



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)**

**Consumer Level Outcome Measures Report—Training
Presentation**

Version 4
November 2015

In today's presentation, we will be training you on the Consumer Level outcome report available in TRAC.



Training Outcomes

By the end of this presentation, you should:

- ✓ Be able to access the TRAC system WesDax Reports
- ✓ Have a general understanding of the consumer level outcome measures report

By the end of this presentation, you should:

Be able to access the TRAC system WesDax Reports and have a general understanding of the consumer level outcome report.



Important Points

This report is:

- ✓ Available to Grantees only
- ✓ New users may not have access for up to 36 hours
- ✓ Updated once every 24 hours

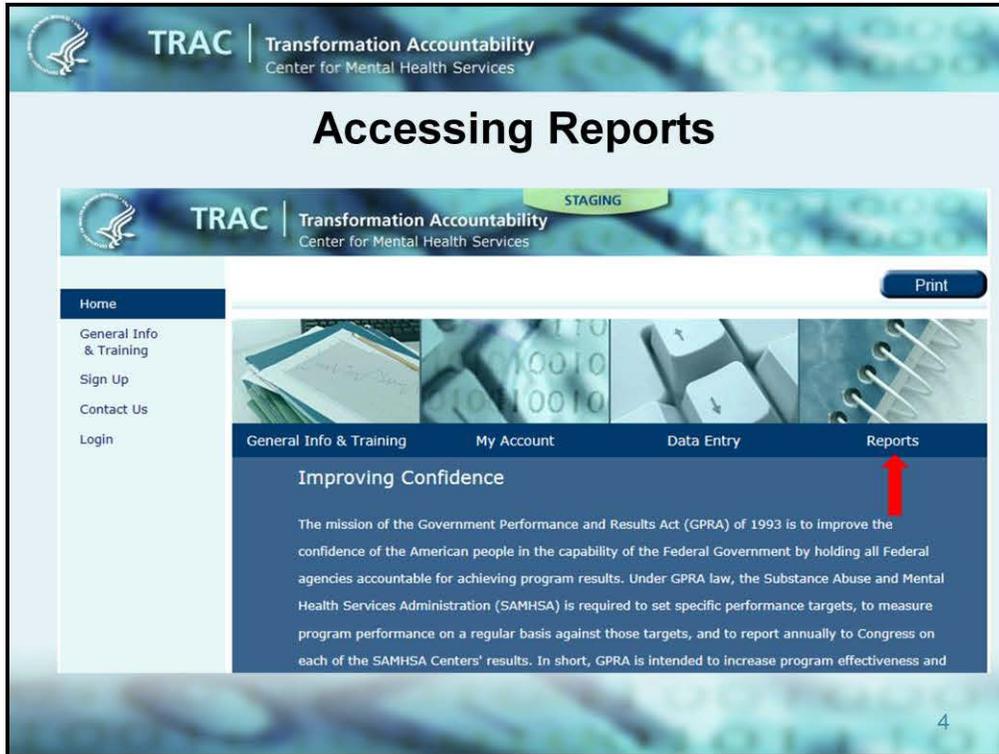
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There are a few important points to remember regarding the Reports in the TRAC system.

This report is only available to grantees because it shows consumer level data.

The reports are generated once every 24 hours, and the “data entered as of” time shows the time it was last generated. This means that the report only includes data that were entered as of that time.

If your account was recently approved, you may not have access to the reports for up to 36 hours.



Reports can be accessed in the system by clicking the **REPORTS** button on the TRAC Navigation screen, then entering a username and password.



To access a report, once you are logged in to the TRAC system, click on Reports on the left menu of the main TRAC screen.

On the reports page, you'll see a table that summarizes all the available reports. The reports are in another system, called the WesDax TRAC Reports System. To open it, click the link for the WesDax TRAC Reports System in the middle of the screen.

The WesDax TRAC Reports system will open in another browser tab.

While you are using the WesDax TRAC Reports system, your log-in in the TRAC system might expire. If this happens, just log-in again.

You will access all reports this way.

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Selecting the Report

Project: TRAC >> WesDax TRAC Reports

Welcome to the WesDax TRAC Reports

To run a report, select it from the list on the left, then follow the instructions on the screen.

If you need assistance, contact [TRAC Help](#).

- WesDax TRAC Reports
- Return to TRAC
- Services Outcome Measures Report
- Services Multi-Year Outcome Measures Report
- Services Outcome Measures Report (PBHCI only)
- Services Notification Report
- Services Reassessment Interview Rate Report
- Services Number of Consumers Served by Grant Year Report
- Services Point In Time Report
- Services Consumer Level Outcome Measures Report
- Services Cross Tabulation/Frequency Report
- IPP Performance Report
- TRAC Performance Report (TPR)

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All available reports are listed in the left menu of the WesDax TRAC Reports system.

You can run the report by clicking on the **HYPERLINK FOR THE REPORT**. This report has a sub-menu that will pop up, grant list, once you click grant list you will be taken to the selection criteria screen for the report.

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Default Report & Filters

Project: TRAC >> Services Consumer Level Outcome Measures Report >> Grant List
Services Consumer Level Outcome Measures Report

To run a default report, select "View".

To customize your report, use the menu on the right to make selections.

Document Description	Action
Services Consumer Level Outcome Measures Report	View

Output as
PDF

Grant Status
Active grants only

Consumer ID
[Text Input]

Exact Match
No

Assessment
From Baseline to 1st 6-Month

Data Collection Status
Assessments conducted in win

Measures
 Healthy overall (NOMs)

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All reports have a default view. To run a default report, click "View". The default report should work for most users, most of the time.

When you select view, the default report will open as a PDF file.

If the default report doesn't meet your needs, you can use the selection criteria, which appear in the right menu, to make whatever changes you need.



The Consumer Level Outcome Measures Report.

A copy of this presentation as well as the Consumer Level Outcome Measures Report Guide will be posted on the TRAC Website under General Info & Training → Services/NOMs Client-level Measures→Report Guides & Presentations.



Consumer Level Outcome Measures Report

Purpose: Presents outcomes analyses at the consumer level.

- Allows comparisons between baseline and later interviews or other combinations of two time points.
- Shows individual, client-level data

This Report displays information about outcomes of consumers'. For example, this report can be used to look at healthy overall for all consumers for your grant. You can view individual consumer responses/outcomes scores and whether or not the outcome improved for the consumer between the two selected interview time points.

Please note that you will only be able to access data for grants that you are associated with.



Consumer Level Outcome Measures Report

Key Points:

- Shows consumers with valid data for at least one interview and shows outcome improved for consumers with data at both the first and second interview
- Only active episode of care is included
 - ✓ For consumers who were discharged, then returned the current episode of care is shown

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For the Consumer Level Outcome Measures report consumers are shown that have valid data for at least one of the selected interview time points.

The consumers' response is shown at each selected interview time point

The report also shows if the outcome improved for the consumer between the two interviews. This is determined by comparing the consumer's first interview measure to his/her outcome at the second interview. For the outcome improved column to have a yes or no the consumer must have valid data at both selected interview time points.

For the Consumer Level Outcome Measures report, only the active episode of care is reported. So for example, if a consumer received treatment and was interviewed, left treatment and returned for an additional episode of care, his or her interviews from the current or active episode are shown.

The Appendix of your guide describes how the outcomes are calculated.

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Report Criteria

The following report criteria are available:

- Grant Status
- Consumer ID/Exact Match
- Assessment
- Data Collection Status
- Measures
- Show Glossary
- Grant

Consumer ID

Exact Match
No

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When running the report you have the ability to filter your results. You can filter by the following criteria:

Grant Status – If you have access to more than one grant, you can run the report by grant status by including only active grants, or all grants. An active grant is one that is still in progress, while an inactive one has ended. However, most users will only have access to one grant and it will be active.

Consumer ID-You can run the report for an individual consumer by entering the consumer ID in the Consumer ID search box and selecting yes for the Exact Match drop down. You can run the report for a group of consumers by entering text in the Consumer ID search box and selecting no for the Exact Match drop down. This will return results for any consumers with an ID that contains the search criteria.

Assessment – The report can be run for several combinations of assessments.

- At Baseline Only-The report will only show data for Baseline interviews. This means there will only be data for the first interview and not for second interview or outcome improved.
- From Baseline to 1st 6-Month Reassessment Interview.

This is the default selection. It compares the baseline interview to the first 6-month reassessment. Since change is most likely to occur between baseline and the first reassessment, this report is likely to show the most change.

- From Baseline to most recent interview.
- From Baseline to Discharge Interview.
- From 1st 6-Month Reassessment Interview to Most Recent Interview.
- From 1st 6-Month Reassessment Interview to the Discharge Interview.
- From the Second Most Recent Interview to the Most Recent Interview- This will compare the two most recent interviews for the consumer.

Data Collection Status – If you have entered reassessments that were conducted outside of the window of eligibility, you can choose to run the report to either include those, or to only include those done within the data collection window.

Grant – And finally, you can specify which grants you want to be included in the report, if you have access to more than one.



Report Inclusion Rules

Must have completed:

- ✓ An interview for the first selected interview time point
or
- ✓ The second selected interview time point
- ✓ Cannot be administrative interviews/records
- Has a Baseline only option

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For a consumer to be included in the Consumer Level Outcome Measures Report they must have a completed interview for at least one of the selected interviews. It cannot be administrative interviews. Since the report is comparing data between two time points, both time points must have been completed for a consumer for outcome improved to be determined.

For the Baseline Only selection, as long as a consumer has baseline data they will show in the report.



Client-level Measures—Services Tool

- Functioning
- Retention
- Stability in Housing
- Education and Employment
- Crime and Criminal Justice
- Social Connectedness

- Overall health
- Perception of everyday functioning
- Psychological Distress
- Substance use, tobacco use, and binge drinking

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Before reviewing an example of the Consumer Level Outcomes Measures Report, let's take a moment to review the NOMs Client-level Measures.

The outcomes being measured in the Consumer Level Outcome Measures Report are listed on this slide.

There are several functioning outcomes, including: overall health, perception of everyday functioning, psychological distress, illegal substance use, tobacco use and binge drinking.

Additionally, retention in the community, stability in housing, education and employment status, criminal justice involvement, and social connectedness are also measured in this report.



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Services Consumer Level Outcome Measures Report

Grant Status: All grants
Consumer ID: ABC1234
Exact Match: Yes
Assessment: From Baseline to 1st 6-Month Reassessment Interview
Data Collection Status: Assessments conducted in window only
Measures: *Healthy overall (NOMs); *Functioning in everyday life (NOMs); *No serious psychological distress (NOMs); *Were never using illegal substances (NOMs); *Were not using tobacco products (NOMs); *Were not binge drinking (NOMs); *Retained in the Community (NOMs); *Had a stable place to live (NOMs); *Attending school regularly and/or currently employed/retired (NOMs); *Had no involvement with the criminal justice system (NOMs); *Socially connected (NOMs)
Show Glossary: No
Selected Program(s): Prog1
Grant(s): SM0001
Data entered as of: January 14, 2014 7:01 AM

***Indicates NOMs Measure**

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. A dash "-" alone indicates that the consumer did not have valid data at the interview. Outcome Improved is only calculated if the consumer has a valid response for the outcome measure at both interview time points.
3. Functioning in Everyday Life is considered positive if the mean of the TRAC NOMs questions B2a-B2h is greater than 3.5.
4. No serious psychological distress is considered positive if the mean of the TRAC NOMs questions B3a-B3f is < 13.
5. For MAI-TCE grants, "Were never using illegal substances" the number displayed is the sum of days entered in TRAC for questions B4g-B4t and therefore can be greater than 30.
6. Global Assessment of Functioning is considered positive if the GAF score entered in TRAC is >= 81.
7. Social Connectedness is considered positive if the mean of TRAC NOMs questions G1a-G1d is greater than 3.5.
8. "No Change" under Outcome Improved indicates that the two time points had the same response.

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Report cover page– There is a report cover page as the first page of the report. This displays the Grant Status, Consumer ID (if you selected to run the report for a specific consumer ID); the selected assessment (baseline to first 6 month reassessment), the data collection status included, the outcome measures selected, the Grant, as well as the data entered as of date.

The footnotes for the report also appear on the cover page. Please note that the criteria for a positive outcome for the outcomes that show as a score are shown here in the footnotes.



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Services Consumer Level Outcome Measures Report

Grant ID	Consumer ID	National Outcome Measure (NOMs)	First Interview Score/ Response	Second Interview Score/ Response	Outcome Improved
SM0001	ABC1234	*Healthy overall (NOMs)	Poor	Fair	No
SM0001	ABC1234	* Functioning in everyday life (NOMs)	3.25	4.00	Yes
SM0001	ABC1234	* No serious psychological distress (NOMs)	8	7	Yes
SM0001	ABC1234	* Were never using illegal substances (NOMs)	Never	Weekly	No
SM0001	ABC1234	* Were not using tobacco products (NOMs)	Never	Never	No change
SM0001	ABC1234	* Were not binge drinking (NOMs)	B4b= Never	B4b= Never	No change
SM0001	ABC1234	* Retained in the Community (NOMs)	Yes 0	Yes 0	No change
SM0001	ABC1234	* Had a stable place to live in the community (NOMs)	Owned or rented house, apartment, trailer, room	Group Home	No
SM0001	ABC1234	* Attending school regularly and/or currently employed/retired (NOMs)	D3= Unemployed, disable	D3= Unemployed looking for work	No
SM0001	ABC1234	*Had no involvement with the criminal justice system (NOMs, # of arrests in past 30 days)	2	0	Yes
SM0001	ABC1234	*Socially connected	3.8	4.5	Yes

*Please note this report is an example and does not contain real data.

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This is an example of the Consumer Level Outcome Measures Report. You can choose to have the report output as an HTML, PDF, RTF, or Excel file. The system defaults to a PDF.

Report Columns: Reading the report columns from *left to right*, the report shows six pieces of information for each row.

1. **Your Grant ID**
2. **The Consumer ID**
3. **The National Outcome Measures or NOMs:** These include functioning, retention, stability in housing, education and employment, crime and criminal justice, and social connectedness outcomes.
4. **The First Interview Score/Response:** which is the actual response or score the consumer provided at the first interview time point
5. **The Second Interview Score/Response:** which is the actual response or score the consumer provided at the second interview time point
6. **Outcome improved** is a yes/ no to indicate if the consumer improved between the first and second interview.

Using the sample report above, I'd like to review the data in the report.



First or Second Interview Score/Response

Grant ID	Consumer ID	National Outcome Measure (NOMs)	First Interview Score/ Response	Second Interview Score/ Response	Outcome Improved
SM0001	ABC1234	*Healthy overall (NOMs)	Poor	Fair	No
SM0001	ABC1234	* Functioning in everyday life (NOMs)	3.25	4.00	Yes
SM0001	ABC1234	* No serious psychological distress (NOMs)			Yes
SM0001	ABC1234	* Were never using illegal substances (NOMs)	Never	Weekly	No
SM0001	ABC1234	* Were not using tobacco products (NOMs)	Never	Never	No change
SM0001	ABC1234	* Were not binge drinking (NOMs)	B4b= Never	B4b= Never	No change
SM0001	ABC1234	* Retained in the Community (NOMs)	Yes 0	Yes 0	No change
SM0001	ABC1234	* Had a stable place to live in the community (NOMs)	Owned or rented house, apartment, trailer, room	Group Home	No
SM0001	ABC1234	* Attending school regularly and/or currently employed/retired (NOMs)	D3= Unemployed, disable	D3= Unemployed looking for work	No
SM0001	ABC1234	*Had no involvement with the criminal justice system (NOMs, # of arrests in past 30 days)	2	0	Yes
SM0001	ABC1234	*Socially connected	3.8	4.5	Yes

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Looking at the first row and columns, **First Interview Score/Response and Second Interview Score/Response.**

We can see that this consumer answered poor to the question **B1) How would you rate your overall health right now?** At the first interview, in this case the baseline interview.

We can see the consumer answered fair to the same question at the first 6 month reassessment.



Interview Score/Response

B1: How would you rate your **overall health** right now?

- Displays the consumer's response at the first and second interview
- Valid responses include:



Poor



Fair



Good



Very
Good



Excellent

Keep in mind using the example in the previous slide, data in this report includes only valid responses which are the options of: poor, fair, good, very good, or excellent. If the response was "missing", "don't know", or "refused" a dash would show to indicate the consumer didn't have a valid response at the interview.



Outcome Improved

Grant ID	Consumer ID	National Outcome Measure (NOMs)	First Interview Score/ Response	Second Interview Score/ Response	Outcome Improved
SM0001	ABC1234	*Healthy overall (NOMs)	Poor	Fair	No
SM0001	ABC1234	* Functioning in everyday life (NOMs)	3.25	4.00	Yes
SM0001	ABC1234	* No serious psychological distress (NOMs)	8	7	Yes
SM0001	ABC1234	* Were never using illegal substances (NOMs)	Never	Weekly	No
SM0001	ABC1234	* Were not using tobacco products (NOMs)	Never	Never	No change
SM0001	ABC1234	* Were not binge drinking (NOMs)	B4b= Never	B4b= Never	No change
SM0001	ABC1234	* Retained in the Community (NOMs)	Yes 0	Yes 0	No change
SM0001	ABC1234	* Had a stable place to live in the community (NOMs)	Owned or rented house, apartment, trailer, room	Group Home	No
SM0001	ABC1234	* Attending school regularly and/or currently employed/retired (NOMs)	D3= Unemployed, disable	D3= Unemployed looking for work	No
SM0001	ABC1234	*Had no involvement with the criminal justice system (NOMs, # of arrests in past 30 days)	2	0	Yes
SM0001	ABC1234	*Socially connected	3.8	4.5	Yes

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As shown in the column Outcome Improved.

No in this column under healthy overall for this consumer indicates that the consumer had a negative response at both interview time points. Improvement for Healthy overall requires a consumer to improve from a negative response (poor or fair) to a positive response (good, very good or excellent). Under functioning in everyday life there is a yes for improvement because the consumer went from a score of 3.25 to a 4. Improvement is also a yes under no serious psychological distress because the consumers score went down which for this outcome is improvement. Some outcomes will have a yes if the consumer showed **any** improvement and does not necessarily mean that this consumer went from a negative at Baseline to a positive at the 1st 6-month reassessment. For functioning in everyday life, no serious psychological distress, and socially connected; it is possible for consumers to remain negative – or remain positive – at both intervals and still have the outcome improved. The criteria for improvement for each outcome is shown in the guide for this report.



Outcome Improved?

B1: How would you rate your **overall health** right now?

- **Yes/No**
- Yes, if the consumer had a better outcome at second interview.

IMPROVED =



Poor



Fair



Good



Very Good



Excellent

Outcome Improved is indicated by a “yes” in this report for healthy overall only if the consumer had a positive outcome at the second interview and a negative outcome at the at the first interview. “No” is shown in the sample report because the consumer’s response at first interview was Poor and at the second interview was Fair which is still a negative outcome. If the consumer’s response went from poor to good, very good, or excellent then the report would show yes for outcome improved.



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Transformation Accountability (TRAC) Resources

- TRAC website: <https://www.cmhs-gpra.samhsa.gov>
 - ✓ General Info & Training → Services/NOMs Client-level Measures → Report Guides & Presentations
- TRAC Help Desk
 - ✓ Phone: 1-855-796-5777
 - ✓ Email: TRACHELP@westat.com

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If you have any questions—you may contact the Help Desk from 8:30am to 6:30pm ET by telephone or email.

The Help Desk contact information is listed in all of the training materials as well as on the TRAC website.