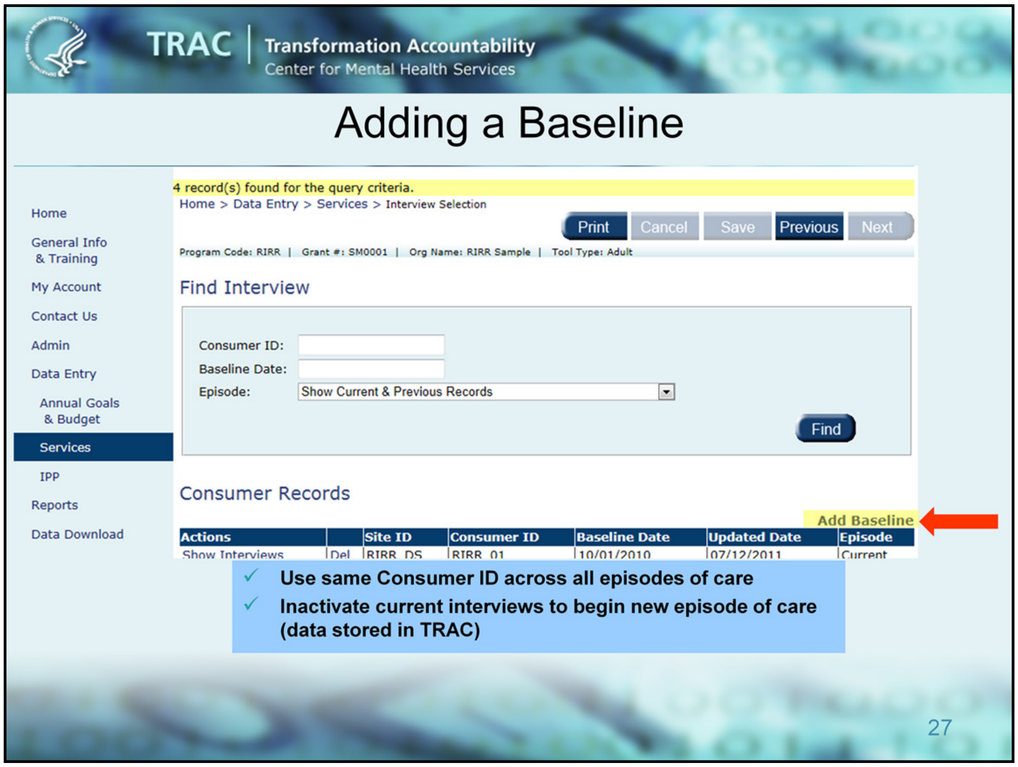
A couple other things you can do on this screen are:

- **sort column data** by clicking on any of the **underlined column headings**; and
- **view all of the interviews associated with a particular consumer** by clicking on the **Show Interviews hyperlink.**



Once you select the SHOW INTERVIEWS hyperlink for a particular consumer—you'll be brought to this page which will display all of the interviews associated with that consumer.

- **Once the interviews are displayed,** you can:
  1. **VIEW** the interview responses for a particular interview by clicking on the **View hyperlink** next to the record you'd like to review; and/or
  2. **EDIT** most responses in a previously saved interview—EXCEPT items in the Record Management Section—by clicking on the **Edit hyperlink.**
  3. **DELETE** the interview by clicking on the **Del hyperlink.**
  4. **PRINT** the interview. If you are deleting an interview, you will want to be sure to print a summary of the interview if you do not already have a paper copy in case you need to re-enter the interview with corrected Record Management data.

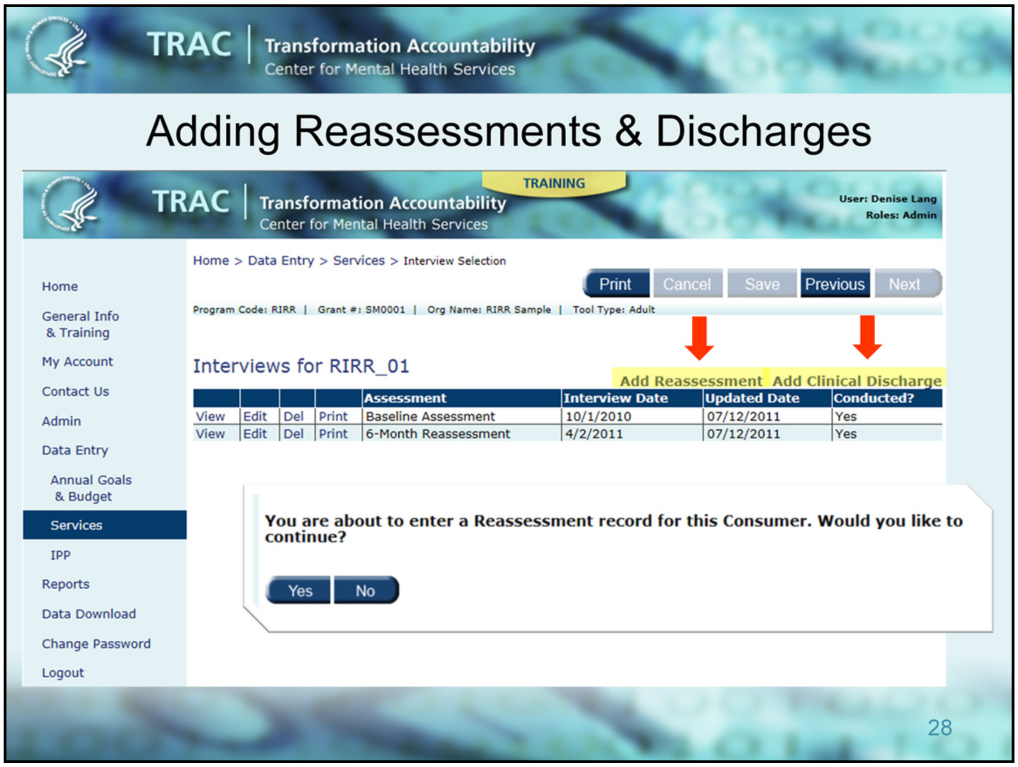


The **Find Interview** screen can also be used to **add records** to the TRAC system.

To add Baseline data for a consumer, click on the **Add Baseline hyperlink.**

Remember: The same Consumer ID must be used throughout all interviews (baseline/reassessment/discharge) and if a consumer returns for another episode of care. If you attempt to enter a new baseline record using a Consumer ID that already exists in the system, the TRAC system will display an alert asking you if you would like to inactivate the current baseline and all interviews associated with it in order to start a new baseline. The status of the old episode of care will then show as ‘previous’. The data is still there. This simply notifies the system to start using the new baseline date for reassessment purposes.

To add a new reassessment or discharge record, you will first need to click on the **“Show Interviews” hyperlink** for the specific consumer**.** After clicking on this hyperlink, you will be taken to the **Interviews Screen** where you will have the option to either add a reassessment or add a clinical discharge (we will show you these options on the next screen).

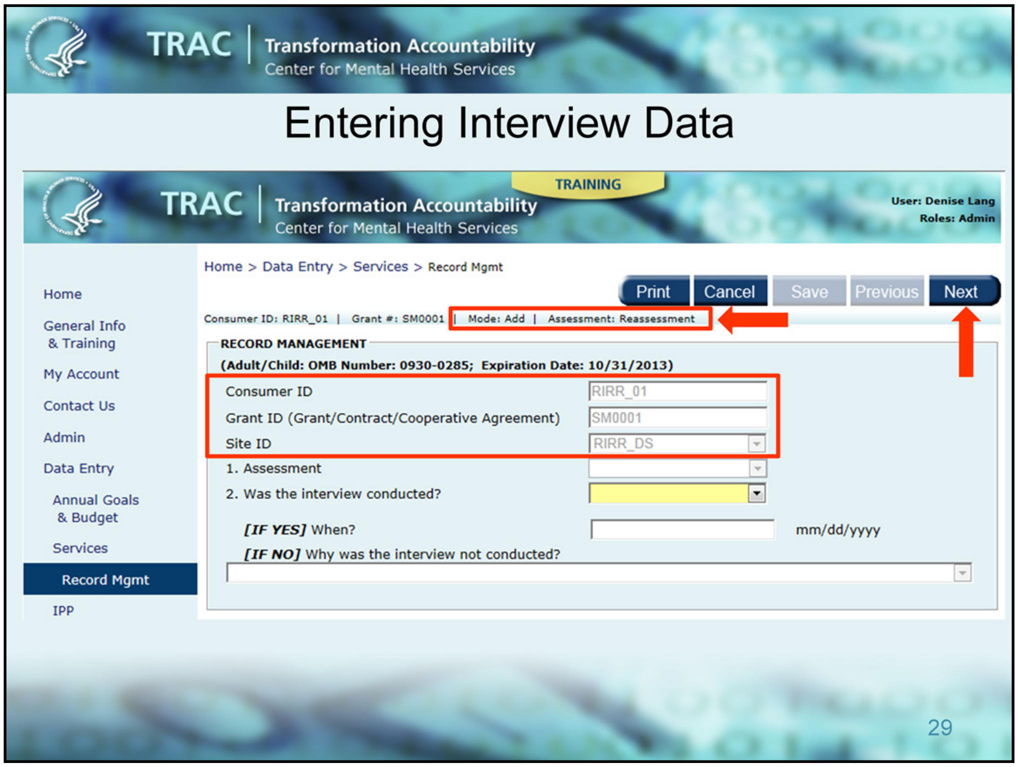


To add a new reassessment record for a consumer, click the **Add Reassessment hyperlink.**

- A window will then open that states **"You are about to enter a Reassessment record for this Consumer. Would you like to continue?" (click yes or no);**
- If you select YES to continue with the data entry, you'll see that portions of the Record Management section (Consumer ID, Grant ID, Site ID) will be automatically filled in with data from the baseline record.

To add a new discharge record for a consumer, click the **Add Clinical Discharge hyperlink.**

- Again, a window will open that states **"You are about to enter a Clinical Discharge record for this Consumer. Would you like to continue?" (click yes or no);**
- And you'll see again, that the same portions of the Record Management section will be filled in automatically with data from the baseline record.

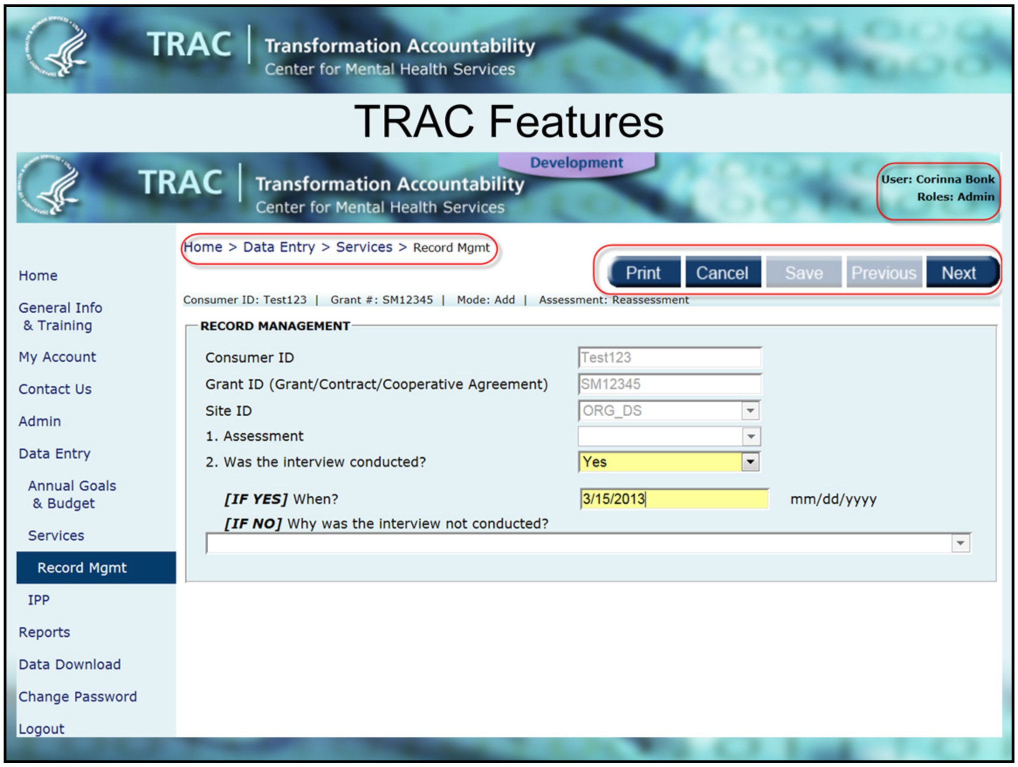


Each of the data entry screens in the TRAC system match the Services tool.

The Record Management screen is prefilled with data from the baseline interview.

Throughout each section of the data entry system SKIP PATTERNS are set up to be automatic and will skip questions or sections depending on the data provided. **For example:** If you indicate that an interview ***was*** conducted, the TRAC system will automatically take you to Section B (Functioning and Military Family and Deployment) of the online Services tool.

To move to the next section while entering data—simply click the **NEXT button**.



The next several slides illustrate some important data entry and navigational features of the TRAC system.

Your current location in the TRAC system and the path you took to get here will always be displayed at the top of each screen, as it is here.

The name of the **User** currently logged into the TRAC system will also be displayed at the top right-hand corner of the screen.

Command Buttons available to you are:

Next—which moves you to the next data entry screen

Previous—which returns you to the previous screen

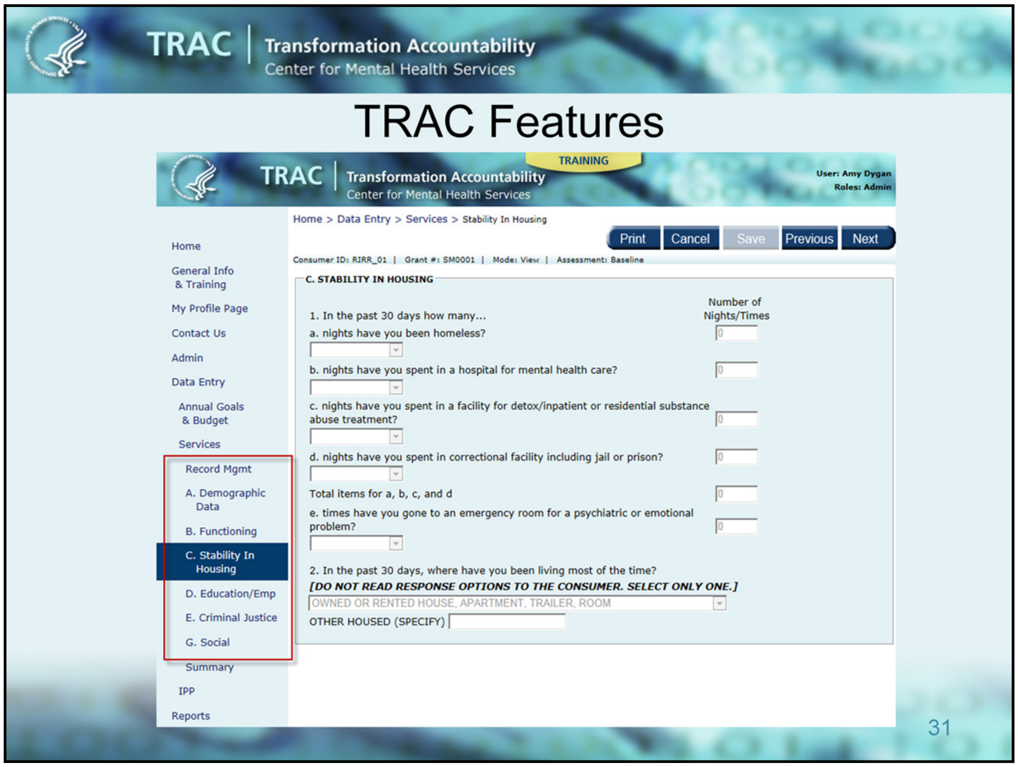
Cancel—cancels a new entry, or any changes since the last save in edit mode. (A warning reminds the user that unsaved changes will be lost.)

Print—prints the current page

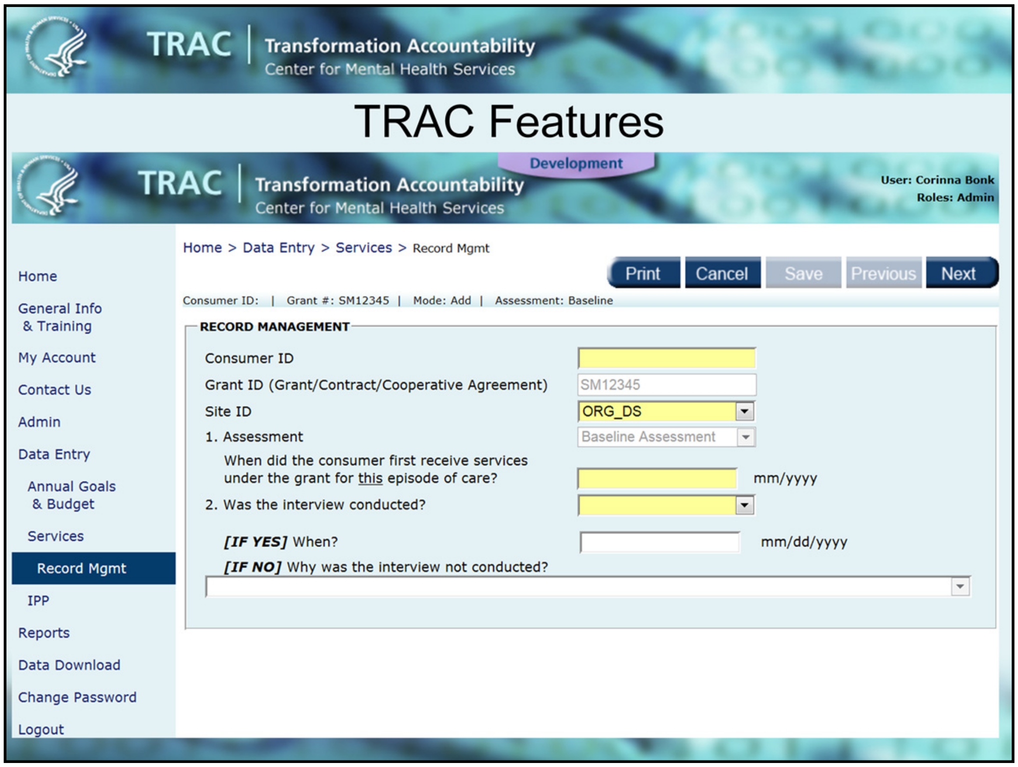
Other command buttons available to you in the TRAC system are:

Save—which is used to save the current screen and **is only applicable in edit mode**.

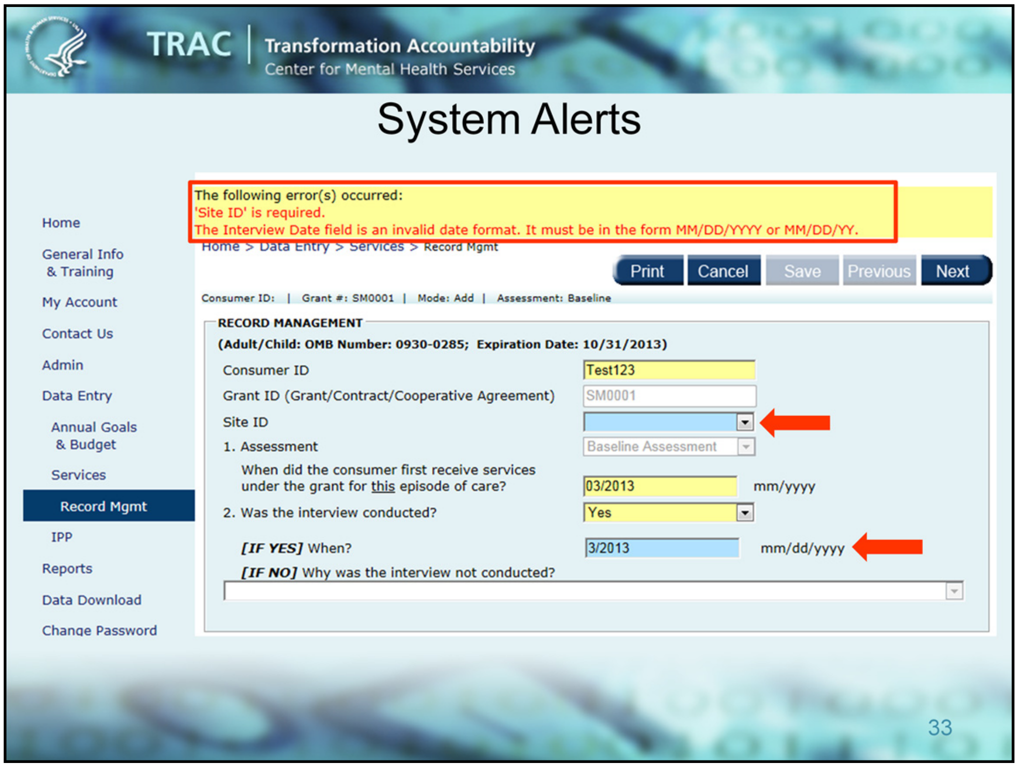
Finish—which is used to save the record. Clicking on the FINISH button will return you to the **Find Interview screen.** If you're entering a new record—you'll need to use the **FINISH button** on the Summary Screen at the completion of data entry for the record to be saved.



The **Menu,** located on the left of the screen, follows the outline of the Services tool—it will display the sections of the Services tool as you proceed with data entry (here you can see it is displaying Section C: Stability in Housing. The title of each section that is open will be highlighted in blue (as you see here).



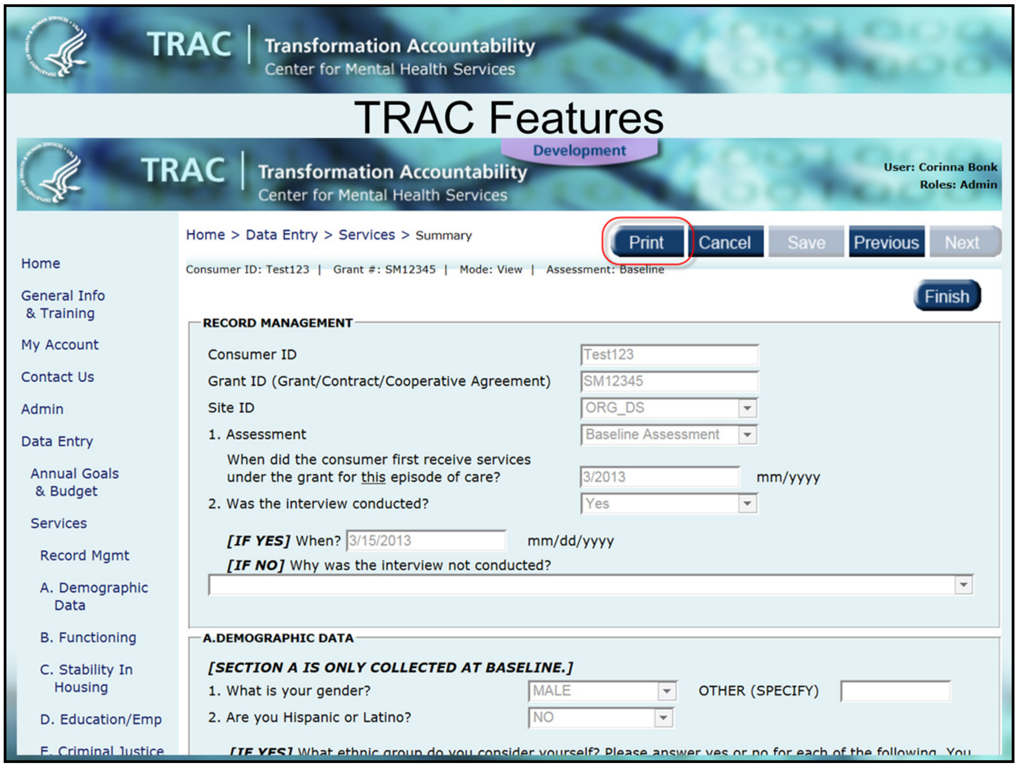
Required fields are displayed in yellow. The system will not allow you to move to the next screen until information is entered in these fields. A warning message will appear informing you that the field is a required field.



As we've already mentioned, warning messages are built into the TRAC system to alert the user to a variety of data entry errors or to validate data.

For example, the **Warning Message** at the top of this screen shows the type of warning if illogical and/or missing data are entered**.**

•Here the alerts indicate that the site ID is missing and that an <u>incorrectly formatted interview was entered.</u> The system will then require correct information before moving forward.



Once all of the data is entered, a **Summary Page** will be displayed (as you see here).

•You should review this page carefully before clicking **Finish.** After you click on the **FINISH** button—**no further changes can be made to items in the Record Management section.**

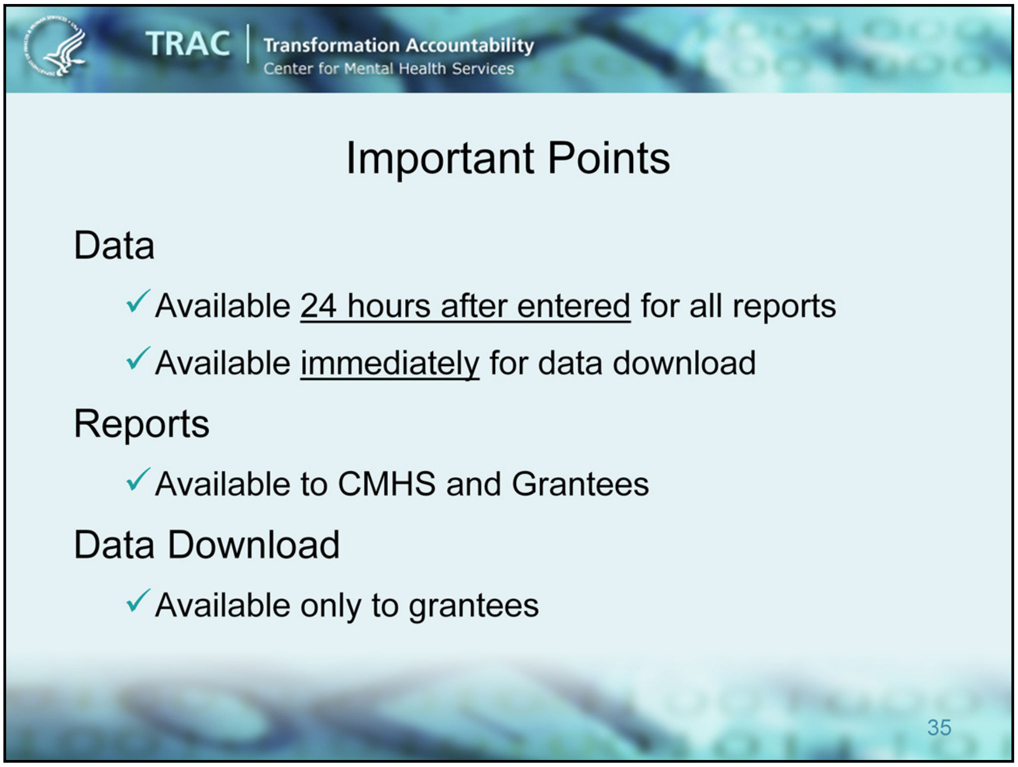
•**However, before** clicking **Finish,** you may change data in the record either **by clicking on <u>any of the sections on the left menu bar</u> or by using the <u>Previous button.</u>**

•You can click on the **PRINT button** to print the summary screen. (Remember to keep this information in a secure location)

•Click the **Finish** button to save the record and return to the "Find Interview" screen.

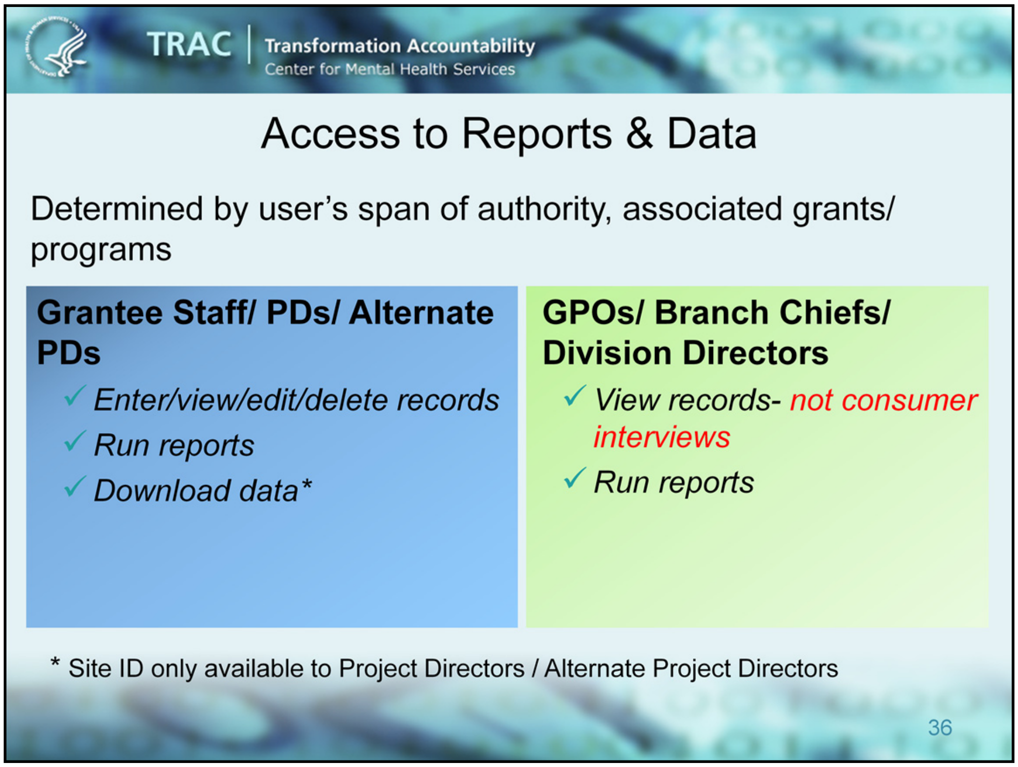
If you need to change data you've entered in the **Record Management section:**

> •You will need to delete the interview since Record Management cannot be edited; you now are able to delete the interviews yourself and no longer need to contact the help desk for this. Please print the summary of the interview first.
>
> •Reminder: If you need to delete an interview that has subsequent interviews, you will need to delete each one starting with the most recent one entered.
>
> •You will then need to re-enter the interview (or record) with the correct data.



Data for all TRAC reports is available within 24 hours; data is available immediately after entry for data download.

Data and reports in the TRAC system are available to both grantees and CMHS staff. However, the Data Download function is available to grantees only.



Access to reports and data is determined by a user's span of authority, associated grants and programs.

1. **Grantee Staff, Project Directors and Alternate Project Directors are able to:**

   Enter/view/edit/***delete*** consumer records

   Run reports

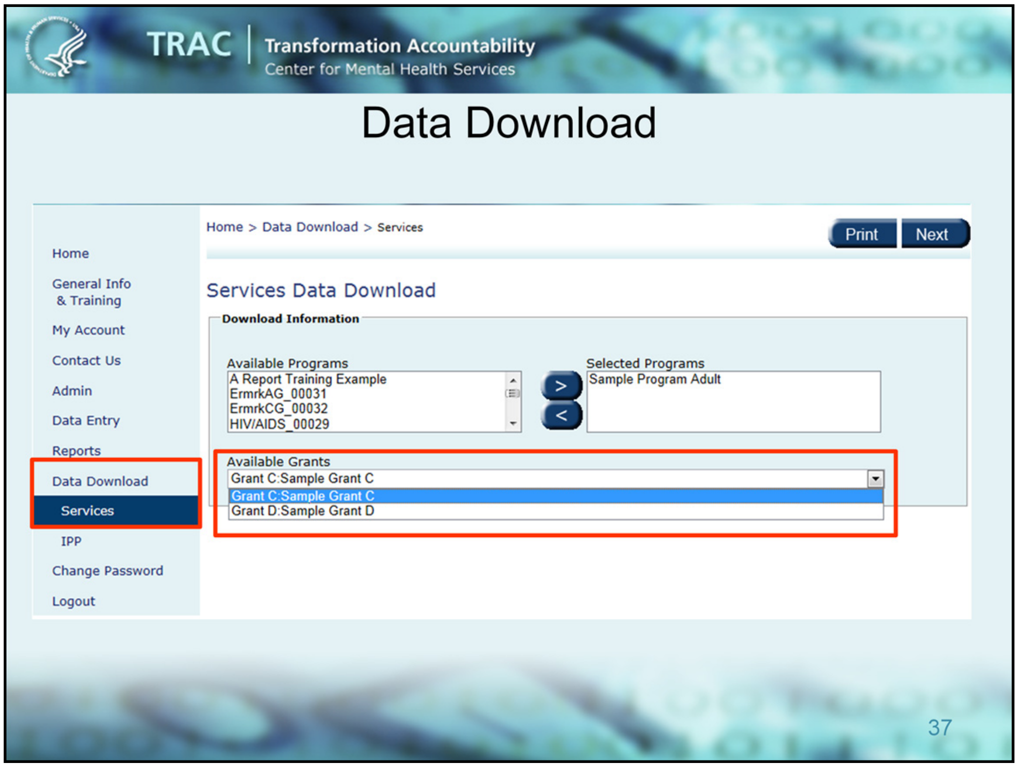
   Download data*

* The Site ID field is only available in the download for Project Directors and Alternate Project Directors.

1. **Government Project Officers, Branch Chiefs and Division Directors are able to:**

   View records

   Run reports



This slide shows the Data Download feature available in the TRAC system.

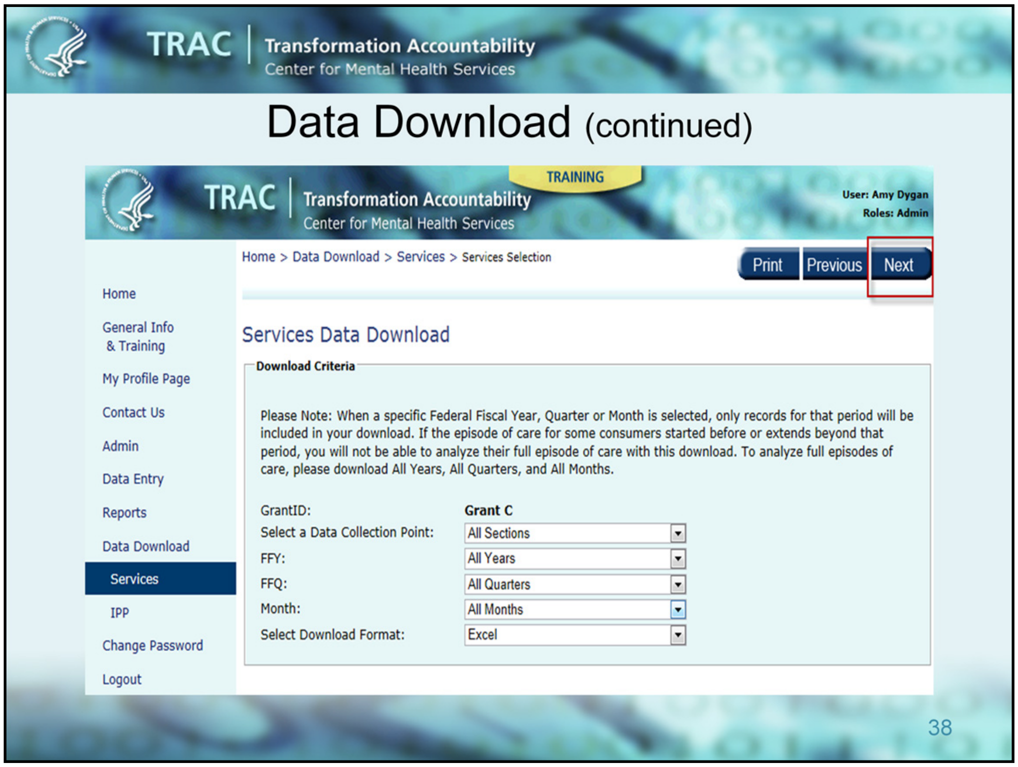
To access this feature, you must be logged into the system.

- If you have access to more than one grant and/or program—you'll need to select a program and/or grant from the lists to continue.
- To download data—simply select **"Data Download"** and **"Services"** on the left menu bar.
- Data can be downloaded and saved in Excel or HTML formats.
- The data download is accessible to grantee staff, Project Directors and Alternate Project Directors. The Site ID field is only available in the download for PD's and Alternate PDs.

PLEASE NOTE: With the changes to the NOMs Client-level Measures, or Services, tool—we want to mention a few things about the data available via the data download feature in TRAC:

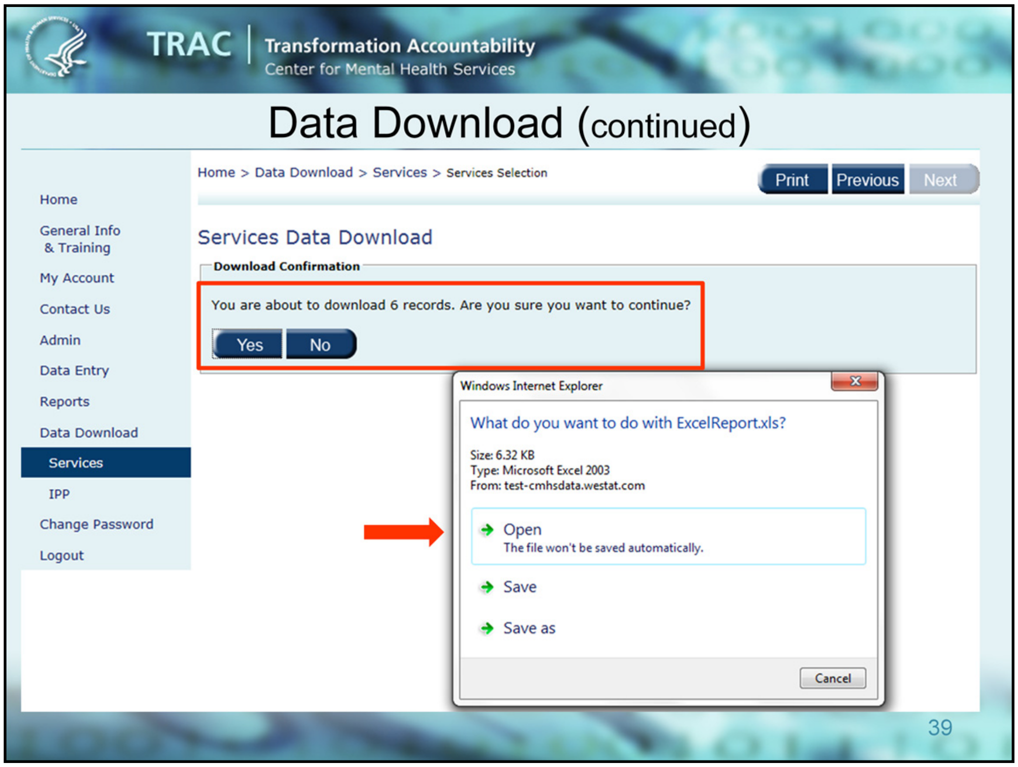
You will have access to all data for all questions consumers responded to—regardless of whether they were collected with the old tool or the new tool.

1. **If an item/question remained the same in both versions** of the Services tool—they will simply be integrated into one download.
2. **If a question is not asked (or was dropped) because of the tool change**—the data will be coded as **(-4) "not applicable-archived"** when downloaded; and
3. **And, if a question was added for the new Services tool (and didn't previously exist in the old tool)**—the added data will be displayed in your data download as **(-5) "Not asked on previous NOMs tool"**



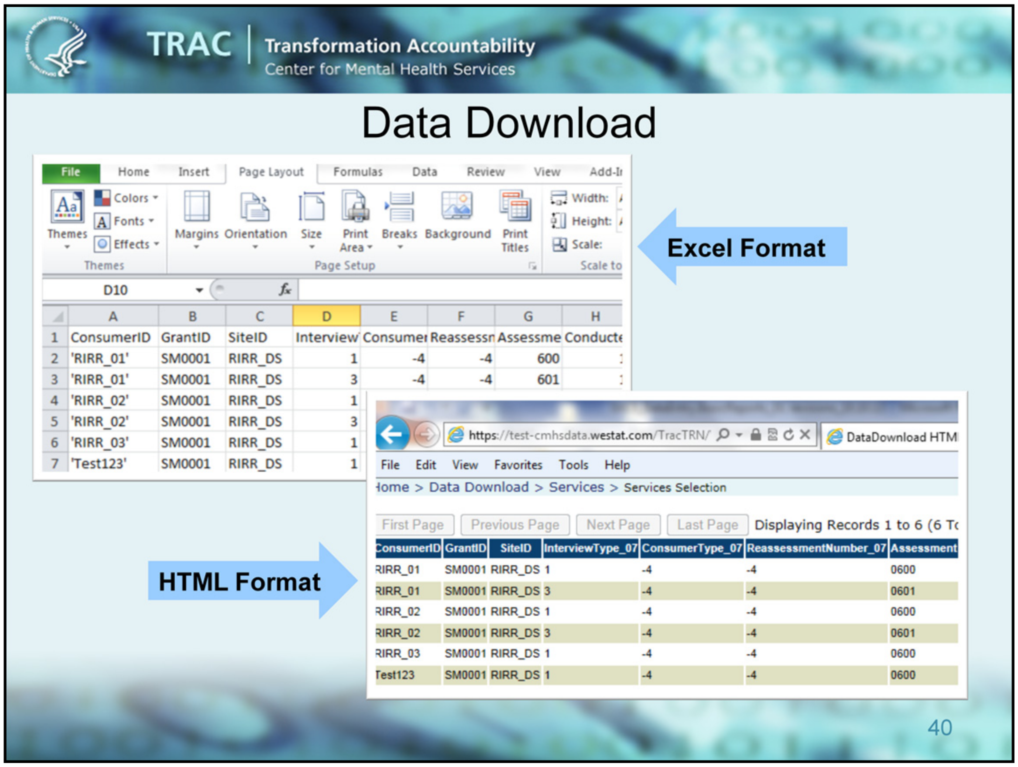
For most grantees (those who only have access to one grant/program)—this will be the first **DATA DOWNLOAD** screen you'll see. You'll have the option of selecting the data by All Sections or Record Management and Demographics; by time period; and the desired format.

After making selections, click on the "NEXT" button to proceed.

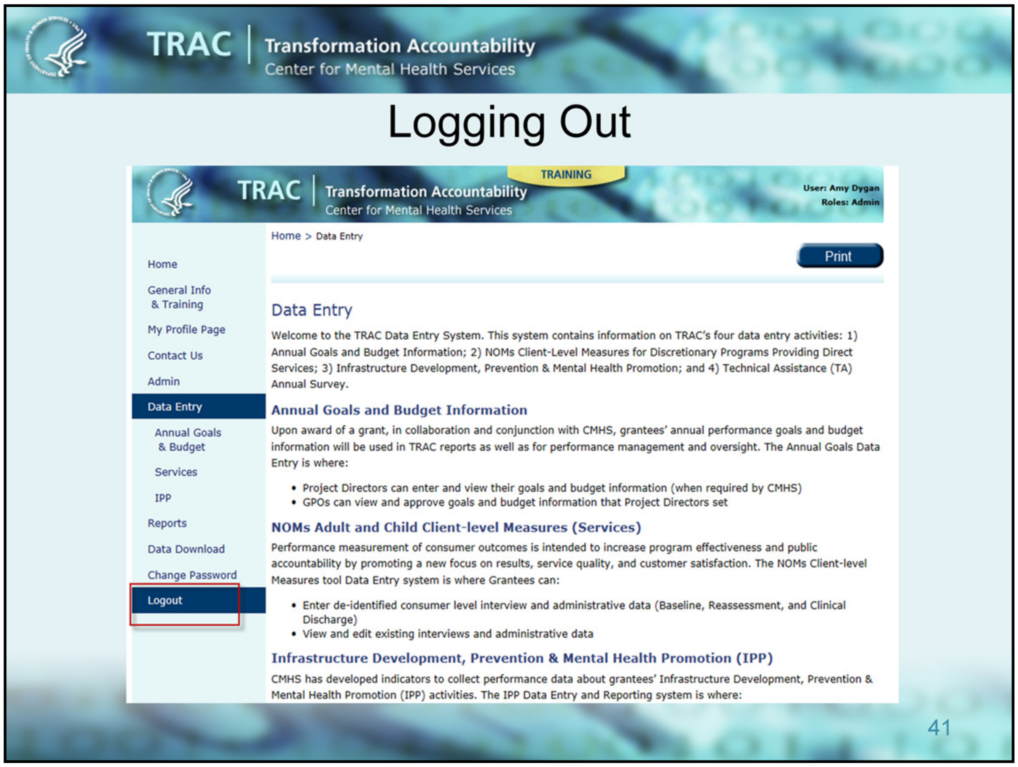


Once you've clicked NEXT—the system will bring you to this screen, informing you of the number of records you are about to download, and offer an option to continue (select YES or NO).

If you select YES, you'll then be prompted to save or open the file.

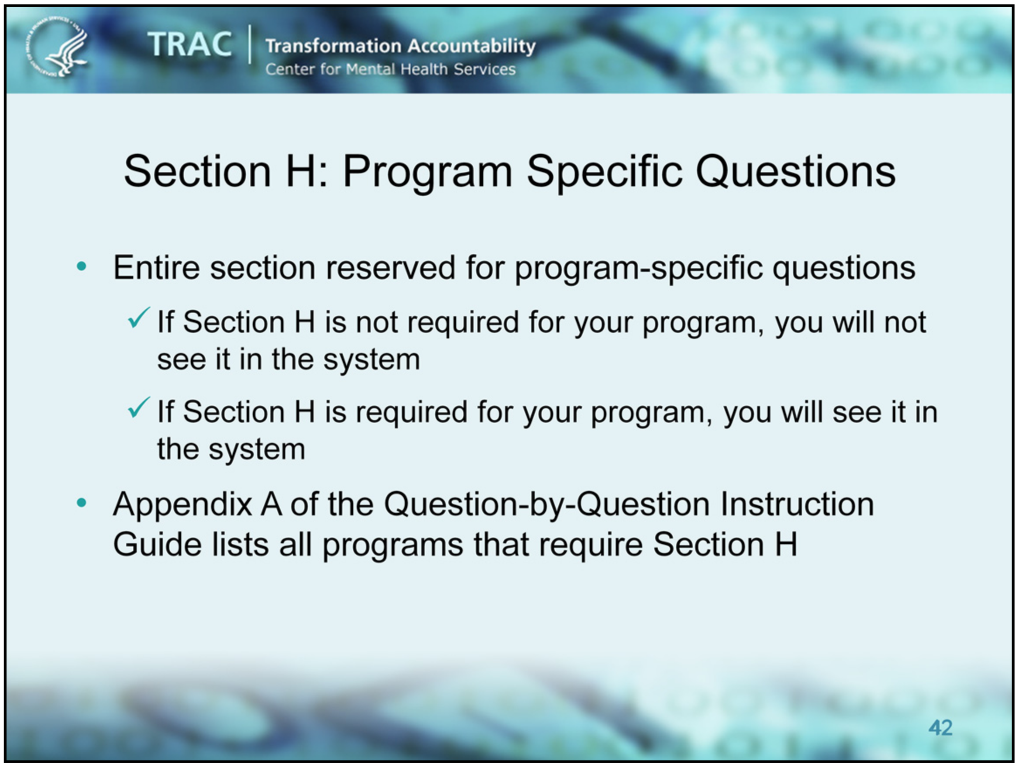


If you chose to download your data in Excel format (the screenshot at the top of the screen) shows what your data would look like when you open the file; the bottom shows what it would look like in HTML format.



To log out of the TRAC system—click on the **LOGOUT hyperlink** in the menu bar at the left-hand side of the screen.

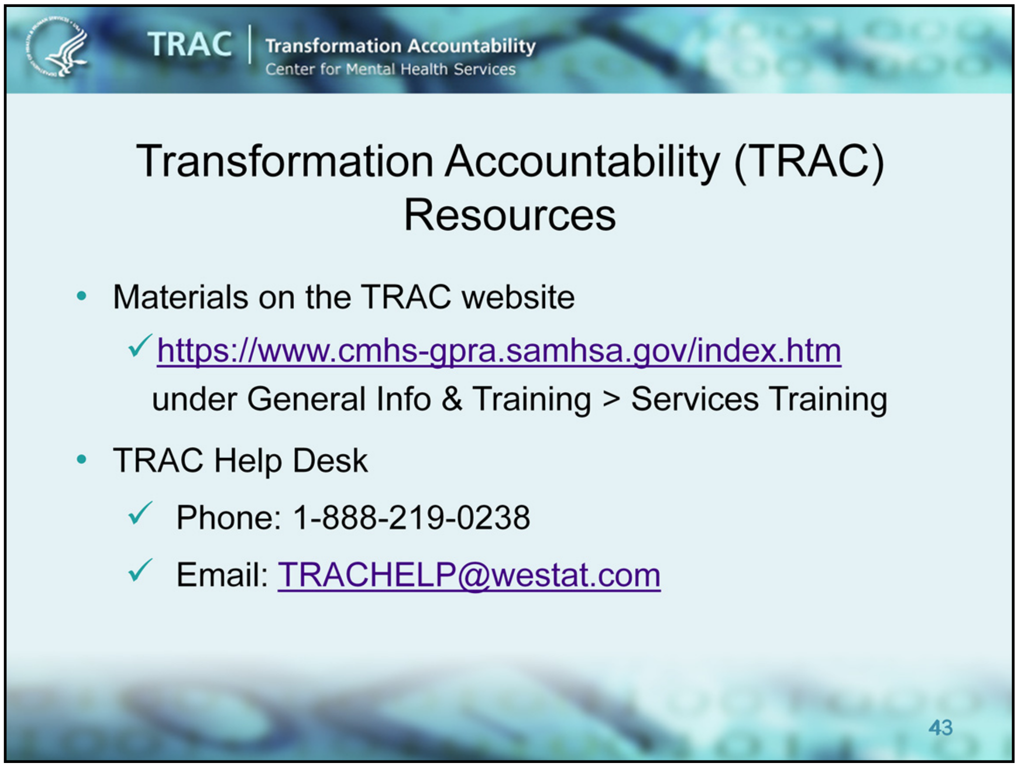
After selecting "LOGOUT"—you will be prompted to re-enter your username and password if you attempt to access any of the password-protected sections of the TRAC system.



Please note that some programs have program specific data that is submitted to TRAC. If your program requires Section H, you will receive guidance about how and when to collect that data from CMHS.

- If Section H is not required for your program, you will not see it in the system.
- If Section H is required for your program, you will see it in the system. All the data entry features and work the same for Section H as for the rest of the TRAC system.

Appendix A of the Question-by-Question Instruction Guide lists all programs that require Section H.



Please visit the TRAC website for more information regarding the Services Activities module. Please refer to the TRAC website for written training guides, power point presentations, and self-guided e-trainings. They are located under the General Info & Training and Services Training tabs.

If you have any other questions please contact the TRAC Help Desk.
Help Desk hours of operation are from 8:30am to 7:00pm ET by telephone or email.