Transformation Accountability (TRAC)
Center for Mental Health Services

NOMS Client-level Measures for Discretionary Programs Providing Direct Services

DATA ENTRY GUIDE

CMHS

Center for Mental Health Services
SAMHSA

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GENERAL OVERVIEW

This Data Entry Guide will provide you with an overview of the Transformation Accountability (TRAC) online data entry and reporting system. Topics include the following: logging on to the TRAC system; adding, viewing, deleting, and editing interviews; accessing reports; logging out of the TRAC system; and how to contact the TRAC Help Desk.

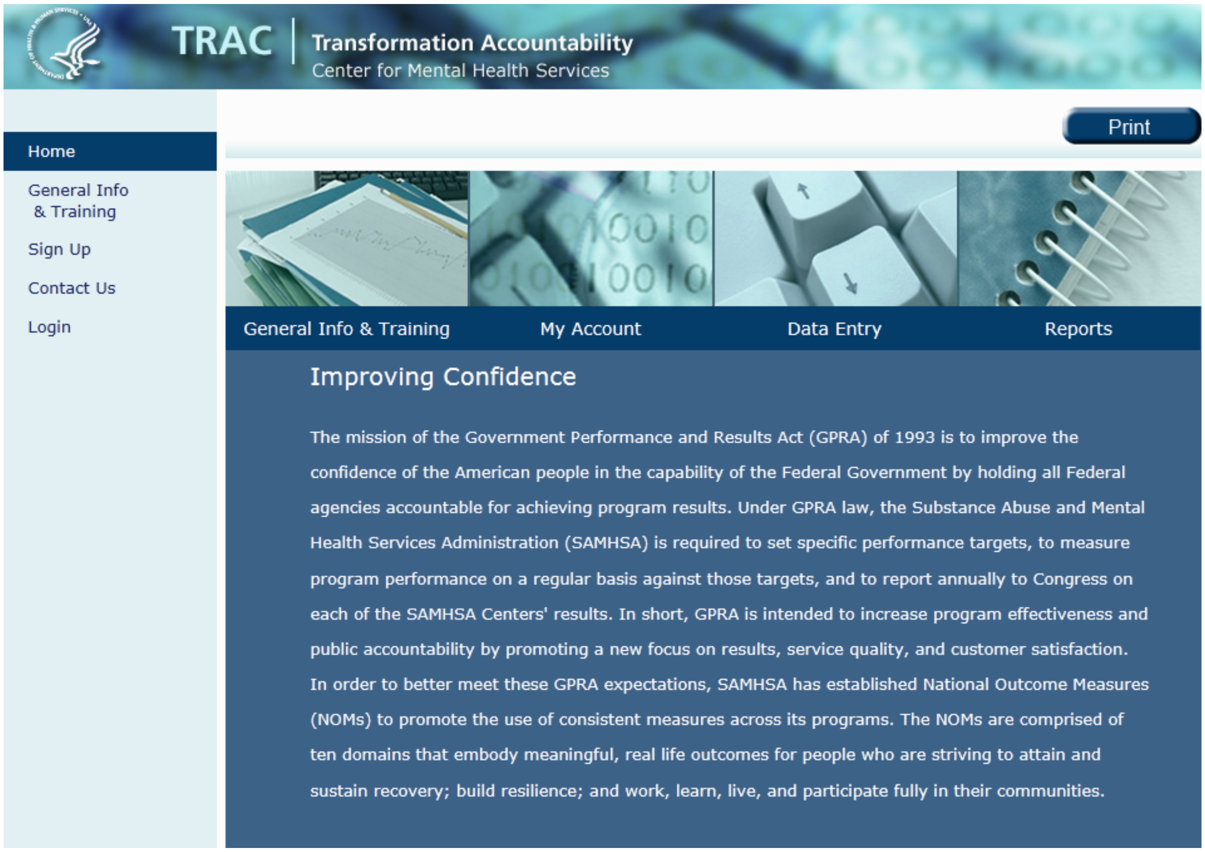
This guide does not give instructions on how to administer the CMHS NOMs Client-level Measures for Discretionary Programs Providing Direct Services tool (frequently referred to as the Services tool). For information on how to administer the Services tool, please consult the Client-level Measures for Discretionary Programs Providing Direct Services Question-by-Question Instruction Guide.

SECTION A: ACCESSING TRAC

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

To access the TRAC system click: **Enter CMHS | TRAC System**. A link to the Government Performance and Results Act (GPRA) Law and Government Performance and Results Modernization Act of 2010 is shown at the bottom of the screen.

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



The **General Info & Training** tab allows access to the public section of the site; it does not require a username or password. On this page you will find important materials specific to each module or content area including the data collection tools and guides. Anyone with Internet access can retrieve information from this section. However, one new feature of this page is if you have an account and are logged in, you will see only materials that apply to your program.

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

Once you select **General Info & Training** you will see links to:

- User Sign Up, this link includes the Guide which provides instruction on how to get a TRAC account as well as a link to be taken to the sign up screen;
- A brief overview of TRAC;
- TRAC's Annual Goals and Budget Information;
- TRAC's Infrastructure Development, Prevention, and Mental Health Promotion (IPP) activities;
- TRAC's Services/NOMs Client-level Measures (Services Activities);
- TRAC's Technical Assistance (TA) Annual Survey; and
- TRAC's Privacy Policy

Within each module category you will find a list of relevant materials. For example, if you expand the Infrastructure Development, Prevention and Mental Health Promotion (IPP) item you will see a list of IPP materials including:

- The schedule of upcoming instructor-led IPP trainings,
- IPP codebook and indictors,
- Training guides,
- Program specific guidance,
- and e-trainings.

Similar materials are provided for each of the modules as applicable. To view the materials, click on the plus [+] button and then the hyperlink of the specific material you want to see.

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 website are for authorized users to view and/or download restricted TRAC documents or information and to enter data and/or run reports.

NUMBER OF USERNAMES AND PASSWORDS PER GRANTEE

The TRAC system allows each user to have his or her own username and password. There is no limit to the number of usernames and passwords that can be issued to a grantee. Grant project directors are responsible for identifying who should have access to the TRAC system. More details will be provided in Section B: Obtaining TRAC User Accounts.

ACCESSING MULTIPLE GRANTS

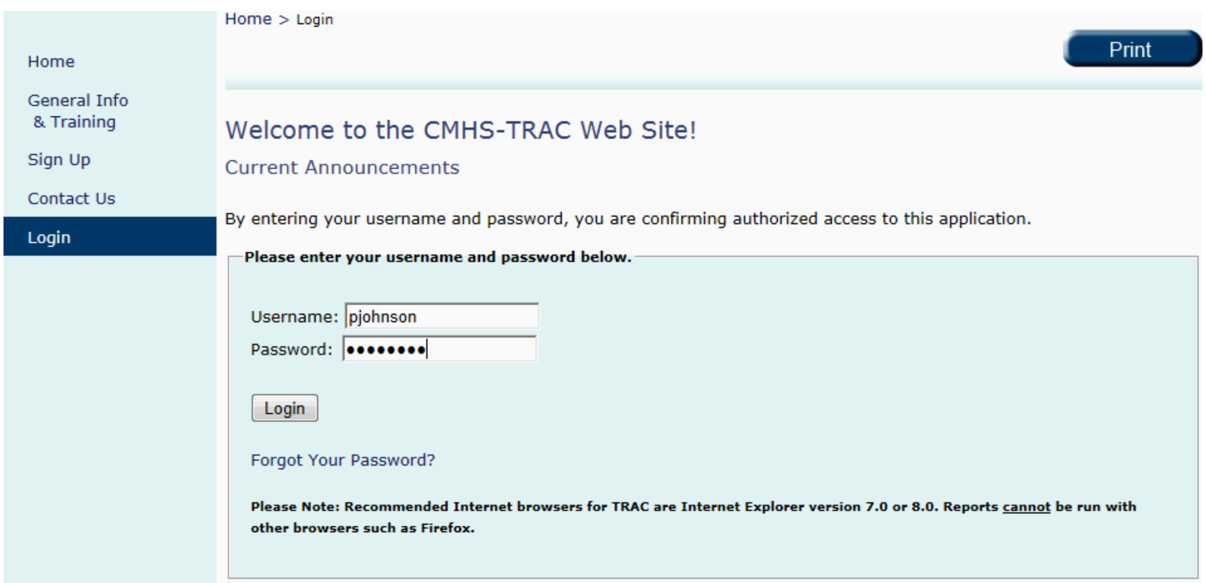
If you have access to more than one grant, you may or may not be assigned more than one username and password for each grant that you are associated with. This depends on what organization your grant falls under, as well as what role you are assigned to on that grant. Either way, you can use the same email address for all associated grants when requesting a username and password. See the Roles section of this guide for more information.

USERNAMES AND PASSWORDS

Your username will be based on your name. For example, if your name is Paul Johnson, your username will most likely be pjohnson (the first initial of your first name followed by your full last name) and in some cases, a number is attached to the end. Once you have been granted access to the system, a password is randomly generated for you by the TRAC system. You will then be sent an email from the TRAC Help Desk with your initial username and temporary password.

LOGGING IN

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



CHANGING INITIAL PASSWORD

The first time you log on to the TRAC system, you will be 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 also case sensitive. The password should be something easy for you to remember but difficult for someone else to guess.

EXPIRATION OF PASSWORDS

Passwords automatically expire every 180 days. The TRAC system will prompt you to create a new password when yours expires. The new password must be different from any password you have used before.

CHANGE PASSWORD HYPERLINK

Once you log in, you may change your password by selecting the **Change Password** hyperlink on the left menu bar. Note: You must know your username and current password in order to use the **Change Password** feature. If you do not, please contact the TRAC Help Desk.

FORGOT YOUR PASSWORD HYPERLINK

The TRAC system will allow you up to five unsuccessful password attempts before your account will become disabled. These attempts do not necessarily have to be in immediate succession; it counts the attempts over time and on the fifth time, your account will automatically be disabled. You will need to contact the TRAC Help Desk if this occurs. 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.

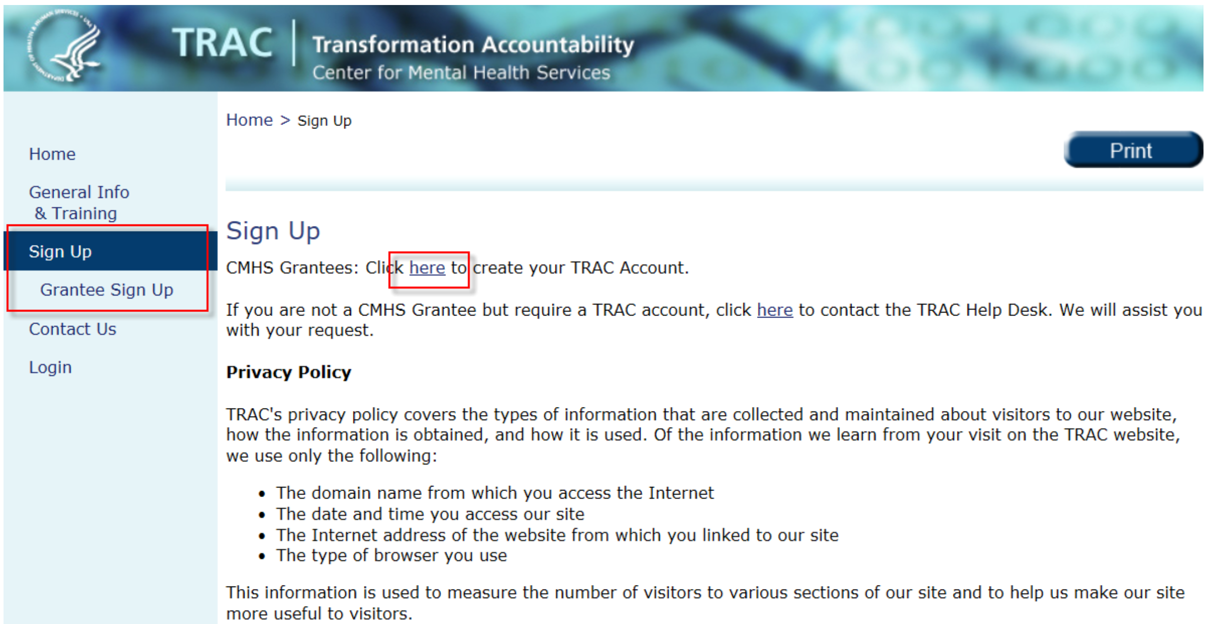
ROLES

Your role in the TRAC system governs what you can do and see in the system. Some roles include Project Director, Grantee staff, Contractor, and Government Project Officer (GPO). In general, you can enter data for the grant(s) that you are associated with as a project director, alternate project director or grantee staff. For example, most grant project directors or grantee staff are associated with just one grant and would only see data for the one grant they are associated with. GPOs and Contractors cannot view individual consumer records.

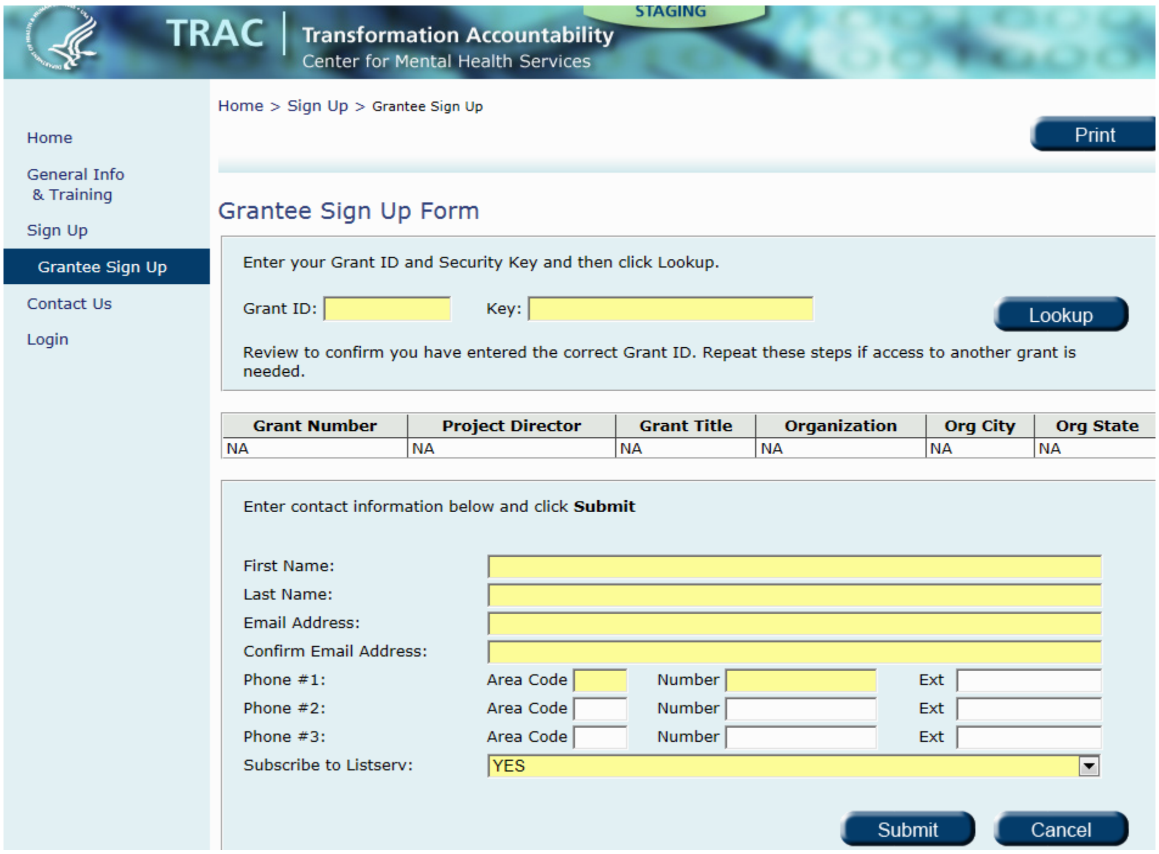
SECTION B: OBTAINING A TRAC USER ACCOUNT

SIGN UP

To request a TRAC user account go to the TRAC website at https://www.cmhs-gpra.samhsa.gov, select the **Sign Up** hyperlink, then select either the here hyperlink or the **Grantee Sign Up** tab located on the left-hand side of the screen.



The screen shown below (Grantee Sign Up Form) 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.

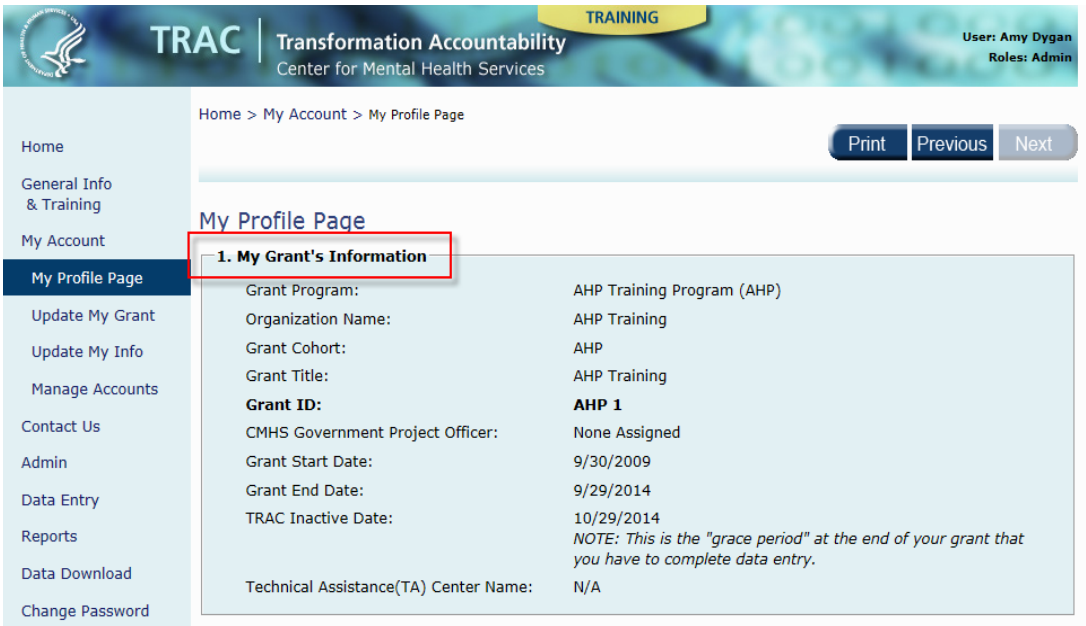
MY ACCOUNT

The **My Account** section of the TRAC system allows users to view grant information, update their contact information, and manage TRAC user accounts (based on user role).

The **My Profile Page** has information specific to each TRAC grant. If you are a new grantee you may find it helpful to visit this page. If you have access to multiple grants, you will need to select the grant for which you want to see the **My Profile Page**.

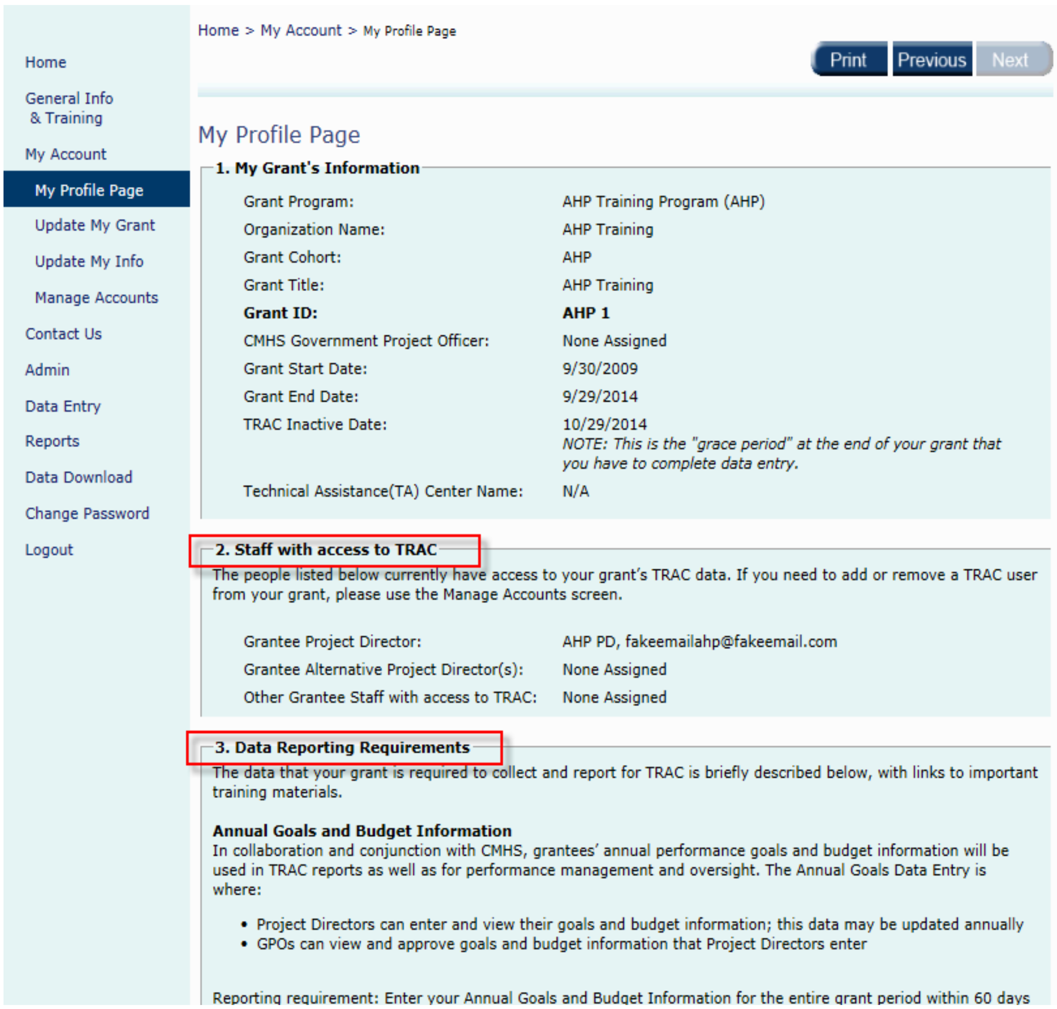
There are three parts to a grantee's profile: **My Grant's Information, Staff with access to TRAC**, and **Data Reporting Requirements**.

The **My Grant's Information** section provides the Grant program name, Grant ID, Grant start date and end date, and assigned CMHS Government Project Officer.



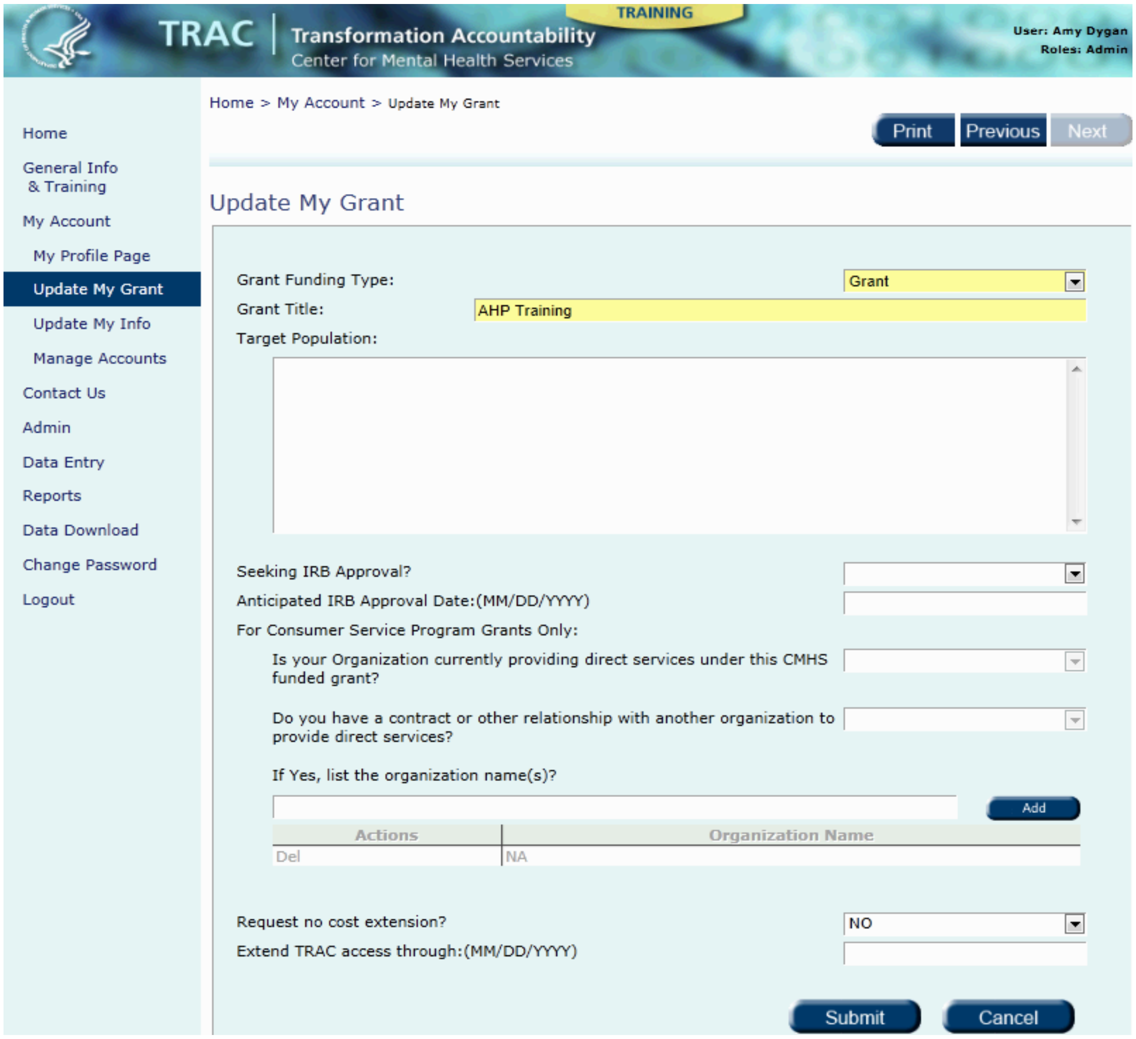
The **Staff with access to TRAC** section contains the most updated staff information that has been entered into TRAC.

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.

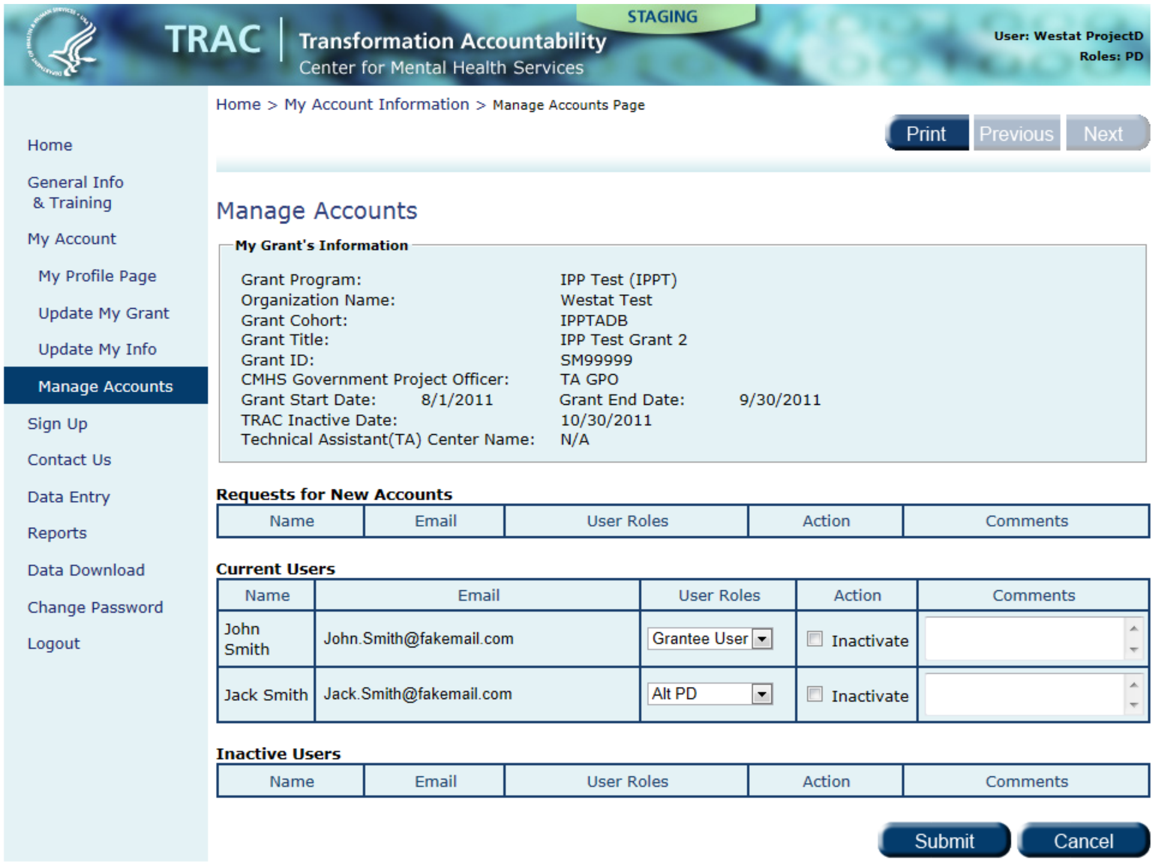


The **Update My Info** page is available to all users and allows a user to update his/her contact information.

The **Update My Grant** and **Manage Accounts** screens are available only to Project Directors and Alternate Project Directors. The **Update My Grant** screen can be used to update grant information.



The **Manage Accounts** screen is used to manage a grant's user accounts. On this screen a Project Director or Alternate Project Director can approve/disapprove accounts and inactivate/reactivate users.



REMOVING A USER'S TRAC ACCESS

TRAC user accounts should be inactivated when a staff member leaves the project or if a staff member was given TRAC access in error. This process is done from the **Manage Accounts** Screen by either a Project Director or Alternate Project Director.

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

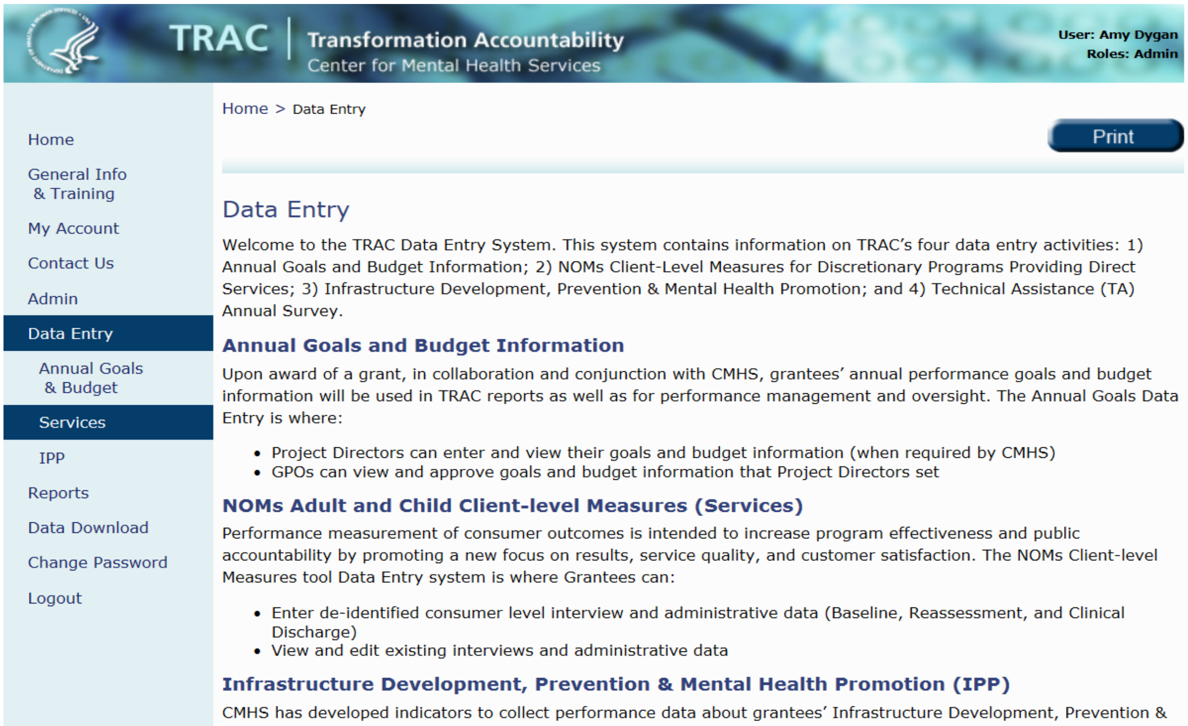
SECTION C: SERVICES DATA ENTRY

Step 1: Log In and Access the Data Entry System

Once you log on to the TRAC system, you will see a menu bar on the left side of the screen that allows for navigation through the TRAC system.

To enter NOMs Client-level Measures (Services Activities) data, select the **Data Entry** tab from either the left menu or the main screen area of the navigation screen.

On the **Data Entry** overview screen, you will see a summary of the various TRAC data entry activities. To enter data collected with the Services tool, select the **Services** tab from the left menu, under **Data Entry**.



The TRAC system will automatically log a user off after 20 minutes of inactivity. **When entering data, it is important that you complete and save a record or the data will be lost when the TRAC system times out.** The TRAC system will not save partial records.

Step 2: Find a Grant

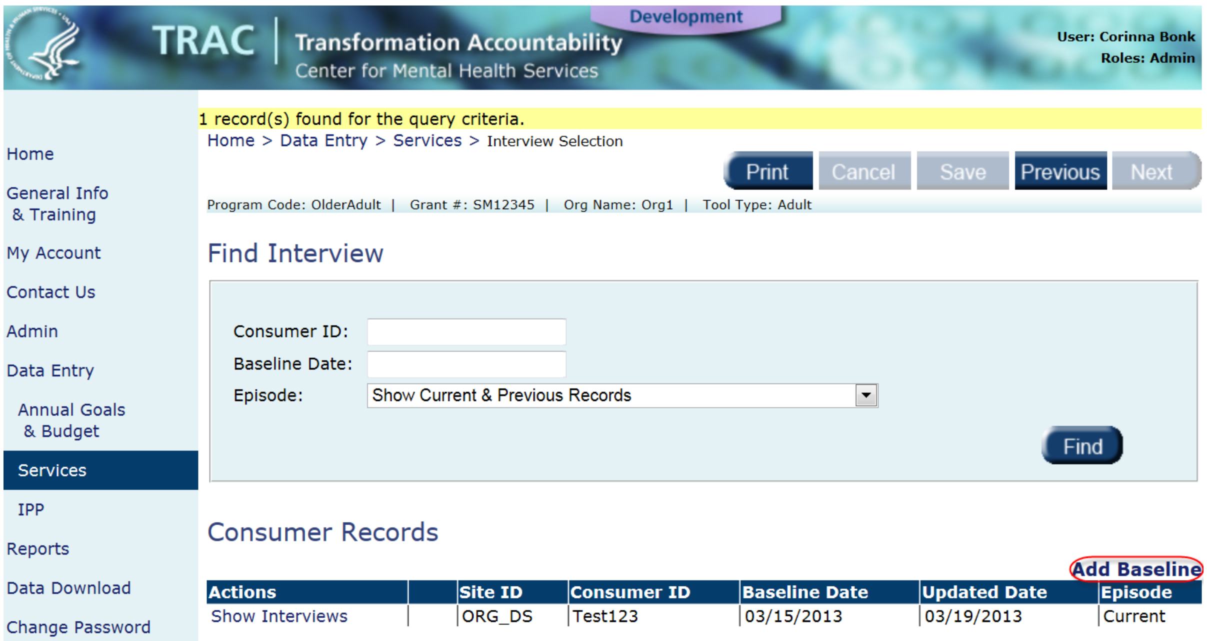
If you have access to multiple grants, you will see the **Find Grant** screen. If you leave the Find Grant form blank and select the **Find** button, the system will display a list of all grants to which you have access.

Other ways to find a grant:

- To search by program, click on the program name in the left box and then click on the ">" button to move the desired program from the Available Programs side to the Selected Programs side. If the incorrect program was chosen, click the "<" button to move it back. After your program(s) has been selected (for example, Sample Program Adult, as shown below), click **Find** at the bottom of the screen and the appropriate grant(s) appear in the grant list.
- You can also search for a grant by Grant ID, Organization Name, City and/or State, by entering information you know into the appropriate boxes, and then click on **Find**. The TRAC system will list all records that matched the criteria you entered.

Step 3: Create a Consumer Record and Add a Baseline Interview

For Baseline Interviews: To create a consumer record in the TRAC system and to enter their baseline interview data, select the **Add Baseline** hyperlink.



The hyperlink opens the first screen of the Client-level Measures (Services Activities) data entry system. A complete baseline record must be entered and saved in order to enter a consumer in the TRAC system. (Please refer to the Entering Data section of this guide for more information.)

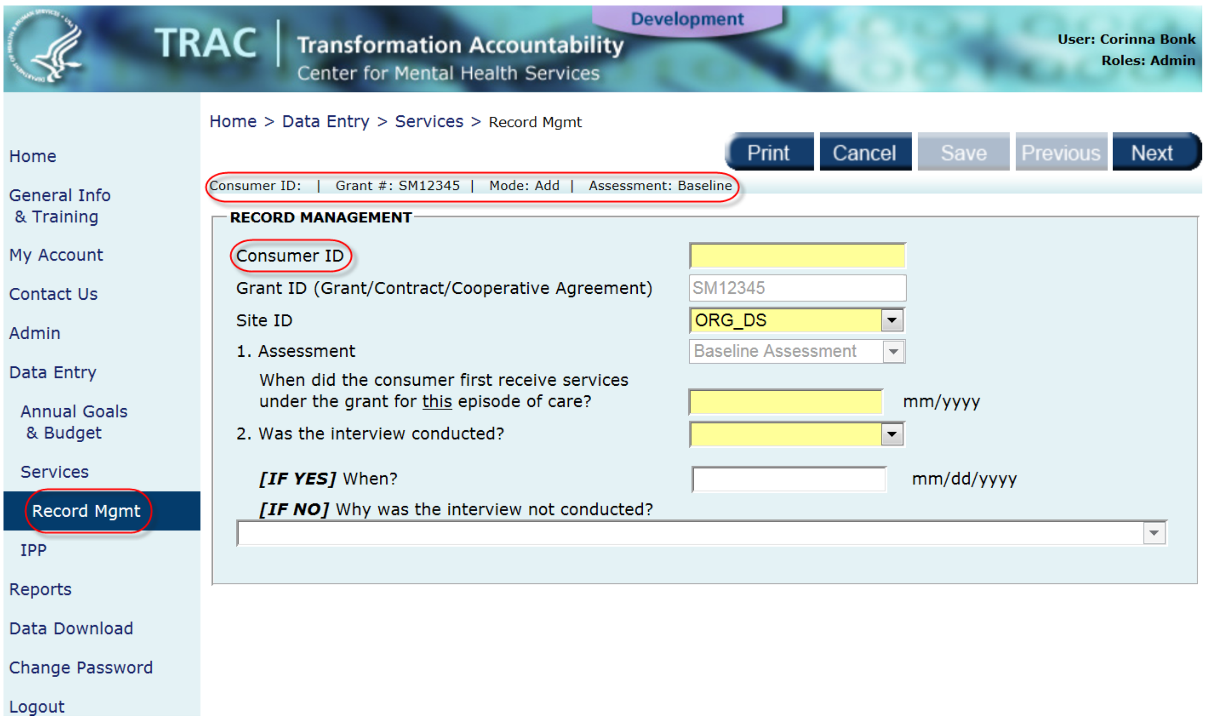
If a baseline interview was not conducted, the TRAC system will require you to enter Record Management Section A (Demographic Data), and Section H, if applicable.

Step 4: Enter Data

This section describes how to enter data in the Services tool for all interviews: baseline, reassessment and clinical discharge. Once you select which assessment you are entering and whether or not an interview was conducted, the TRAC system takes you to the appropriate data entry screens and questions.

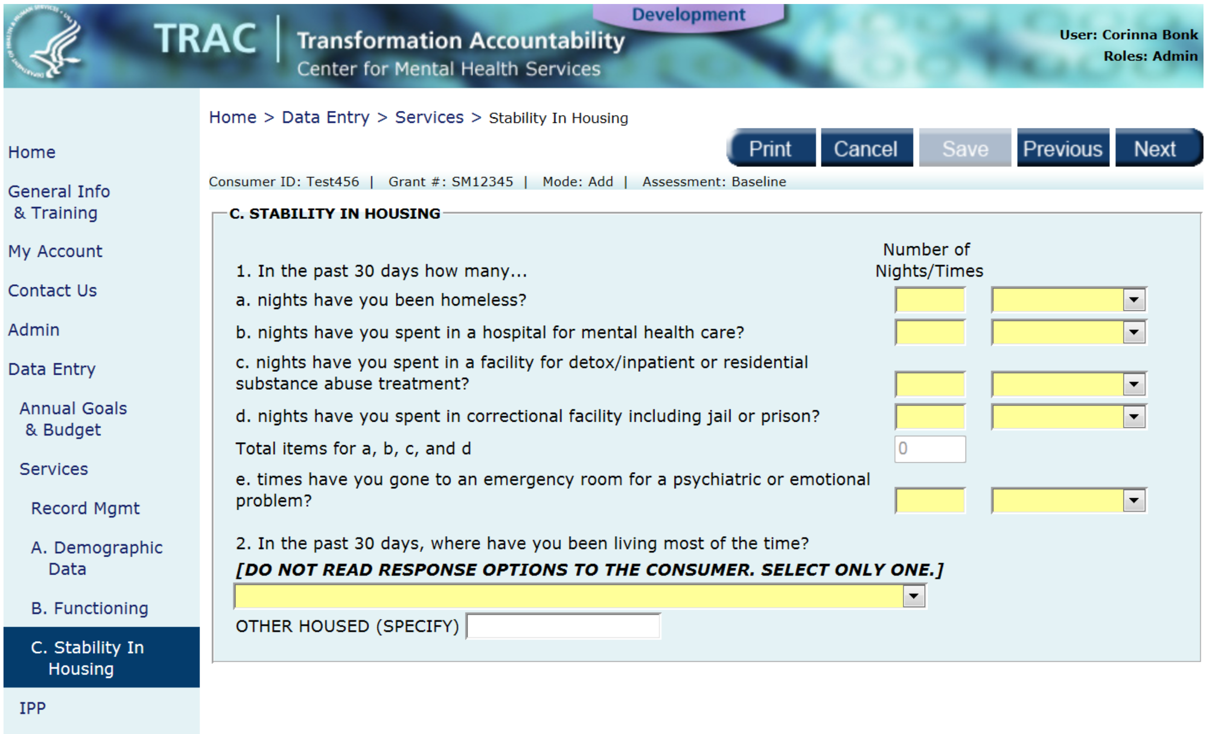
There are a number of data entry screen features that allow for easy use and quick data entry.

The header summarizes important information. For easy reference, the text in the header just above the data entry screen includes the Consumer ID, Grant ID, Mode, and Assessment.



The current screen location is highlighted **–** the name of the screen in which data are being entered will always appear in the menu bar on the left side of the screen highlighted in blue.

The TRAC system screens match the Services tool **–** TRAC's system screens match the sections and the fields on the Services tool, beginning with the Record Management section.



Controls – there are many different types of fields or controls on each data entry screen.

- ***Textbox*** – textboxes are designed to allow you to enter data manually. Some text fields have specific formats which must be used such as mm/dd/yyyy for date of interview. **Note: The exceptions include birth date, discharge date, and last date services were received; day is not collected to ensure confidentiality.**
- ***Drop down box*** – a drop down box is used where only one entry may be selected from a list of values.
- ***Mover box*** – a mover box is used where more than one entry may be selected from a list of values. Selections are made from one box and moved to another box by using arrows. Items may also be deselected.

Required data entry fields are highlighted – fields highlighted in yellow are required. The system will not allow you to proceed to the next screen until all required fields are entered.

Missing and Refused data – The TRAC system allows missing or refused to be entered for any question that is asked of the consumer. Every question in the tool can therefore be answered in the data entry system even if an answer is left blank or the consumer does not want to answer the question. **Missing and Refused are not available as response options for questions answered directly by the grantee (questions in Record Management, Sections I, J, or K).**

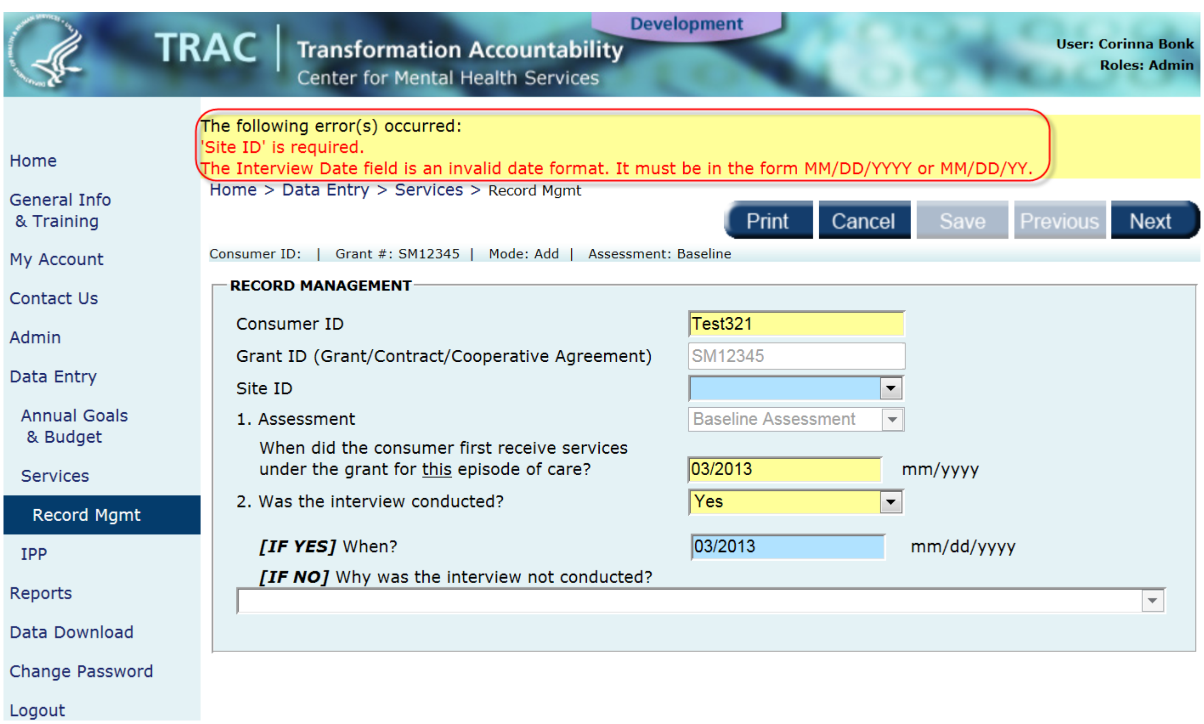
Command buttons – command buttons are located in the upper right portion of the screens. The following buttons are available:

- ***Next*** – select to move to the next data entry screen.
- ***Previous*** – select to move to the previous data entry screen.
- ***Save*** – saves the current data entry screen—only applicable in Edit mode.
- ***Finish*** – saves the record and brings you back to the Find Interview screen—only applicable in the Summary screen at the end of your data entry.
- ***Print*** – prints the current page.
- ***Cancel*** – cancels your entry when creating a new record; cancels changes made since the last save—only applicable in Edit mode. You will receive the following prompt: "Select OK to exit. Any unsaved changes will be lost."

Error messages – inconsistent data – If inconsistent data are entered, an error message appears in red at the top of the screen.

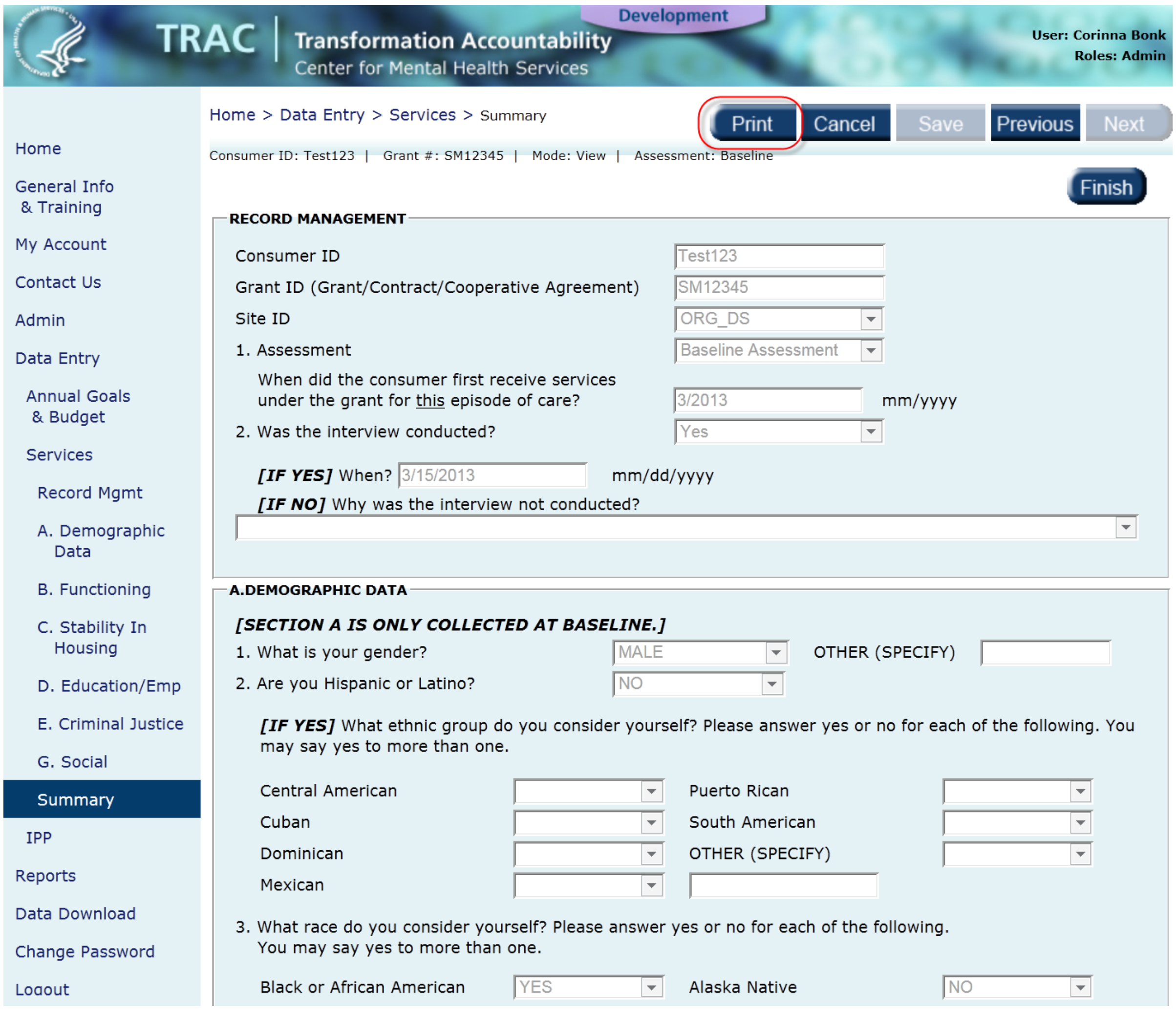
Error messages – required fields left blank – The system will not allow you to move to the next screen until information is entered in these fields. If a field is left blank, an error message appears in red at the top of the screen.

Both types of error messages are in the example shown below.



Summary – the TRAC system displays a summary review sheet once all data are entered for a consumer. You are able to make changes to the online Services tool by clicking on the appropriate screen in the left menu or clicking the **Previous** button at the top of the screen. Once changes are made, it is important to select the **Finish** button to save the record.

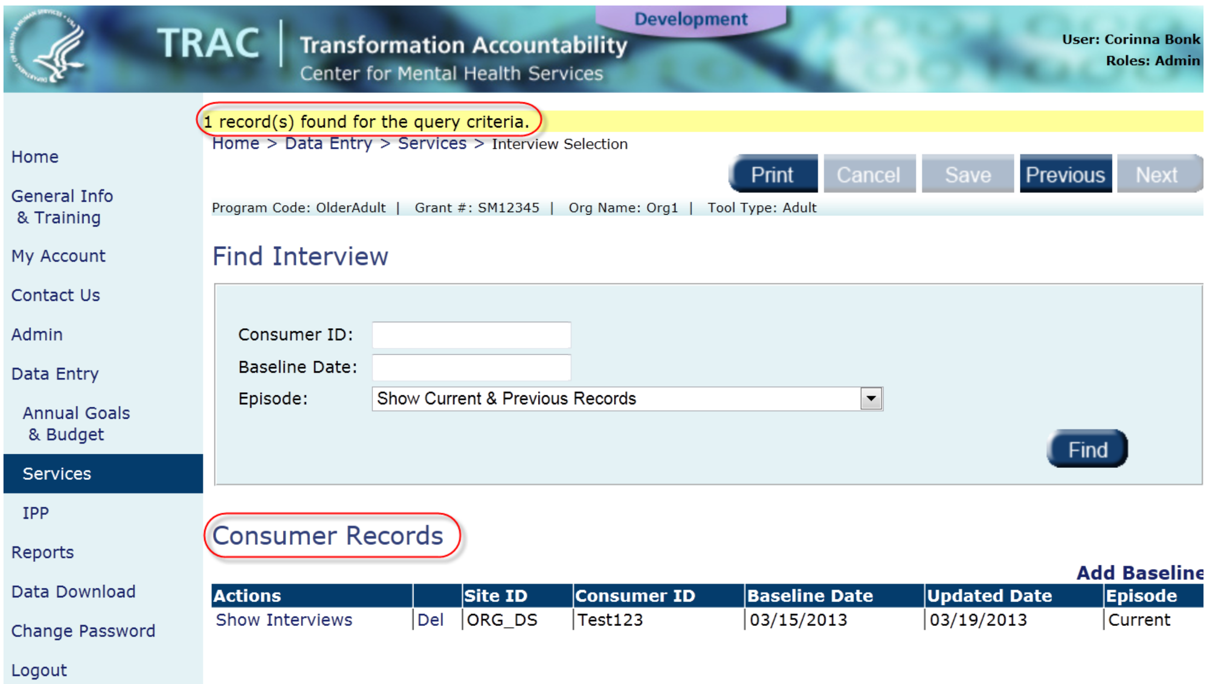
The Summary page can be printed if you wish to retain a paper record.



Step 5: Find a Consumer Record

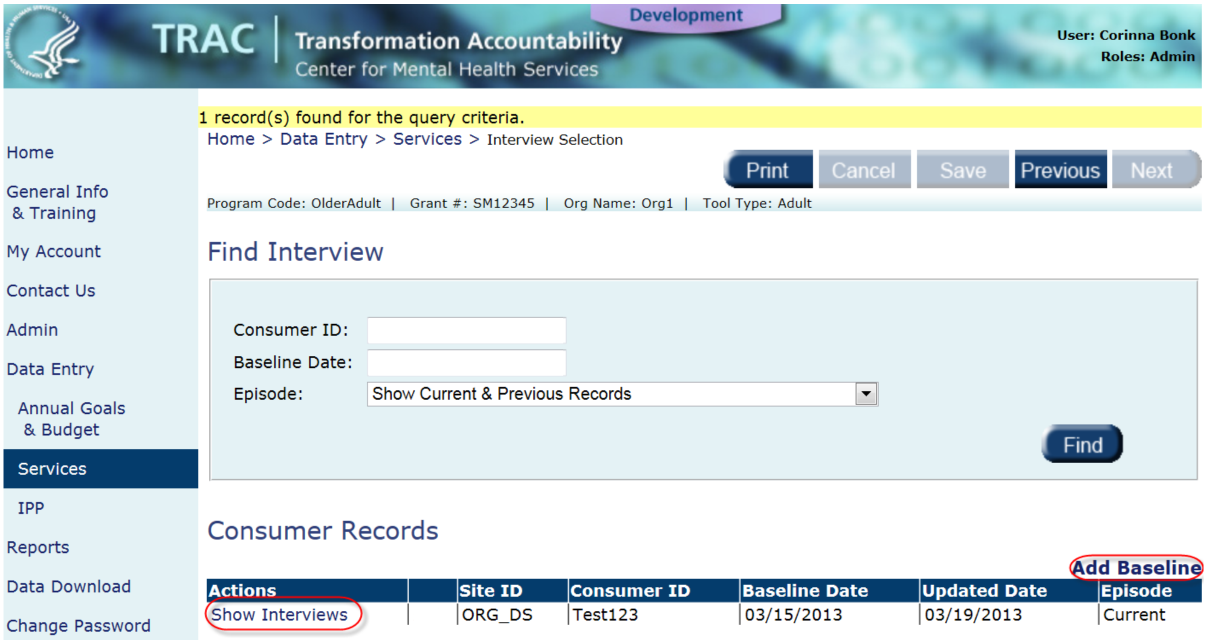
The Find Interview screen is the main screen for entering and modifying a consumer record. This screen will allow you to:

- Add a new consumer (by entering baseline interview data);
- Search for an existing consumer; and
- View all existing interviews associated with a consumer.

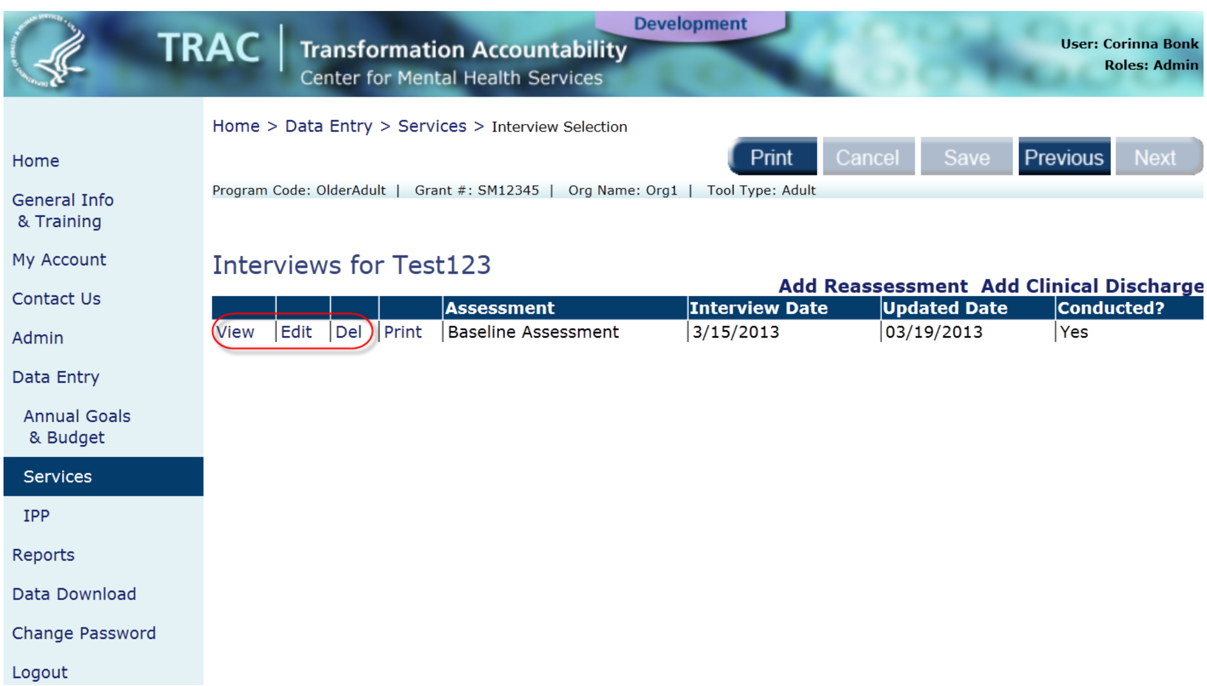


If the search boxes are left blank and you click the **Find** button, the TRAC system will list all consumer records for the grant you have selected. You can enter search criteria in the boxes labeled Consumer ID, Baseline Date, or you can use the **Episode** drop down. Click the **Find** button after search criteria are entered. The TRAC system will then list all records that matched the criteria entered.

To view a particular consumer's existing interviews, click the **Show Interviews** hyperlink and the interviews will be listed below the form. A new consumer can be added by selecting the **Add Baseline** hyperlink.



The **View, Edit,** and **Delete** hyperlinks can be used to view a record, change a record that you previously entered, or delete an interview. The **Edit** or **Delete** hyperlinks will be grayed out if the system lock date has passed for the record.



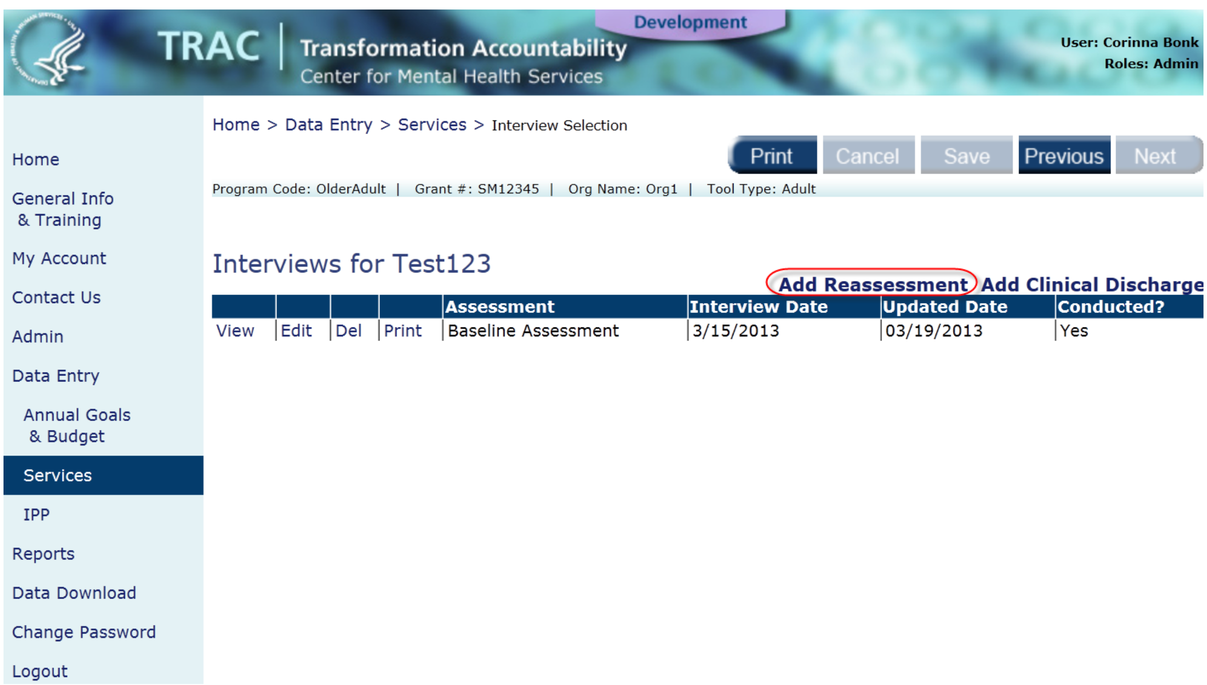
All data entered into the TRAC website can be modified before a record is saved. After a record is saved, all data except data in Record Management can still be edited. To change a record, on the Find Interview screen, click **Edit**.

You are unable to edit any data in the Record Management section. In order to modify any of this information you will need to delete the interview by clicking the **Del** hyperlink and then reenter it with the updated information. Be sure to print a summary of the interview if you do not have a paper copy available. NOTE: If you are deleting an interview that has subsequent interviews already entered in TRAC, you will need to delete those interviews as well, starting from the most recent working backward.

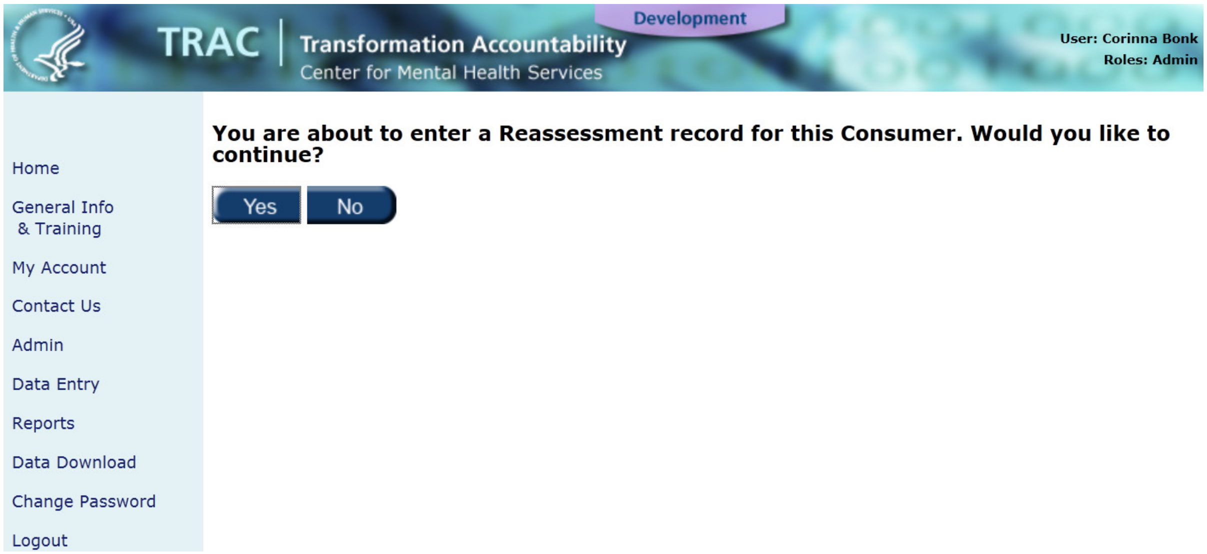
Step 6: Enter reassessments and discharges

After you have found the interviews for a particular consumer as described in Step 4, you can add reassessment and discharge interviews as needed. Reassessments are to be conducted every 6 months (calculated as 180 days). Discharges should be conducted at the end of a consumer's episode of care. For more information about conducting reassessment and discharge interviews, please review the Adult or Child Question-by-Question Instruction Guide.

To add Reassessment Interviews: To add a reassessment interview, select the **Add Reassessment** hyperlink.

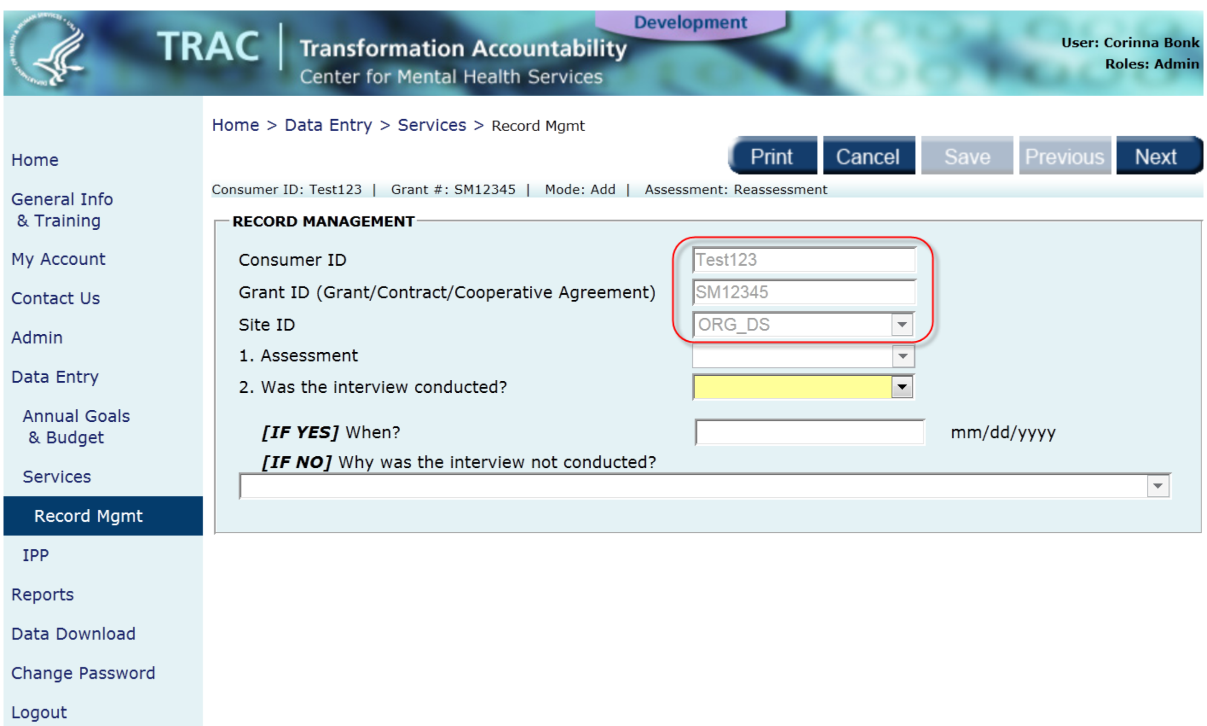


The TRAC system will ask you to verify that you wish to enter a Reassessment record for the consumer.



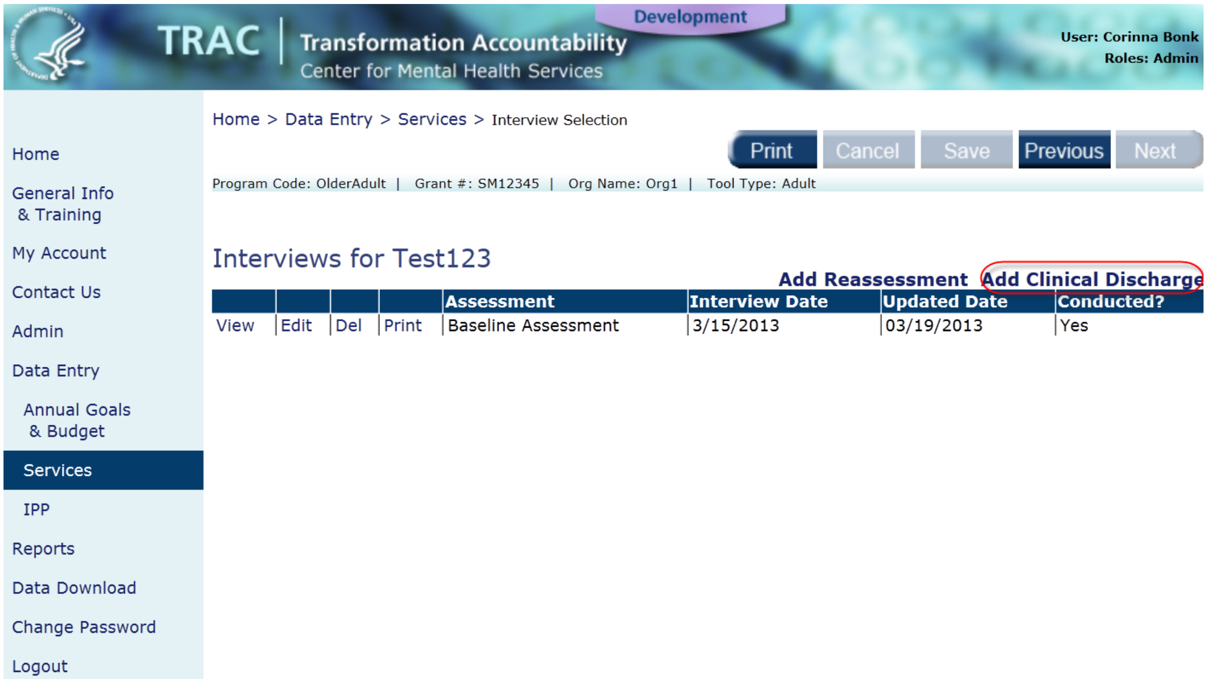
When you select “Yes” the system will display the reassessment data entry screen.

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

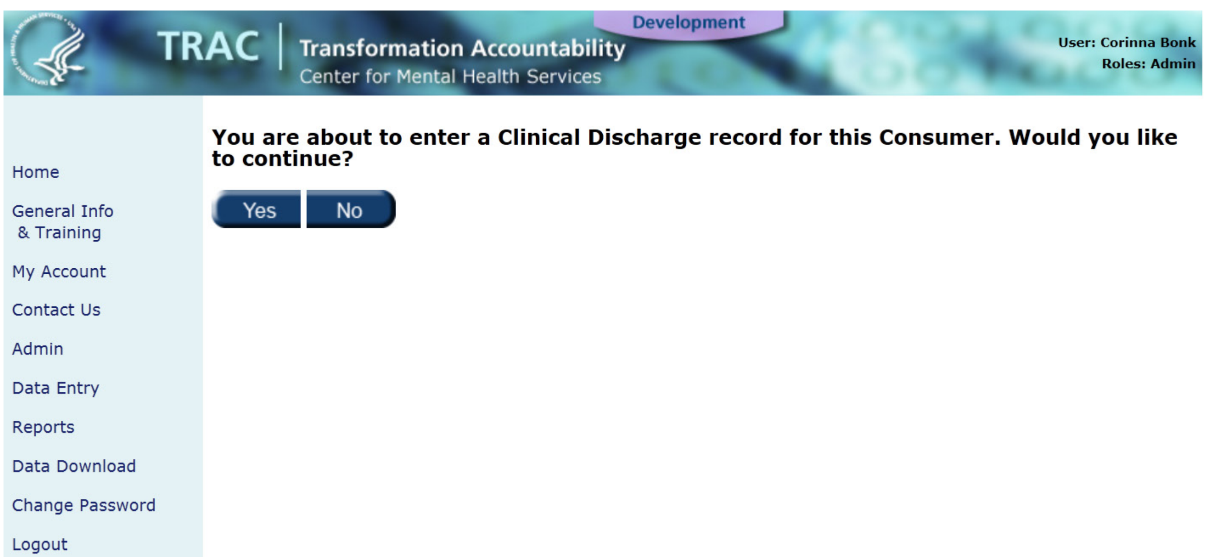


The Print button allows for records to be printed.

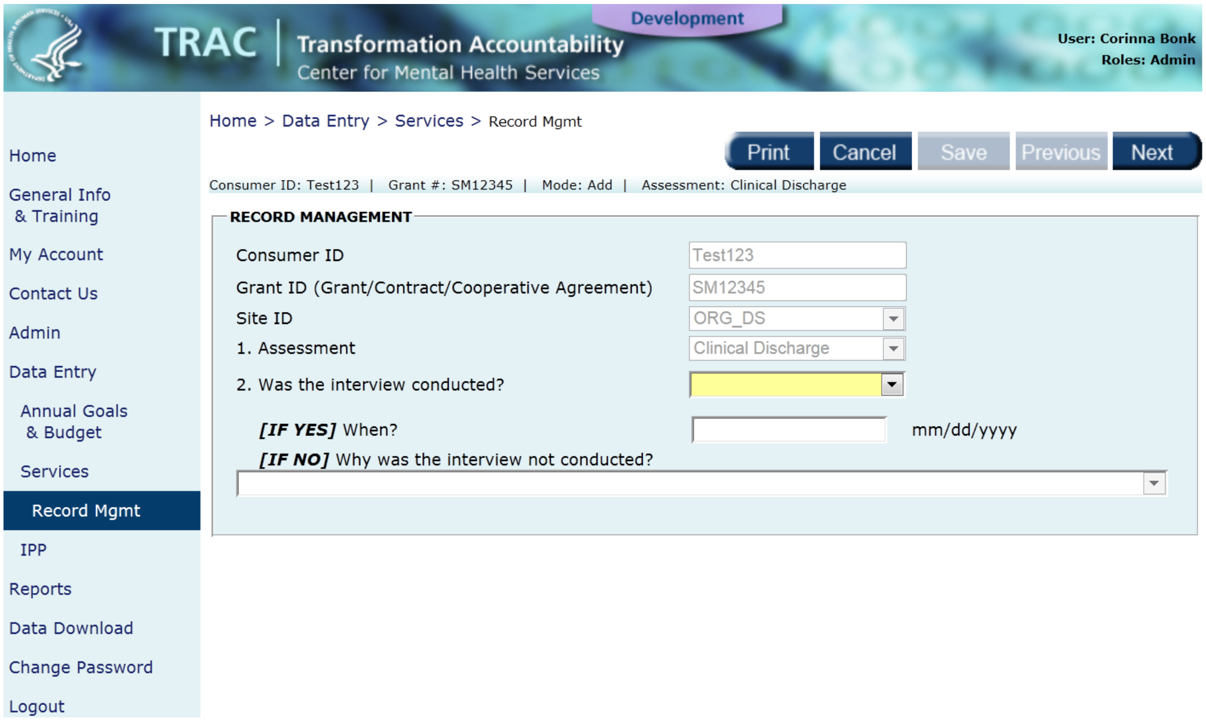
To add Discharge Interviews: To add a discharge interview, select the **Add Discharge** hyperlink.



The TRAC system will ask you to verify that you want to enter a Clinical Discharge record for the consumer.



When you select "Yes" the system will display the discharge data entry screen.



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

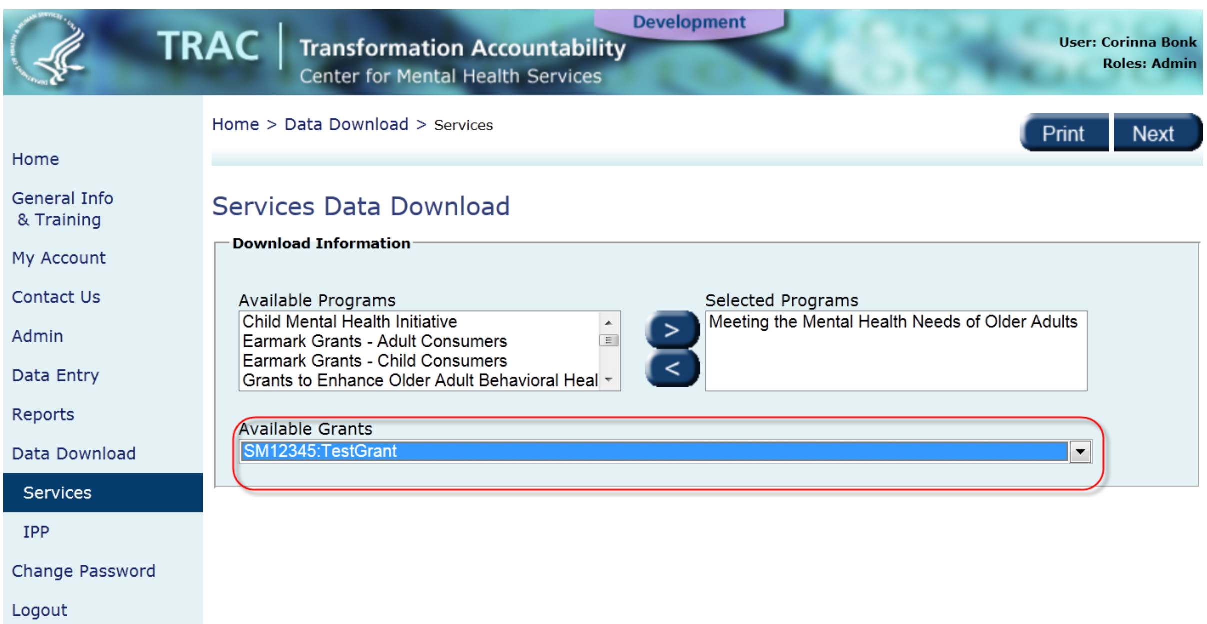
Step 7: Download Data (Optional)

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

Project Directors, Alternate Project Directors, and Grantee Staff can download data. Your access to data through the data download function on the TRAC system is related to your role. CMHS staff cannot download data.

The Services tool Codebook is located on the General Information screen of the TRAC website. The codebook can be used to understand the variable names and coding of downloaded data.

If you have only one grant, you will not have to select a grant. If you have more than one grant, you will have to select for which grant you want to download data. To select a grant, select the program(s) from the Available Programs box. Click on ">", which will place the selected program(s) in the Selected Programs box. The grants you have access to will be in the pull down menu under Available Grants.

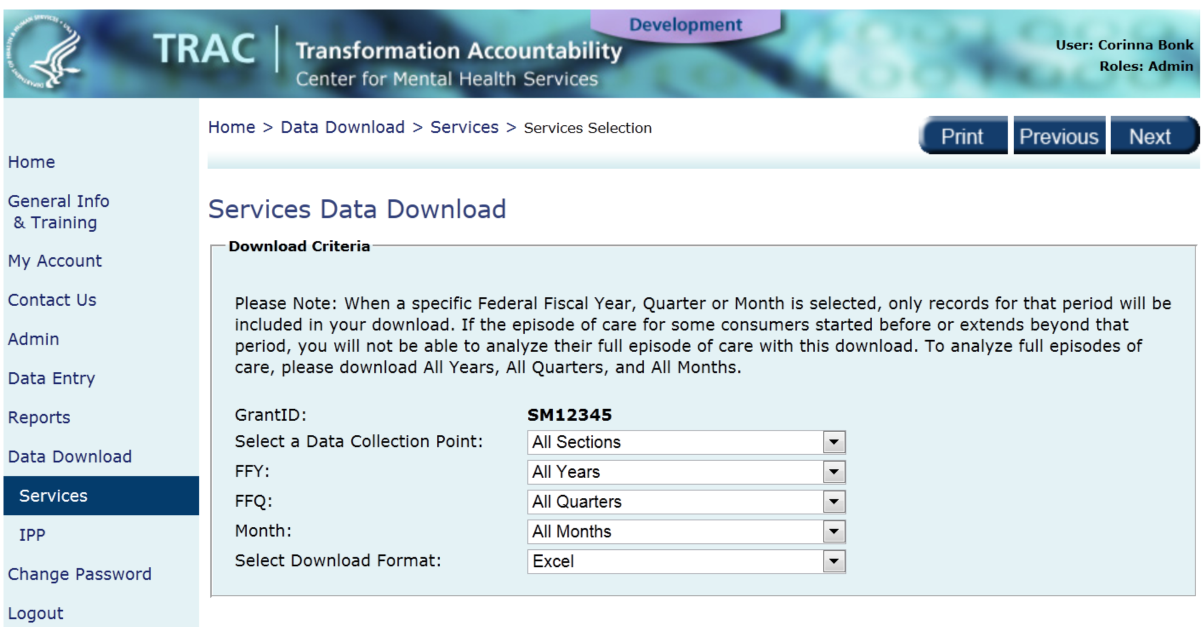


Select the grant you want to download data for, and then click the **Next** button.

Once you select a grant, the system will display the download criteria screen. On this screen, you can choose to download data for a specific Data Collection Point, Federal Fiscal Year, Federal Fiscal Quarter, and Month. You also have the option to download the data in either Excel or HTML format. The criteria you can select are:

- **Select a Data Collection Point –** There are two available data collection points: Record Management and Demographic Data Sections or All Sections.
- **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.
- **Month –** This selection produces data for a particular month or all the months available.
- **Select Download Format –** This selection produces the data download in either Excel or HTML formats.

Select the criteria you want, and then click the **Next** button.

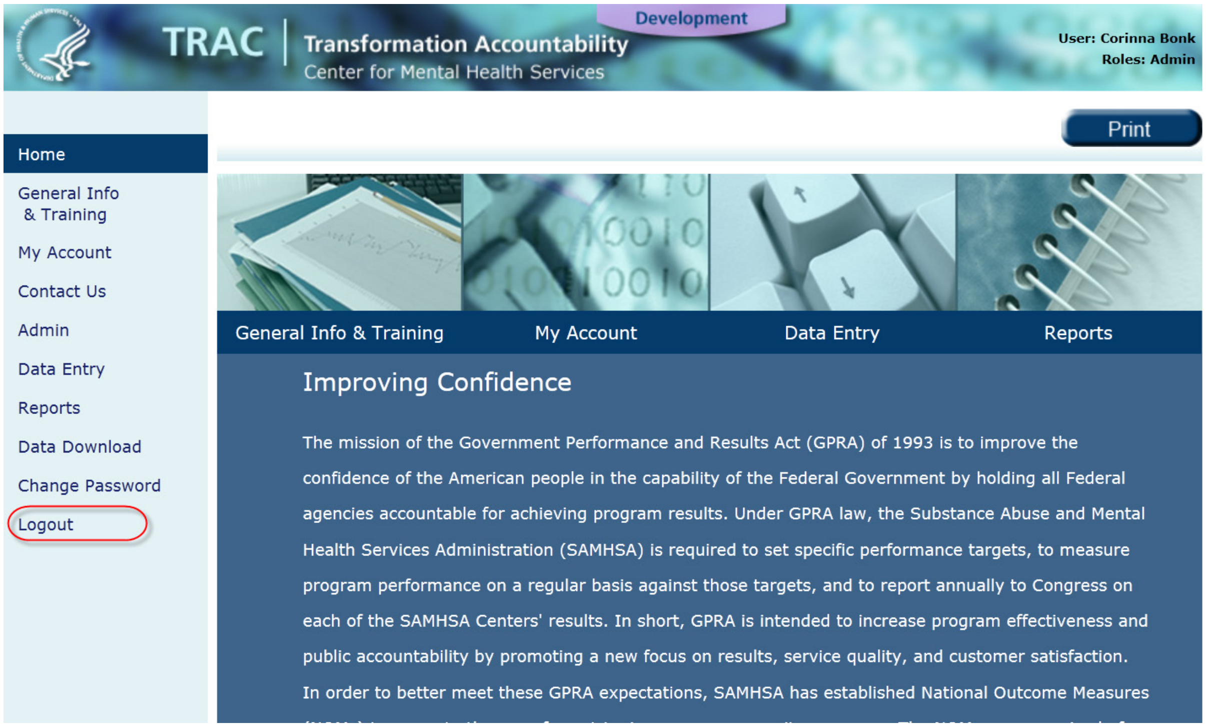


The system will display the number of records to be downloaded and require you to respond "Yes" or "No" before proceeding to the data download.

You may Print or Save the data output as desired.

Step 8: Log Out

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



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.

Telephone: 1-855-796-5777
Email: TRACHELP@westat.com
Hours: M-F 8:30 AM – 6:30 PM (EST/EDT)