

## Colorado TSOC Tracking Systems of Care



powered by Altman Internet Services

## What is TSOC?

- **It's a Management Information System (MIS)**
- **It's web-based**
  - Multiple sites/Multiple users
- **It's secure**
  - Unique user ID's and passwords
  - Access profiles ~ read/write, role, screen
- **It's family/community/system designed**
- **It's a reporting system**

## Colorado TSOC's Evolution

- **Family needs**
  - Simple Microsoft Access database
- **System Tracking & Reporting needs**
  - A comprehensive Microsoft Access database
- **Data collection challenges**
  - Logistics
    - Geographic challenges
    - Multiple agencies and organizations
  - Financial
  - Limitations of Microsoft Access

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## TSOC is web-based!

- **Opportunities**
  - Provide anytime/anywhere access to the system
  - Help alleviate logistical problems related to collecting data from several different agencies/communities
  - Potential for families served to see the data collected on them and provide feedback.
  - Eliminated double data entry with MACRO Inc. (EDIF)
  - Communities and DMH can get a complete look at any time

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## TSOC is web-based!

- **Challenges**
  - TSOC is new...the unknown
  - Difficulties in coordinating training statewide
    - It is a new way of doing business
  - More users means more time spent supporting the application
  - No direct control of hardware or software
    - Changes take time
    - It's not "magical"

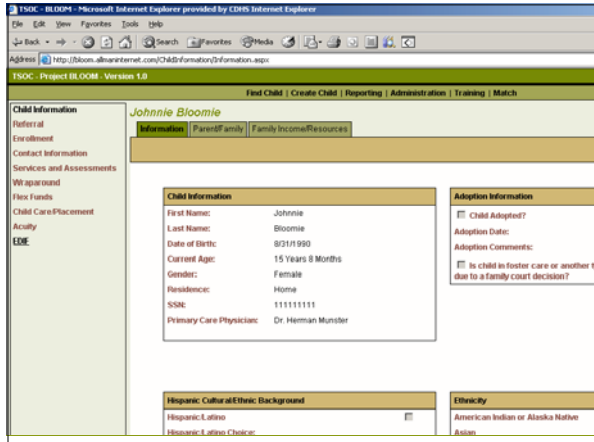
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## What is TSOC tracking?

A "Snapshot" and "Reporting" approach

• Child Information	• Flex Funds
• Referral	• Child Care & Placement
• Enrollment	• Acuity
• Contact Information	• EDIF
• Services and Assessments	• Training
• Wraparound	• Federal Match

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## Tracking Systems of Care

- **Child Information**
  - Child Information, Parents, Siblings, Family Resources
- **Referral**
  - Referral Information, Referral Reasons, Eligibility Criteria, Diagnostic Criteria, County Agency
- **Enrollment**
  - Enrollment Information, Exit Information, Consent Status
- **Contact Information**
  - Caregiver Contacts, Agency/Professional/Provider Contacts

## Tracking Systems of Care

- **Services and Assessments**
  - Service and Cost Detail, Screenings and Assessment
- **Wraparound**
  - Team Meeting information, Recommendations, ISP Participants
- **Flex Funds**
  - Request Form and Tracking
- **Child Care/Placement**
  - Tracking Multiple Child Care and Placement History

## Tracking Systems of Care

- **Acuity**
  - Monthly Tracking ~ Level of Need and Contacts with Family
- **EDIF**
  - Compiling EDIF data and Creating a Batch upload process
- **Training**
  - Training Detail ~ What, Who, When, How Long, etc.
- **Federal Match**
  - In-kind Donation, Participation in Meetings

## TSOC Reporting

- **Provide anytime/anywhere access to Reports**
  - Standard Built-in Reports
    - Federal Reporting Requirements
    - National Evaluation Reporting Requirements
      - EDIF, MEAR
    - Data for Social Marketing or Grant Writing
    - Microsoft's Report Services ~ Queries and Ad Hoc
- **All Users have Access**
- **Current, Real-Time Data**

## Colorado TSOC

Let's take a quick look

Colorado TSOC  
**T**racking **S**ystems **o**f **C**are

For more information...

Website: [allmaninternet.com](http://allmaninternet.com)

**Jim Strasser - Strasser Consulting Inc.**

Project BLOOM Evaluation - state partnership

Voice: 303.866.7164

FAX: 303.866.7150

[jm.strasser@state.co.us](mailto:jm.strasser@state.co.us)

**Dean Allman**

Allman Internet Services LLC

Voice: 720-339-3611


Fax: 303-750-1531

[dean@allmaninternet.com](mailto:dean@allmaninternet.com)




Colorado TSOC

**Central Massachusetts Communities of Care  
(CMCC)  
Registration and Tracking  
System**




Linda Foss-Khuu, MPH MS  
Evaluation Manager



**Central Massachusetts  
Communities of Care**

- Central Massachusetts Communities of Care (CMCC) is one of 29 sites funded in 2005 by the Center for Mental Health Services of the Substance Abuse and Mental Health Services Administration (SAMSHA)
- 6 year system of care grant


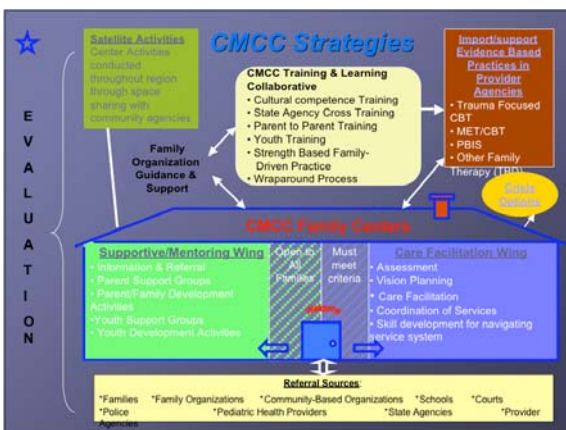


**Central Massachusetts  
Communities of Care**

- **Goal:** To enhance system of care in Central Mass to < and prevent youth with complex behavioral and emotional needs from serious court involvement
- **Target pop'n:** – Youth, aged 10-18 with SED in Central Massachusetts at risk of or involved with juvenile justice system

**CMCC Catchment Area**

- 50 cities and towns throughout Central Massachusetts
- Excludes City of Worcester

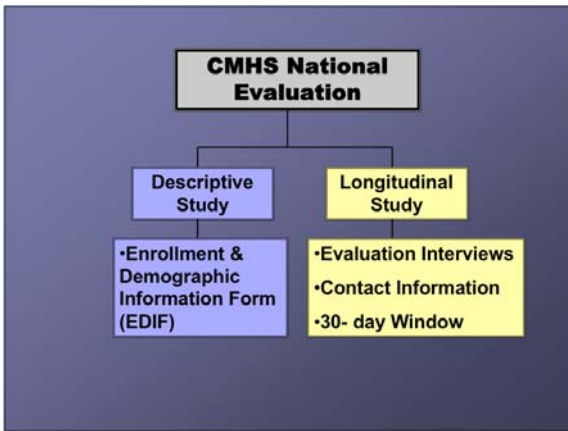
**Challenges**

- Large geographic area



### Challenges

- Provide secure database to capture:
  - CQI
  - Family Center intake and registration
  - Data requirements for CMHS National Evaluation



### Challenges

- Multiple participating sites

### Family Centers

- Present National Evaluation to caregivers and collect:
  - Descriptive Study (EDIF)
  - Longitudinal Study (Contact Information)

A map of Massachusetts with a red star placed in the eastern part of the state, likely indicating a specific location of interest for the study.

### Evidence Based Practices

- Trauma Focused Cognitive Behavior Therapy (TF-CBT)
- 7 providers (& satellites)
- Present National Evaluation to caregivers and collect EDIF & Contact Information

A map of Massachusetts with several blue stars placed across the state, representing the locations of the 7 providers and their satellites.

### Challenges

- Assignment of unique identifiers to avoid duplication

### Multiple Participating Sites



### Registration & Tracking System

- Developed.....
- Evaluation database primarily for:
  - EDIF information
  - Caregiver contact information for Longitudinal Study follow-up
- Screens for Registration and Tracking System mirrors EDIF

### Registration & Tracking System

- Web-based
- Real Time
- Multiple Users across broad geographic area
- Provides secure database for youth/child and family information
- Requires user id & password to access
- Automatically assigns NID # and Local ID #



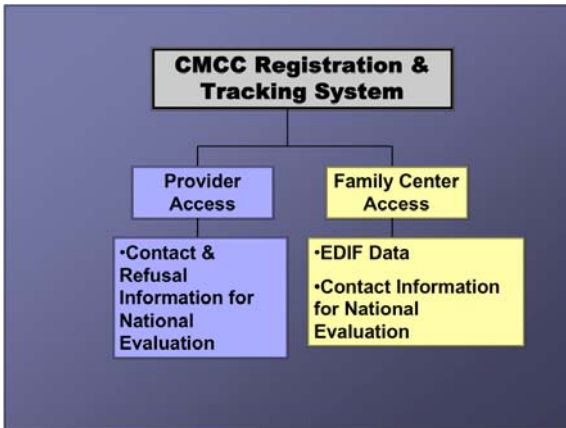
### Implementation Challenges

- Double entry –
  - Uploading data to ICN
- EDIF data not collected by providers
- Create separate provider and family center access

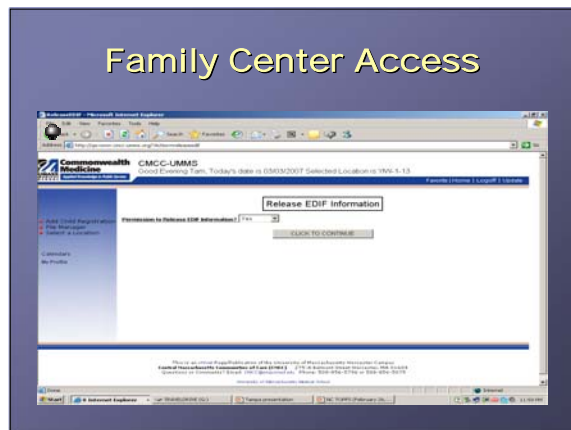
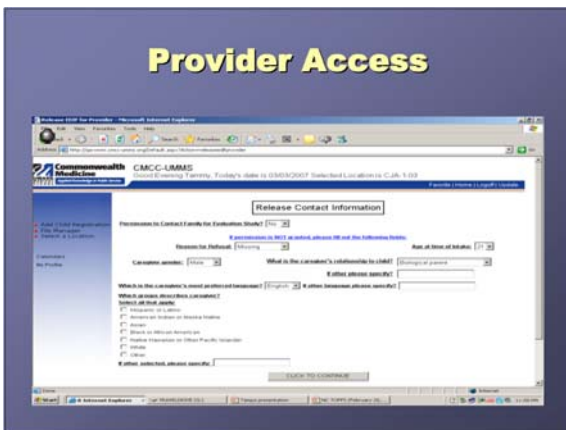
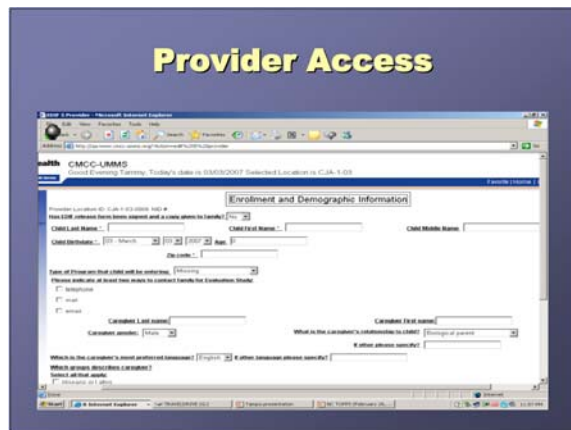
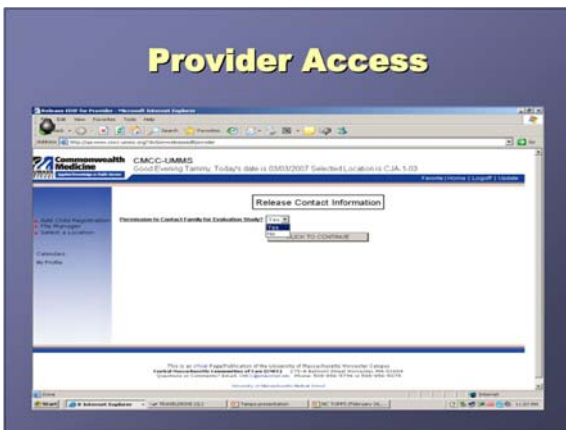


- Provider Access
- Family Center Access





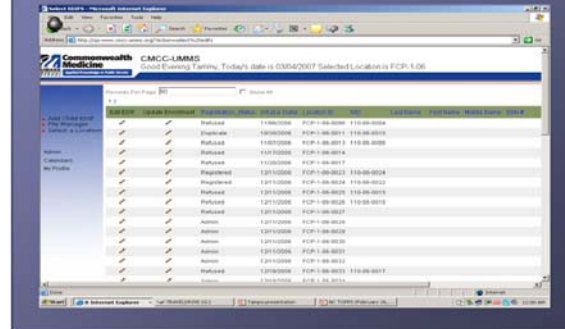
- ### Administrator Access
- View all data in database
  - Assigns roles (access screens)
  - Assigns passwords
  - Assign locations
  - Status of stored data
    - Admin – edited/updated
    - Registered – final, saved & ready to upload to ICN



## Family Center Access



## Admin Access



## Possible Future Applications

- Eligibility screening at courts
- Import of new evidence based practices
- Effectiveness measures (EBP) – *UCLA PTSD Index & Fidelity Measures*
- Automated Scoring
- Reports

## Contact Information:

• Linda Foss, MPH, SM

CMCC Evaluation Manager

[linda.foss@umassmed.edu](mailto:linda.foss@umassmed.edu)

• Melodie Wenz-Gross, Ph.D.

CMCC Director of Evaluation

[melodie-wenzgross@umassmed.edu](mailto:melodie-wenzgross@umassmed.edu)

