



**TRAC**

**Transformation Accountability**  
Center for Mental Health Services

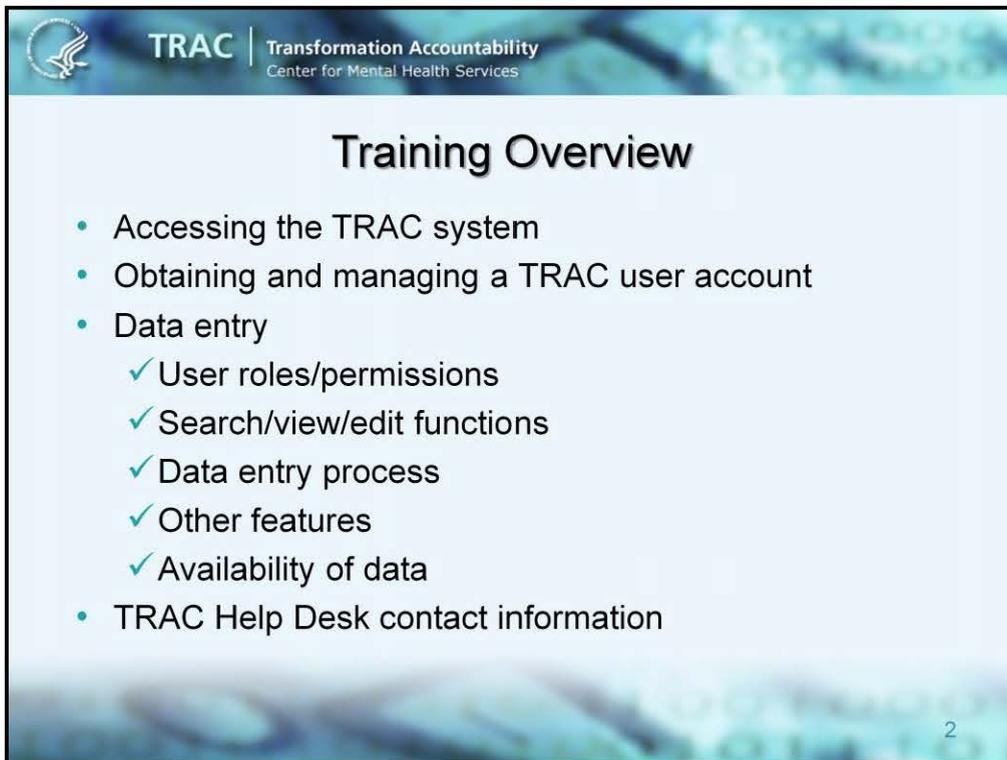
**Transformation Accountability (TRAC)  
Center for Mental Health Services**

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

**Data Entry  
Training Presentation**

Version 10  
October 2015

In today's presentation, we will be training you on the TRAC system, its 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.

The slide features a header with the TRAC logo (a stylized bird) and the text "TRAC | Transformation Accountability Center for Mental Health Services". The main title is "Training Overview". The content is a bulleted list of topics, with the "Data entry" item having a sub-list of five items, each preceded by a checkmark. A small number "2" is in the bottom right corner of the slide.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Training Overview

- Accessing the TRAC system
- Obtaining and managing a TRAC user account
- Data entry
  - ✓ User roles/permissions
  - ✓ Search/view/edit functions
  - ✓ Data entry process
  - ✓ Other features
  - ✓ Availability of data
- TRAC Help Desk contact information

2

This presentation will 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.



## Training Outcomes

- 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

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** | Transformation Accountability  
Center for Mental Health Services

## Accessing TRAC

TRAC's web address:  
<https://www.cmhs-gpra.samhsa.gov>

Welcome to the  
**Transformation Accountability System (TRAC)**

This web page is the entryway to the Center for Mental Health Services (CMHS) TRAC system. CMHS is the Federal agency within the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) that leads national efforts to improve mental health prevention and treatment services for all Americans.

The TRAC system is a web-based data entry and reporting system that provides a data repository for CMHS program performance measures. Performance measures are collected as part of CMHS effort to promote accountability within its programs. This effort is mandated by the Government and Performance Results Act (GPRA) and the Office of Management and Budget's (OMB) Program Analysis Review Tool (PART).

[Enter CMHS | TRAC System](#)

TRAC Version 1.6.55

**WARNING:**  
This computer system, including all related equipment, networks and network devices (specifically including Internet access), is provided primarily for authorized U.S. Government use. Limited personal use is authorized in accordance with the SAMHSA Information Security Program Policy, Section 4.1.2 on Rules of Behavior. This computer system may be monitored for all lawful purposes including ensuring that its use is authorized, for management of the system, to facilitate protection against unauthorized access and to verify security procedures, availability, and operational

Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution, and/or administrative disciplinary action, including reprimand, suspension from duty without pay, or removal from your position and Federal employment.

**Note:**  
Upon selecting "Enter CMHS TRAC System", you may be asked if you want

4

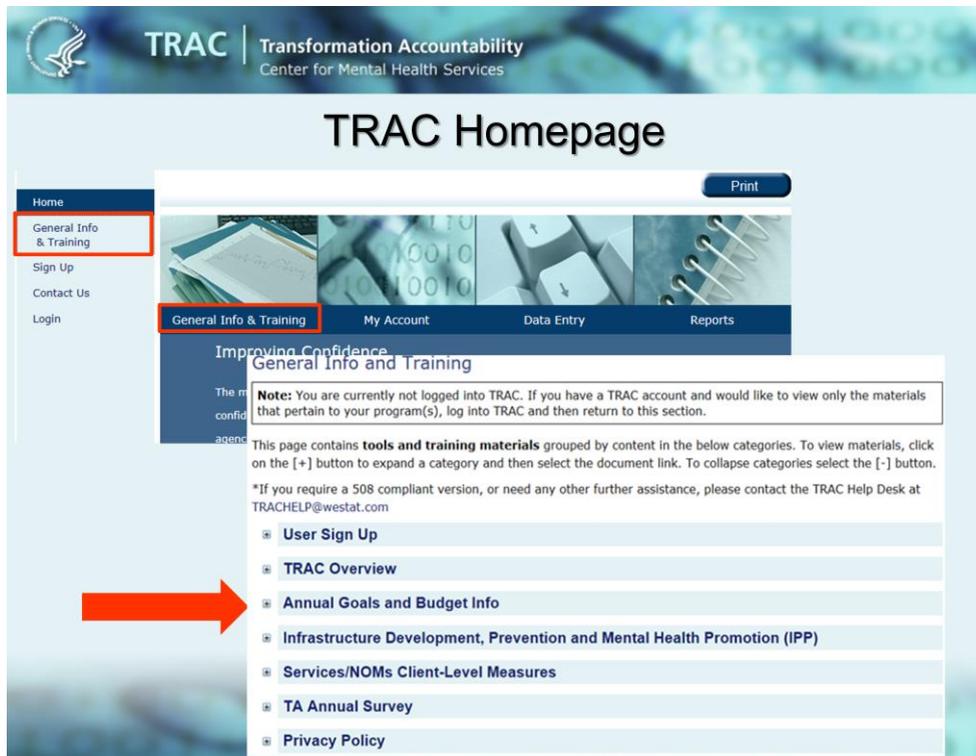
TRAC is a web-based system that is accessed using the Internet. Listed on this slide is the address to the TRAC homepage.

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 9.0 or 10.0). 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.



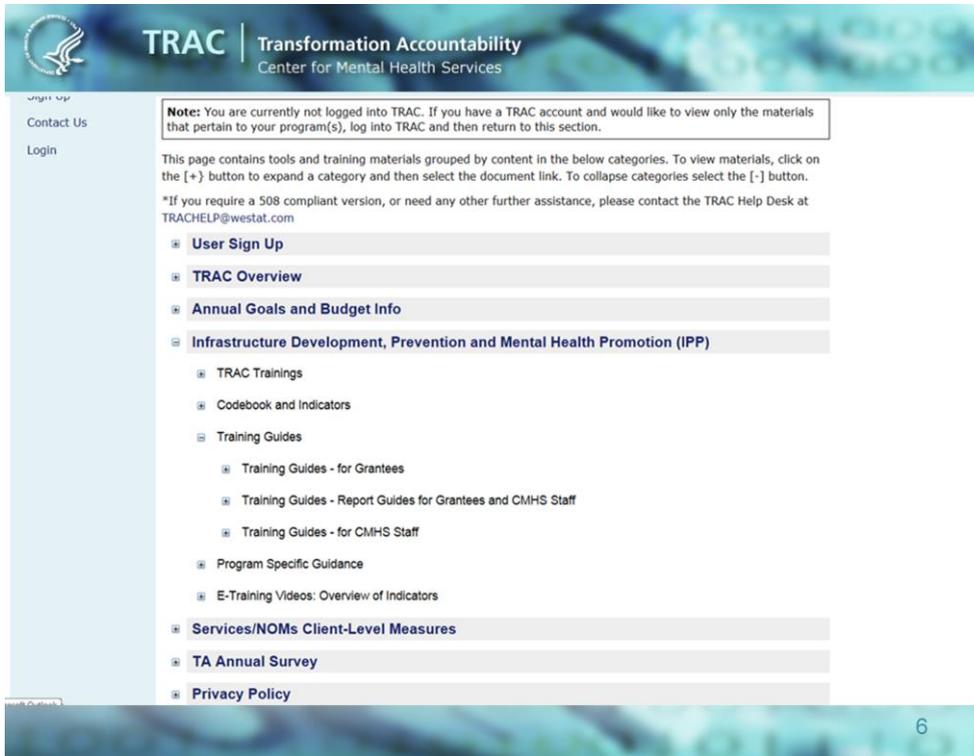
The General Info & Training section is the public section of the TRAC website. It does not require a password and is open to anyone on the web. \*\*\*However, one new feature of this page is if you have an account and are logged in, when you view this page you will see only materials that apply to your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

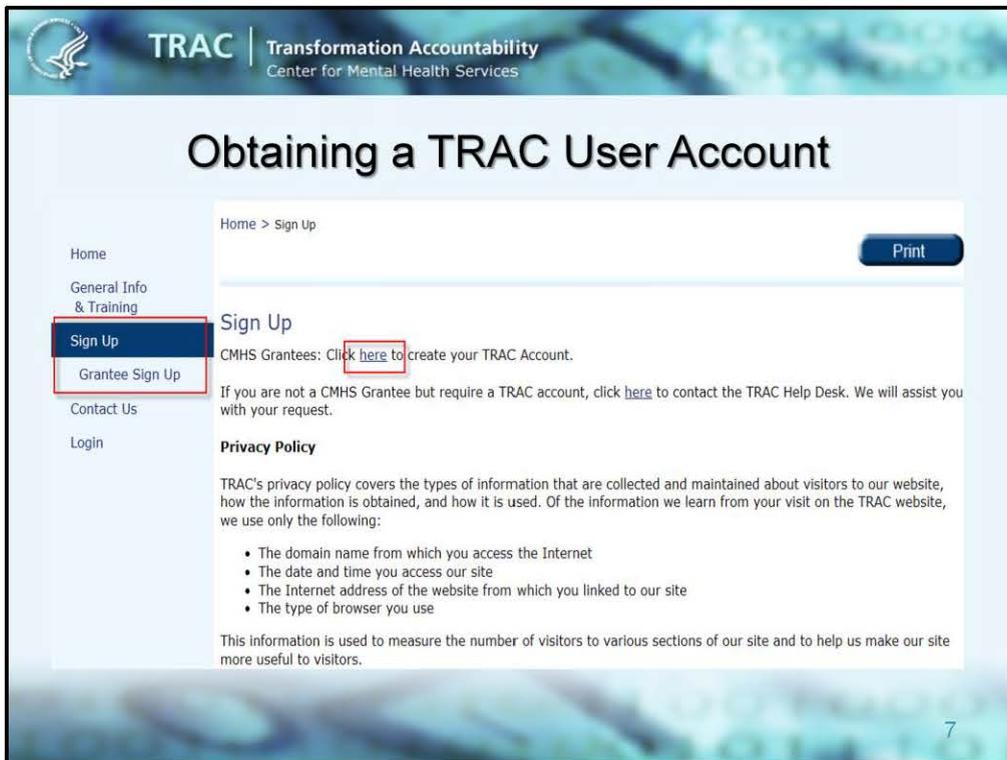
To access the TRAC Help Desk' s contact information, you should select the Contact Us hyperlink.



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 indicators, 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.

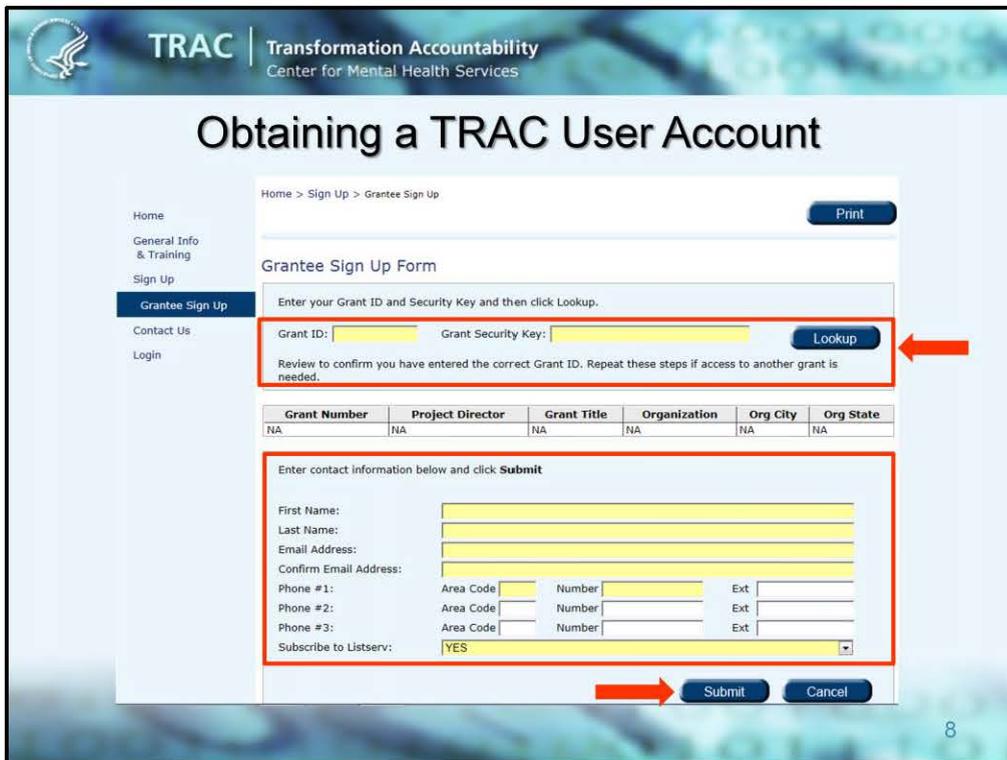
The Services/NOMs Client-Level Measures category contains similar materials including the NOMs Client-Level Measures tools.



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.



## Username and Passwords

- Username format:
  - ✓ First initial of the user's first name, and
  - ✓ Full last name
- Passwords:
  - ✓ Temporary passwords generated initially & sent to email address provided by grantee management
  - ✓ At initial log-in, prompted to create a new password before being permitted access to the system
  - ✓ Expire every 180 days (prompted to reset password by system)

9

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.



## Password Requirements

- Passwords must be:
  - ✓ Between 6 and 15 characters long
  - ✓ Contain at least one uppercase letter
  - ✓ Contain at least one number

10

### **Personalized passwords must be:**

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



## Security Precautions

- Services Activities data is sensitive information. To protect consumer identity:
  - ✓ Access to consumer information is password-protected
  - ✓ Collect only month and year of birth
  - ✓ Do not use any identifying information in the Consumer ID
  - ✓ Do not record consumer names on the Services tool

11

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)



## Security Precautions (Continued)

- Simple privacy practices
  - ✓ Do not post user IDs or passwords where others may view it
  - ✓ Do not share usernames & passwords—one username/password assigned per person
  - ✓ Immediately retrieve consumer data from the printer
  - ✓ Use MS Windows password protection as an additional security measure

12

**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.

The screenshot displays the TRAC (Transformation Accountability Center for Mental Health Services) My Profile Page. The page header includes the TRAC logo and name. The main heading is "My Profile Page". A breadcrumb trail shows "Home > My Account > My Profile Page". Navigation buttons for "Print", "Previous", and "Next" are visible. A left sidebar contains a menu with options like "Home", "General Info & Training", "My Account", "My Profile Page" (highlighted), "Update My Grant", "Update My Info", "Manage Accounts", "Contact Us", "Admin", "Data Entry", "Reports", "Data Download", "Change Password", and "Logout".

The main content area is titled "My Profile Page" and contains two sections:

**1. My Grant's Information**

Grant Program:	AHP Training Program (AHP)
Organization Name:	AHP Training
Grant Cohort:	AHP
Grant Title:	AHP Training
<b>Grant ID:</b>	<b>AHP 1</b>
CMHS Government Project Officer:	None Assigned
Grant Start Date:	9/30/2009
Grant End Date:	9/29/2014
TRAC Inactive Date:	10/29/2014
NOTE: This is the "grace period" at the end of your grant that you have to complete data entry.	
Technical Assistance(TA) Center Name:	N/A

**2. Staff with access to TRAC**

The people listed below currently have access to your grant's TRAC data. If you need to add or remove a TRAC user from your grant, please use the Manage Accounts screen.

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.

# My Profile Page

- Home
- General Info & Training
- My Account
  - My Profile Page**
  - Update My Grant
  - Update My Info
  - Manage Accounts
- Contact Us
- Admin
- Data Entry
- Reports
- Data Download
- Change Password
- Logout

Home > My Account > My Profile Page

Print Previous Next

## My Profile Page

**1. My Grant's Information**

Grant Program:	AHP Training Program (AHP)
Organization Name:	AHP Training
Grant Cohort:	AHP
Grant Title:	AHP Training
<b>Grant ID:</b>	<b>AHP 1</b>
CMHS Government Project Officer:	None Assigned
Grant Start Date:	9/30/2009
Grant End Date:	9/29/2014
TRAC Inactive Date:	10/29/2014
	<i>NOTE: This is the "grace period" at the end of your grant that you have to complete data entry.</i>
Technical Assistance(TA) Center Name:	N/A

**2. Staff with access to TRAC**

The people listed below currently have access to your grant's TRAC data. If you need to add or remove a TRAC user from your grant, please use the Manage Accounts screen.

Grantee Project Director:	AHP PD, fakeemailahp@fakeemail.com
Grantee Alternative Project Director(s):	None Assigned
Other Grantee Staff with access to TRAC:	None Assigned

**3. Data Reporting Requirements**

The data that your grant is required to collect and report for TRAC is briefly described below, with links to important training materials.

**Annual Goals and Budget Information**

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

- Project Directors can enter and view their goals and budget information; this data may be updated annually
- GPOs can view and approve goals and budget information that Project Directors enter

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 screenshot shows the TRAC (Transformation Accountability Center for Mental Health Services) 'Update My Info Screen'. The page has a blue header with the TRAC logo and name. Below the header is a navigation breadcrumb: 'Home > My Account > Update My Information'. To the right of the breadcrumb are 'Print', 'Previous', and 'Next' buttons. On the left is a vertical menu with options: Home, General Info & Training, My Account (with sub-items: My Profile Page, Update My Grant, Update My Info (highlighted), Manage Accounts), Contact Us, Admin, Data Entry, Reports, Data Download, Change Password, and Logout. The main content area is titled 'Update My Info' and contains a form with the following fields:

- First Name: Trac
- Last Name: Test
- Email Address: 182\_Trac\_Test\_OTH@fakemail.com
- Confirm Email Address: 182\_Trac\_Test\_OTH@fakemail.com
- Phone #1: Area Code 555, Number 555555, Ext.
- Phone #2: Area Code, Number, Ext.
- Phone #3: Area Code, Number, Ext.
- Subscribe to Listserv: Yes (selected in dropdown)

At the bottom right of the form are 'Submit' and 'Cancel' buttons. The page number '15' is visible in the bottom right corner of the screenshot.

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.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Update My Grant

Update My Grant

Grant Funding Type:

Grant Title:

Target Population:

**Only available to Project Directors (and Alternate Project Directors)**

Seeking IRB Approval?

Anticipated IRB Approval Date:(MM/DD/YYYY)

For Consumer Service Program Grants Only:

Is your Organization currently providing direct services under this CMHS funded grant?

Do you have a contract or other relationship with another organization to provide direct services?

If Yes, list the organization name(s)?

Actions	Organization Name
Del	NA

Request no cost extension?

Extend TRAC access through:(MM/DD/YYYY)

16

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

TRAC | Transformation Accountability  
Center for Mental Health Services

## Manage Accounts

Home > My Account Information > Manage Accounts Page

Print Previous Next

### Manage Accounts

**My Grant's Information**

Grant Program:	IPP Test (IPPT)
Organization Name:	Westat Test
Grant Cohort:	IPPTADB
Grant Title:	IPP Test Grant 2
Grant ID:	SM99999
CMHS Government Project Officer:	TA GPO
Grant Start Date:	8/1/2011
Grant End Date:	9/30/2011
TRAC Inactive Date:	10/30/2011
Technical Assistant(TA) Center Name:	N/A

**Requests for New Accounts**

Name	Email	User Roles	Action	Comments

**Current Users**

Name	Email	User Roles	Action	Comments
John Smith	John.Smith@fakemail.com	Grantee User	<input type="checkbox"/> Inactivate	
Jack Smith	Jack.Smith@fakemail.com	Alt PD	<input type="checkbox"/> Inactivate	

**Inactive Users**

Name	Email	User Roles	Action	Comments

Submit Cancel

17

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.



## Disabling TRAC User Accounts

- Project Directors should disable a user's account if:
  - ✓ Staff members leave the project
  - ✓ Staff member was given access in error
  - ✓ Security breach is suspected
- TRAC Help Desk disables Project Director user accounts

18

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.

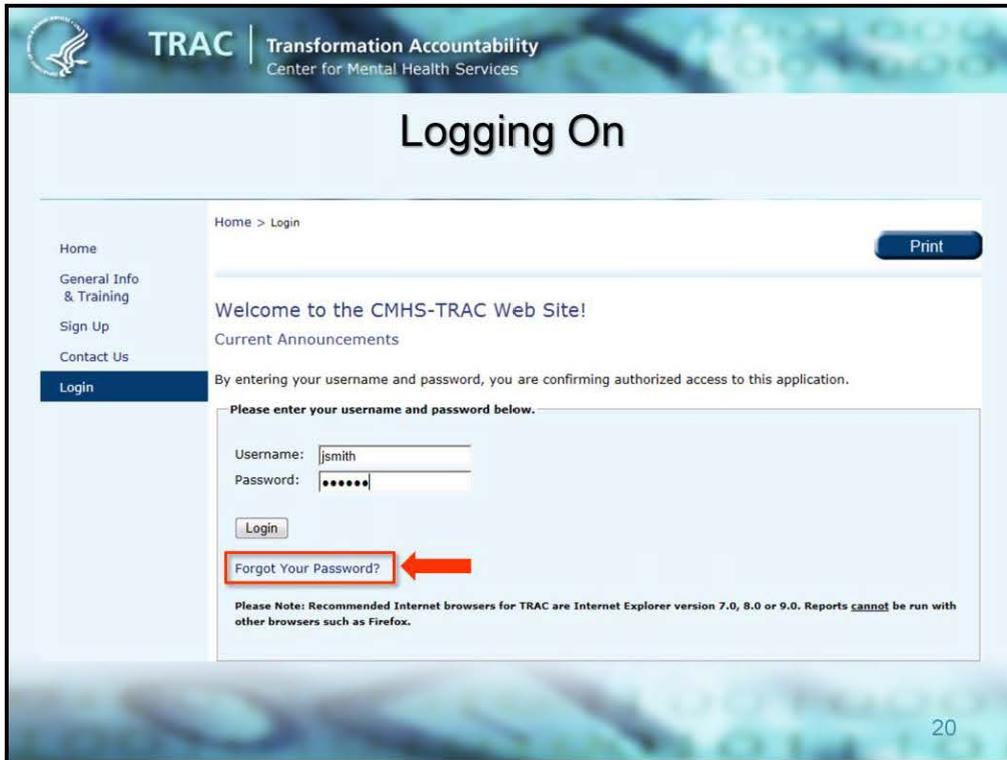
A Project Director's access can only be granted or inactivated by the TRAC Help Desk.



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.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Data Entry

Print

- Home
- General Info & Training
- My Account
- Contact Us
- Admin
- Data Entry**
- Reports
- Data Download
- Change Password
- Logout

General Info & Training | My Account | **Data Entry** | Reports

### Improving Confidence

The mission of the Government Performance and Results Act (GPRA) of 1993 is to improve the confidence of the American people in the capability of the Federal Government by holding all Federal agencies accountable for achieving program results. Under GPRA law, the Substance Abuse and Mental Health Services Administration (SAMHSA) is required to set specific performance targets, to measure program performance on a regular basis against those targets, and to report annually to Congress on each of the SAMHSA Centers' results. In short, GPRA is intended to increase program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction. In order to better meet these GPRA expectations, SAMHSA has established National Outcome Measures (NOMs) to promote the use of consistent measures across its programs. The NOMs are comprised of ten domains that embody meaningful, real life outcomes for people who are striving to attain and sustain recovery; build resilience; and work, learn, live, and participate fully in their communities.

21

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.

TRAC | Transformation Accountability  
Center for Mental Health Services

# Data Entry

Home > Data Entry Print

Home  
General Info & Training  
My Account  
Contact Us  
Admin  
**Data Entry**  
Annual Goals & Budget  
**Services**  
IPP  
Reports  
Data Download  
Change Password  
Logout

**Data Entry**

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

**Annual Goals and Budget Information**

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

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

**NOMs Adult and Child Client-level Measures (Services)**

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

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

**Infrastructure Development, Prevention & Mental Health Promotion (IPP)**

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

22

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

The screenshot displays the TRAC 'Find Grant / Program' interface. At the top, the TRAC logo and 'Transformation Accountability Center for Mental Health Services' are visible. The page title is 'Find Grant / Program'. Below the header, there is a navigation bar with 'Home > Data Entry > Services' and a 'Print' button. The main content area is titled 'Find Grant' and contains a search form. The form has two boxes: 'Available Programs' (containing 'A Report Training Example', 'EmrkAG\_00031', 'EmrkCG\_00032', and 'HIV/AIDS\_00029') and 'Selected Programs' (containing 'Sample Program Adult'). Below these are text boxes for 'GrantID:', 'Organization Name:', 'City:', and a 'State:' dropdown menu. A 'Find' button is located at the bottom right of the form. A table at the bottom of the page shows search results:

	Program	GrantID	Organization Name	City/State/Zip
Select	AdultTrain	Grant C	Sample Org Adult	Rockville/Maryland/20850
Select	AdultTrain	Grant D	Sample Org Adult	Rockville/Maryland/20850

23

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**.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Find Consumer or Existing Record

TRAC | Transformation Accountability  
Center for Mental Health Services

User: Corinna Bank  
Roles: Admin

1 record(s) found for the query criteria.

Home > Data Entry > Services > Interview Selection

Print Cancel Save Previous Next

Program Code: OlderAdult | Grant #: SM12345 | Org Name: Org1 | Tool Type: Adult

### Find Interview

Consumer ID:

Baseline Date:

Episode:

Find

### Consumer Records

Add Baseline

<u>Actions</u>	<u>Site ID</u>	<u>Consumer ID</u>	<u>Baseline Date</u>	<u>Updated Date</u>	<u>Episode</u>
Show Interviews	ORG_DS	Test123	03/15/2013	03/19/2013	Current

24

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:**

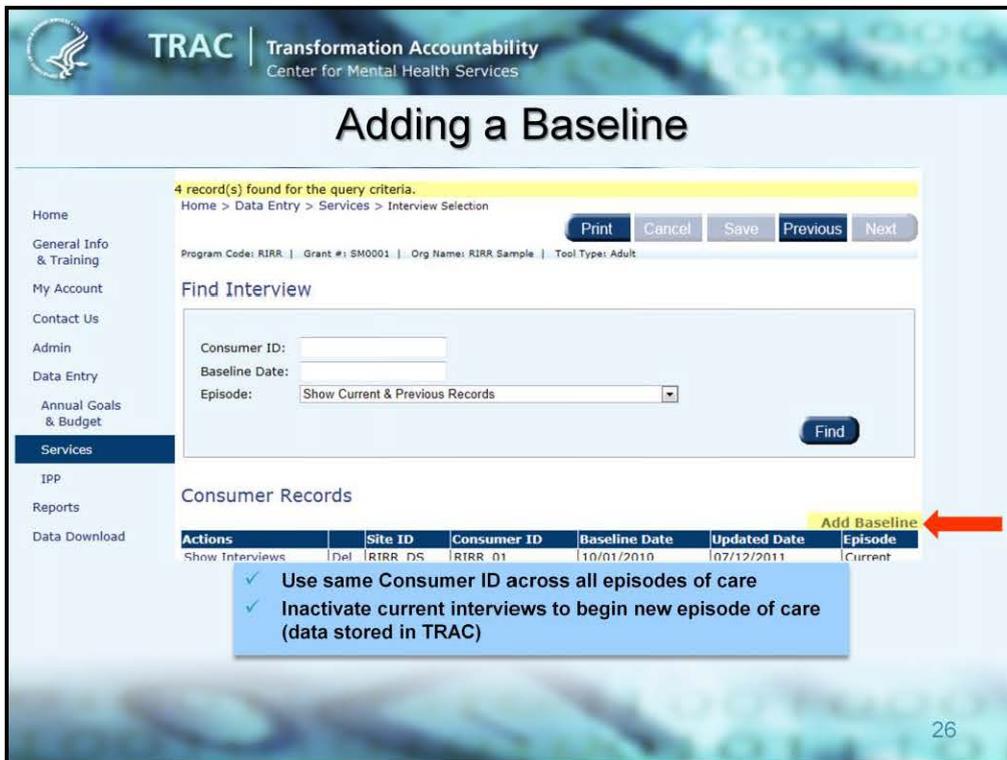
- **sort column data** by clicking on any of the **underlined column headings**; and
- **view all of the interviews associated with a particular consumer** by clicking on the **Show Interviews hyperlink**.

The screenshot shows the TRAC system interface. At the top, it says 'TRAC | Transformation Accountability Center for Mental Health Services'. Below that, the main heading is 'View/Edit/Delete Existing Records'. The interface includes a navigation menu on the left with options like 'Home', 'General Info & Training', 'My Account', 'Contact Us', 'Admin', 'Data Entry', 'Annual Goals & Budget', 'Services', and 'IPP'. The main content area shows a breadcrumb trail: 'Home > Data Entry > Services > Interview Selection'. There are buttons for 'Print', 'Cancel', 'Save', 'Previous', and 'Next'. Below the breadcrumb, it displays 'Program Code: RIRR | Grant #: SM0001 | Org Name: RIRR Sample | Tool Type: Adult'. The main heading for the data is 'Interviews for RIRR\_03'. There are links for 'Add Reassessment' and 'Add Clinical Discharge'. A table lists interview records with columns for 'Assessment', 'Interview Date', 'Updated Date', and 'Conducted?'. The first row shows 'Baseline Assessment', '2/1/2011', '07/12/2011', and 'Yes'. Below the table, a callout box says: 'Make sure you have access to interview data before deleting (e.g., print summary page, paper tool)'. The page number '25' is in the bottom right corner.

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).

The screenshot shows the TRAC web application interface. At the top, it says 'TRAC | Transformation Accountability Center for Mental Health Services'. The main heading is 'Adding Reassessments & Discharges'. Below this, there's a 'TRAINING' banner and user information: 'User: Denise Lang, Roles: Admin'. The breadcrumb trail is 'Home > Data Entry > Services > Interview Selection'. There are buttons for 'Print', 'Cancel', 'Save', 'Previous', and 'Next'. Below the breadcrumb, it shows 'Program Code: RIRR | Grant #: SM0001 | Org Name: RIRR\_Sample | Tool Type: Adult'. The main content area is titled 'Interviews for RIRR\_01' and contains a table with columns: 'Assessment', 'Interview Date', 'Updated Date', and 'Conducted?'. The table has two rows: 'Baseline Assessment' (10/1/2010, 07/12/2011, Yes) and '6-Month Reassessment' (4/2/2011, 07/12/2011, Yes). Above the table are two hyperlinks: 'Add Reassessment' and 'Add Clinical Discharge'. A modal dialog box is open, asking 'You are about to enter a Reassessment record for this Consumer. Would you like to continue?' with 'Yes' and 'No' buttons.

**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.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Entering Interview Data

TRAC | Transformation Accountability  
Center for Mental Health Services

TRAINING

User: Denise Lang  
Roles: Admin

Home > Data Entry > Services > Record Mgmt

Print Cancel Save Previous Next

Consumer ID: RIRR\_01 | Grant #: SM0001 | Mode: Add | Assessment: Reassessment

**RECORD MANAGEMENT**  
(Adult/Child: OMB Number: 0930-0285; Expiration Date: 10/31/2013)

Consumer ID: RIRR\_01

Grant ID (Grant/Contract/Cooperative Agreement): SM0001

Site ID: RIRR\_DS

1. Assessment: [Dropdown]

2. Was the interview conducted?: [Dropdown]

[IF YES] When? [Text] mm/dd/yyyy

[IF NO] Why was the interview not conducted? [Text]

Home

General Info & Training

My Account

Contact Us

Admin

Data Entry

Annual Goals & Budget

Services

Record Mgmt

IPP

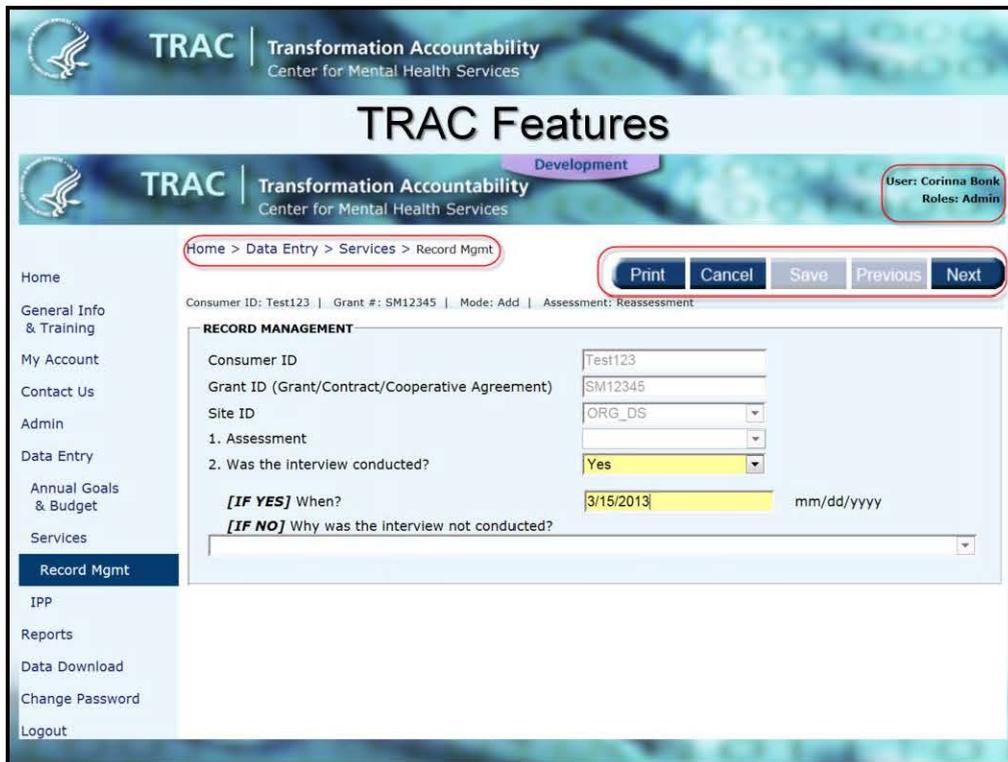
28

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 screenshot displays the TRAC web application interface. At the top, the TRAC logo and name are visible. The main heading is "TRAC Features". Below this, there is a navigation bar with "Home > Data Entry > Services > Stability in Housing". The user information shows "User: Amy Dygan" and "Roles: Admin". The left sidebar menu is highlighted, with "C. Stability In Housing" selected. The main content area shows a data entry form for "C. STABILITY IN HOUSING". The form includes several questions with dropdown menus and input fields, and a "Number of Nights/Times" column. The questions are: 1. In the past 30 days how many... a. nights have you been homeless? b. nights have you spent in a hospital for mental health care? c. nights have you spent in a facility for detox/inpatient or residential substance abuse treatment? d. nights have you spent in correctional facility including jail or prison? Total items for a, b, c, and d e. times have you gone to an emergency room for a psychiatric or emotional problem? 2. In the past 30 days, where have you been living most of the time? [DO NOT READ RESPONSE OPTIONS TO THE CONSUMER. SELECT ONLY ONE.] OWNED OR RENTED HOUSE, APARTMENT, TRAILER, ROOM OTHER HOUSED (SPECIFY)

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).

TRAC | Transformation Accountability  
Center for Mental Health Services

## TRAC Features

TRAC | Transformation Accountability  
Center for Mental Health Services

Development

User: Corinna Bonk  
Roles: Admin

Home > Data Entry > Services > Record Mgmt

Print Cancel Save Previous Next

Consumer ID: | Grant #: SM12345 | Mode: Add | Assessment: Baseline

### RECORD MANAGEMENT

Consumer ID

Grant ID (Grant/Contract/Cooperative Agreement)

Site ID

1. Assessment  
Baseline Assessment

When did the consumer first receive services under the grant for this episode of care?  mm/yyyy

2. Was the interview conducted?

[IF YES] When?  mm/dd/yyyy

[IF NO] Why was the interview not conducted?

Home

General Info & Training

My Account

Contact Us

Admin

Data Entry

Annual Goals & Budget

Services

Record Mgmt

IPP

Reports

Data Download

Change Password

Logout

**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.

The screenshot displays the TRAC (Transformation Accountability Center for Mental Health Services) System Alerts interface. At the top, the TRAC logo and name are visible. The main heading is "System Alerts". A yellow warning box at the top of the form area contains the following text: "The following error(s) occurred: 'Site ID' is required. The Interview Date field is an invalid date format. It must be in the form MM/DD/YYYY or MM/DD/YY." Below this, the breadcrumb trail reads "Home > Data Entry > Services > Record Mgmt". The form itself is titled "RECORD MANAGEMENT" and includes fields for Consumer ID (Test123), Grant ID (SM0001), Site ID (a dropdown menu with a red arrow pointing to it), and assessment questions. The first question is "1. Assessment" with a sub-question "When did the consumer first receive services under the grant for this episode of care?" and a date field containing "03/2013" and "mm/yyyy". The second question is "2. Was the interview conducted?" with a dropdown menu containing "Yes" and a date field containing "3/2013" and "mm/dd/yyyy", with a red arrow pointing to it. A "[IF NO] Why was the interview not conducted?" field is also present. Navigation buttons (Print, Cancel, Save, Previous, Next) are located above the form. A sidebar on the left contains navigation links such as Home, General Info & Training, My Account, Contact Us, Admin, Data Entry, Annual Goals & Budget, Services, Record Mgmt (highlighted), IPP, Reports, Data Download, and Change Password. The page number "32" is in the bottom right corner.

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 incorrectly formatted interview was entered. The system will then require correct information before moving forward.

TRAC | Transformation Accountability  
Center for Mental Health Services

## TRAC Features

Development

User: Corinna Bonk  
Roles: Admin

Home > Data Entry > Services > Summary

Consumer ID: Test123 | Grant #: SM12345 | Mode: View | Assessment: Baseline

Print Cancel Save Previous Next

**Finish**

**RECORD MANAGEMENT**

Consumer ID

Grant ID (Grant/Contract/Cooperative Agreement)

Site ID

1. Assessment

When did the consumer first receive services under the grant for this episode of care?  mm/yyyy

2. Was the interview conducted?

**[IF YES]** When?  mm/dd/yyyy

**[IF NO]** Why was the interview not conducted?

**A. DEMOGRAPHIC DATA**

**[SECTION A IS ONLY COLLECTED AT BASELINE.]**

1. What is your gender?  OTHER (SPECIFY)

2. Are you Hispanic or Latino?

**[IF YES]** What ethnic group do you consider yourself? Please answer yes or no for each of the following. You

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 any of the sections on the left menu bar or by using the Previous button.**
- 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.



## Important Points

### Data

- ✓ Available 24 hours after entered for all reports
- ✓ Available immediately for data download

### Reports

- ✓ Available to CMHS and Grantees

### Data Download

- ✓ Available only to grantees

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 & Data

Determined by user's span of authority, associated grants/ programs

Grantee Staff/ PDs/ Alternate PDs	GPOs/ Branch Chiefs/ Division Directors
<ul style="list-style-type: none"> <li>✓ Enter/view/edit/delete records</li> <li>✓ Run reports</li> <li>✓ Download data*</li> </ul>	<ul style="list-style-type: none"> <li>✓ View records- <i>not consumer interviews</i></li> <li>✓ Run reports</li> </ul>

\* Site ID only available to Project Directors / Alternate Project Directors

35

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

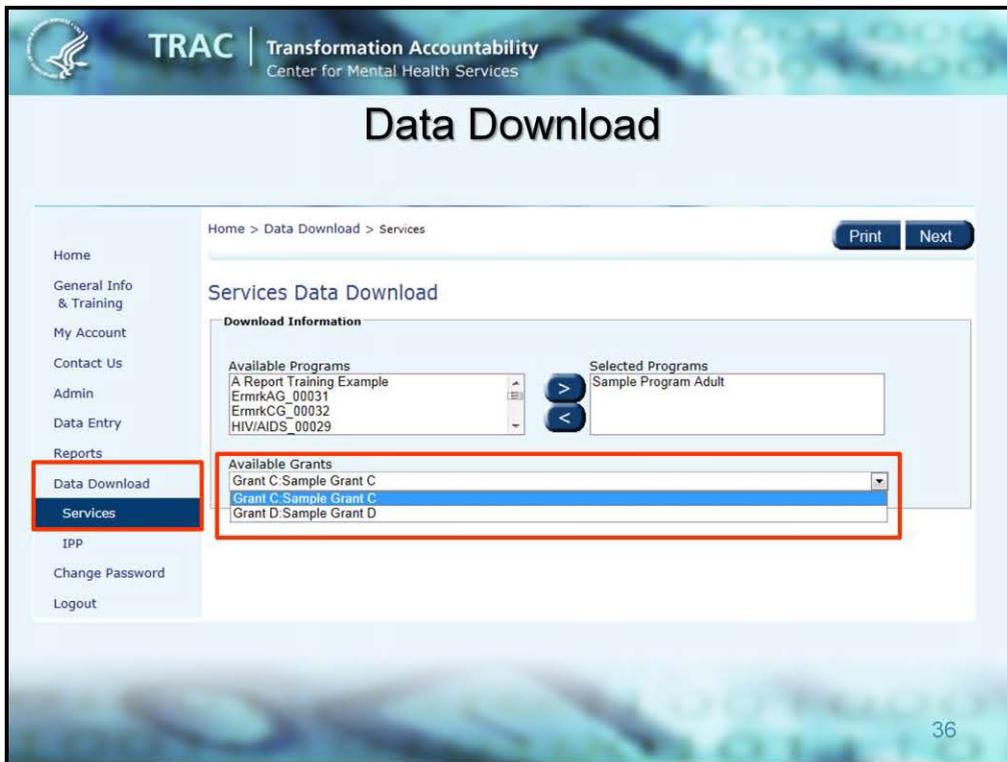
**1. Grantee Staff, Project Directors and Alternate Project Directors are able to:**

- 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”

TRAC | Transformation Accountability  
Center for Mental Health Services

## Data Download (continued)

TRAC | Transformation Accountability  
Center for Mental Health Services

TRAINING

User: Amy Dygan  
Roles: Admin

Home > Data Download > Services > Services Selection

Print Previous **Next**

### Services Data Download

**Download Criteria**

Please Note: When a specific Federal Fiscal Year, Quarter or Month is selected, only records for that period will be included in your download. If the episode of care for some consumers started before or extends beyond that period, you will not be able to analyze their full episode of care with this download. To analyze full episodes of care, please download All Years, All Quarters, and All Months.

GrantID: **Grant C**

Select a Data Collection Point: All Sections

FFY: All Years

FFQ: All Quarters

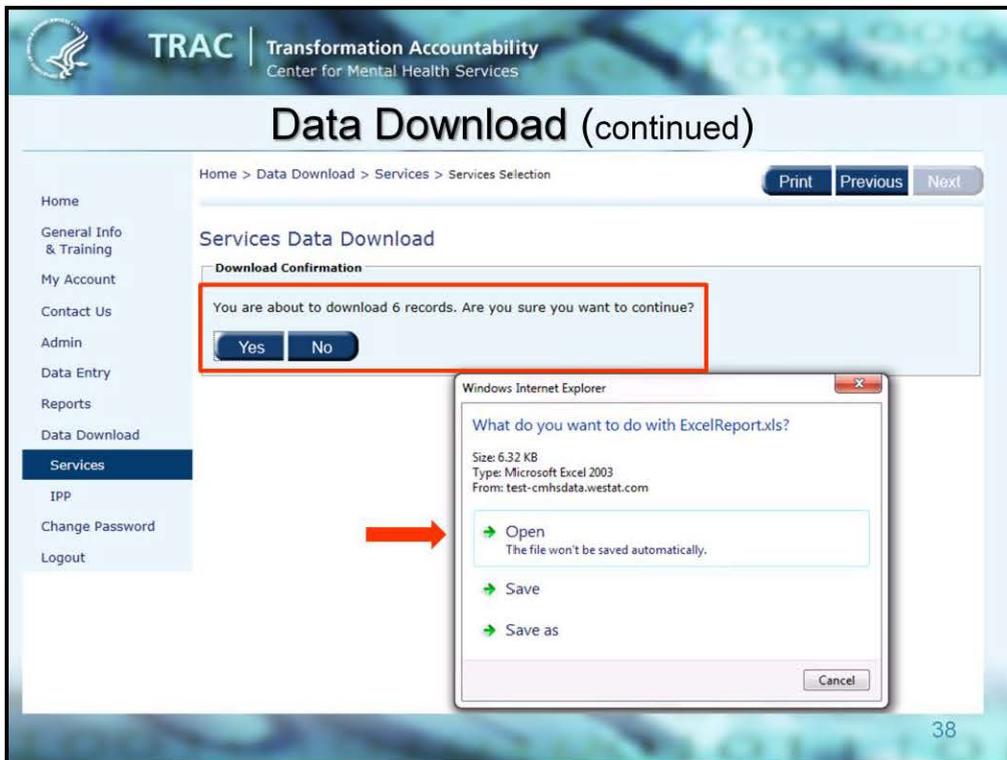
Month: All Months

Select Download Format: Excel

37

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.

TRAC | Transformation Accountability  
Center for Mental Health Services

## Data Download

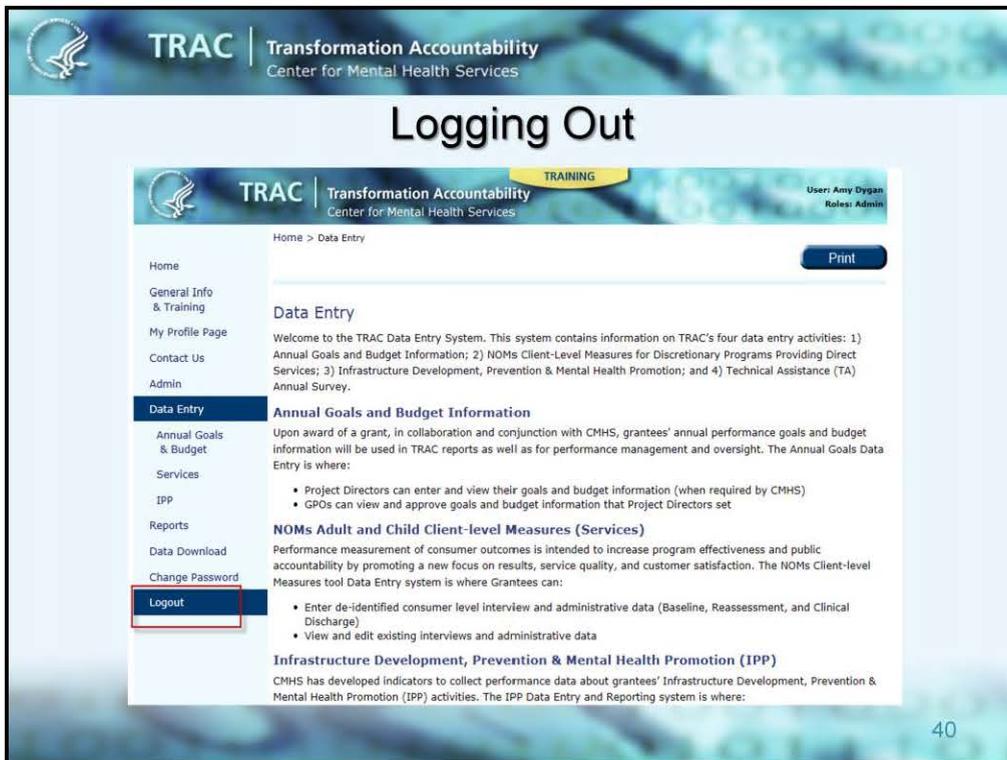
The screenshot displays the TRAC Data Download interface. At the top, the TRAC logo and name are visible. Below the title 'Data Download', there are two main options for data export: 'Excel Format' and 'HTML Format'. The 'Excel Format' option is highlighted with a blue arrow pointing to a preview of an Excel spreadsheet. The 'HTML Format' option is also highlighted with a blue arrow pointing to a preview of an HTML table. The Excel preview shows a table with columns: ConsumerID, GrantID, SiteID, Interview, Consumer Reassessr, and Assesse Conduct. The HTML preview shows a table with columns: ConsumerID, GrantID, SiteID, InterviewType\_07, ConsumerType\_07, ReassessmentNumber\_07, and Assessment.

ConsumerID	GrantID	SiteID	Interview	Consumer Reassessr	Assesse Conduct
'RIRR_01'	SM0001	RIRR_DS	1	-4	-4 600
'RIRR_01'	SM0001	RIRR_DS	3	-4	-4 601
'RIRR_02'	SM0001	RIRR_DS	1		
'RIRR_02'	SM0001	RIRR_DS	3		
'RIRR_03'	SM0001	RIRR_DS	1		
'Test123'	SM0001	RIRR_DS	1		

ConsumerID	GrantID	SiteID	InterviewType_07	ConsumerType_07	ReassessmentNumber_07	Assessment
RIRR_01	SM0001	RIRR_DS	1	-4	-4	0600
RIRR_01	SM0001	RIRR_DS	3	-4	-4	0601
RIRR_02	SM0001	RIRR_DS	1	-4	-4	0600
RIRR_02	SM0001	RIRR_DS	3	-4	-4	0601
RIRR_03	SM0001	RIRR_DS	1	-4	-4	0600
Test123	SM0001	RIRR_DS	1	-4	-4	0600

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.



## Section H: Program Specific Questions

- Entire section reserved for program-specific questions
  - ✓ 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
- Appendix A of the Question-by-Question Instruction Guide lists all programs that require Section H

41

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.



TRAC | Transformation Accountability  
Center for Mental Health Services

## Transformation Accountability (TRAC) Resources

- Materials on the TRAC website
  - ✓ <https://www.cmhs-gpra.samhsa.gov/index.htm>  
under General Info & Training > Services Training
- TRAC Help Desk
  - ✓ Phone: 1-855-796-5777
  - ✓ Email: [TRACHELP@westat.com](mailto:TRACHELP@westat.com)

42

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 6:30pm ET by telephone or email.