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**CMHS NOMs Client-Level Measures (Services Activities)  
for PBHCI:  
FREQUENTLY ASKED QUESTIONS (FAQs)**

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*PBHCI's section H covers physical health measures including height, weight, blood pressure; and blood test results (fasting plasma glucose and cholesterol). These data will be used by their national evaluation.*

**1) My tool (or the TRAC system) is missing section H. Where is it?**

If your paper tool does not have Section H included it can be found on the TRAC Website under General Info and Training/ Services/ Program Specific Guidance/ PBHCI Services tool: Section H

**2) When did Section H data collection start?**

February 1, 2010

**3) Can I upload my Section H data into TRAC?**

No, there is no option to upload your Section H data—you will have to enter the data as you do with all other TRAC data.

**4) I want to enter my data, but it seems like nothing can be left blank?**

You cannot leave blanks in the system. You should enter missing for these items, and if necessary go back and edit them later. To edit a missing value, you will have to click on the missing value and change it to blank prior to entering the data.

**5) I want to edit a missing value, but I can't seem to enter anything. What do I do?**

Click on the missing value and change it to a blank, then you can enter the data.

**6) When entering [any values other than HgBA1c], I am not able to enter a decimal. How should I enter this data?**

You should round the value to the closest whole number.

**7) We are only required to collect blood once a year. How do we enter it in the system if we are submitting data for an interview where we did not collect it?**

You should select 'MISSING' from the drop down menu for any time you do not collect the data, unless it is a refusal.

- 8) **When we have two different dates for one client's lab results (some measures captured on one date; others captured on another date), which date should be entered in TRAC?**

Use the data collected closest to the enrollment or reassessment date (i.e., as long as it's within the sixty day window on either side of the enrollment or reassessment date)

- 9) **How do we address entering lab results when there is not an unknown option to choose when entering lab data?**

Enter this as “missing” or N/A in the system.

- 10) **What do we enter when we can't calculate HDL cholesterol or LDL cholesterol?**

You should select “Out of Range” from the drop down for HDL or LDL.

**For data collection questions please contact:**

- **Jeff Capabianco at (734) 604-2591 or [jeffc@thenationalcouncil.org](mailto:jeffc@thenationalcouncil.org)**
- **Aaron Surma at (248)-345-6535 or [Aarons@thenationalcouncil.org](mailto:Aarons@thenationalcouncil.org).**

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### **PBHCI Section H Missing Data Report Questions**

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- 1) **My grant's section H missing data report is showing “no” for Breath CO and when I go into TRAC I have entered this information for all interviews.**

“No” in the cell indicates the field is **not** missing and “Yes” indicates the field is missing data.

- 2) **My grant's section H missing data report is showing a different number of reassessments than the Reassessment Interview Rate Report. Why is this? What is the difference between the two?**

The missing data report shows all reassessments. The RIRR may have filters applied that limit the number of reassessments shown.

The two reports are entirely different from one another. The Section H PBHCI Missing Data Report was created as a helpful tool to monitor your data entry of program specific data. There is no particular goal set for this report in TRAC. It is simply a tool to help keep track of those consumers that still need their Section H data entered since the labs are sometimes collected at different times than the interview itself. The RIRR shows your reassessment rate regardless of data entered into Section H. It represents the number of reassessment interviews that have been received (conducted within the window) divided by those that are due. A reassessment rate of 80% or above on the RIRR is a TRAC requirement.

**3) My grant's section H missing data report doesn't show missing data from previous FFYs. Why is this?**

Sheet 2 of the missing data report shows only reassessments that are not locked for editing. This doesn't mean that there is no missing data prior to the current report. All records, locked or unlocked, are counted on sheets 1 and 3.

**For Section H Missing Data Report Questions please contact:**

- **TRAC Help Desk at (855) 796-5777 or [TRACHelp@westat.com](mailto:TRACHelp@westat.com).**