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

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

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”

What is TSOC tracking?
A “Snapshot” and “Reporting” approach
- Child Information
- Referral
- Enrollment
- Contact Information
- Services and Assessments
- Wraparound
- Flex Funds
- Child Care & Placement
- Acuity
- EDIF
- Training
- Federal Match

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Colorado TSOC
Tracking Systems of Care

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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

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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

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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**

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Colorado TSOC

Let’s take a quick look
Colorado TSOC
Tracking Systems of Care

For more information...

Website: allmaninternet.com
Jim Strasser - Strasser Consulting Inc.
Project BLOOM Evaluation - state partnership
Voice: 303.866.7164
FAX: 303.866.7150
jim.strasser@state.co.us

Dean Allman
Allman Internet Services LLC
Voice: 720-339-3611
Fax: 303-702-1531
dean@allmaninternet.com
Central Massachusetts Communities of Care

Registration and Tracking System

Linda Foss-Khuu, MPH MS
Evaluation Manager

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 Strategies

- Supportive/Mentoring Wing
  - Information & Referral
  - Parent Support Groups
  - Parent/Family Development Activities
  - Youth Support Groups
  - Youth Development Activities

- Care Facilitation Wing
  - Assessment
  - Vision Planning
  - Care Facilitation
  - Coordination of Services
  - Skill development for navigating service system

CMCC Catchment Area

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

Challenges

- Large geographic area

Referral Sources:

- Families
- Family Organizations
- Community-Based Organizations
- Schools
- Courts
- Provider

Evidence Based Practices in Provider Agencies

- Trauma Focused CBT
- MET/CBT
- PBIS
- Other Family Therapy (TBD)

CMCC Family Centers

Satellite Activities

- Center Activities conducted throughout region
- Sharing with community agencies

Family Organization Guidance & Support

Import/support Evidence Based Practices in Provider Agencies

CMCC Training & Learning

- Cultural competence Training
- State Agency Cross Training
- Parent to Parent Training
- Youth Training
- Strength-Based Family-Driven Practice
- Unmet needs/Process

Evaluation

- Selective Activities
  - Care Management
  - Parent Support Services
  - Youth Development Activities

EVALUATION

- Care Facilitation Model
  - Family Organization
  - Community-Based Organizations
  - Schools
  - State Agencies
  - Provider

EvAULTIO

Referral Sources:

- Families
- Family Organizations
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Crisis Options

- Trauma Focused CBT
- MET/CBT
- PBIS
- Other Family Therapy (TBD)
Challenges

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

CMHS National Evaluation

- Descriptive Study
  - Enrollment & Demographic Information Form (EDIF)
- Longitudinal Study
  - Evaluation Interviews
  - Contact Information
  - 30-day Window

Challenges

- Multiple participating sites

Family Centers

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

Evidence Based Practices

- Trauma Focused Cognitive Behavior Therapy (TF-CBT)
- 7 providers (& satellites)
- Present National Evaluation to caregivers and collect EDIF & Contact Information
Challenges
- Assignment of unique identifiers to avoid duplication

Multiple Participating Sites
- Evidence-Based Practices
- CMCC
- Family Centers

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

Evaluation database primarily for:
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Implementation Challenges
- Double entry –
  - Uploading data to ICN
  - EDIF data not collected by providers
  - Create separate provider and family center access

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 #

Provider Access
Family Center Access
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

- Melodie Wenz-Gross, Ph.D.
  CMCC Director of Evaluation
  melodie-wenzgross@umassmed.edu