WrapStat FAQ

General System

Q: Will the data that was in WrapTrack be carried over to WrapStat?

A: Yes, all user accounts, care coordinators, and youth records have been migrated from WrapTrack to WrapStat. The team at WERT is currently in development of a data upload process to transfer existing WFI-EZ and TOM 2.0 data. As soon as that has been developed, all assessment data from WrapTrack will be migrated to WrapStat.

Q: What is the Site ID?

A: It's a data identifier used in the backend of the database, tied to the site name. The only time you will need it is if you do a bulk upload.

Q: Is there a list of all the required fields in the youth record?

A: Yes, starting on page 12 of the WrapStat User Manual you can find a list of each field in the youth record with indicators if the field is required.

Q: What if I don't have the **Manage tab** in my account?

A: Only users doing data entry or adding Care Coordinators to WrapStat will need access to the **Manage tab**. If you are doing either of these tasks and don't have access to the **Manage tab**, please email socidatasupport@pdx.edu to request access.

Q: Do I need to access to the **Youth Roster tab** to enter WFI-EZ or TOM 2.0 data?

A: No, fidelity assessment data are entered in the **Data Management tab**. If you are responsible for entering WFI-EZ or TOM 2.0 data and don't have access to the **Data Management tab**, please email socidatasupport@pdx.edu to request access.

Manage Tab: Users

Q: When someone in my organization needs access to WrapStat, do I create a new user account for them?

A: No, Wraparound programs and CCOs should not create user accounts. Your new user needs to complete the Account Request Form located here and a new user account will be created for them. There are three different user levels with multiple permission level settings within WrapStat and your user will be assigned to the appropriate user level

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Q: When someone with a WrapStat user account leaves my organization, should I archive their user account?

A: No, Data Partners should not archive user accounts in WrapStat. Please send an email to socidatasupport@pdx.edu with the user's name and we will archive the account for you.

Q: Why don't I see myself in the list of Users?

A: The ability to log in to WrapStat indicates that you already have a WrapStat account. You are not able to edit your own account and will not see yourself in the Users list.

Manage Tab: Care Coordinators

Q: When a Care Coordinator leaves my organization, should I remove their Care Coordinator record?

A: Yes, you should archive their Care Coordinator record. It is important that you first, go to your **Youth Roster tab** and search for all Youth Records who have this Care Coordinator and change the records to reflect their new Care Coordinator. Then on the **Manage tab: Care Coordinators sub tab**, locate the Care Coordinator's name and click the green edit icon to edit the record. Enter the date the Care Coordinator left your organization as the **Exit Date** and select an **Exit Reason** from the list provided.

Q: When a Care Coordinator leaves my organization, and then later returns can I reactivate their record? If so, is there a time limit for how long they've been gone for me to still be able to reactivate their record?

A: Yes, you can click the **Show Archived** hyperlink at the bottom of the Care Coordinators to see all records that have been archived. Click the teal **Unarchive** button to reactivate the Care Coordinator. There is no time limit for when a Care Coordinator can be unarchived.

Youth Record

Q: When should we add youth to WrapStat?

A: Add the youth as soon as a youth and family are accepted through the Wraparound Review Committee.

Q: Will the youth record automatically save as a draft if a user forgets to click the **Submit button** or will it need to be fully re-entered if the user leaves the screen?

A: It does not save as a draft. If a user navigates away from the Youth Record without clicking the **Submit button**, they will have to re-enter the youth record information.

Q: How is the **Youth Age at Enrollment** calculated on the **Enrollment tab** and on the WFI-EZ forms?

A: This calculation is performed when the Youth Form is initially created using the entered **Date of Birth** and the **Wraparound Start Date**.

Q: Where does the **Wrap ID** come from?

A: Each CCO and organization may have a different format for this. It's up to each individual organization to define how they want to format the **Wrap ID**. CCOs with multiple counties and Wraparound programs may want to include the county name in **Wrap ID** for sorting purposes. Ideally, this should be a combination of letters and numbers that can be used to de-identify the youth. The **Wrap ID** is printed on the WFI-EZ and TOM 2.0 cover sheet so programs should make sure they aren't using the youth's name or other identifiable information as the **Wrap ID**.

Q: If we are working with youth in our local BRS program and they are capitated to our CCO but jurisdiction resides in another county what zip code do we enter in the **Demographic Information** tab of the youth record?

A: Generally, you should enter the zip code where the youth currently resides. If the youth is involved with DHS, you should enter the zip code of the DHS office with which they are connected.

Q: Should I discharge the youth in WrapStat when they transition out of Wraparound?

A: Yes, on the Discharge Tab of the youth record **Exit Date** and **Exit Reason** should be completed.

Q: What should I use as the **Exit Date** for the youth?

A: You should enter the date that the Care Coordinator had their last contact with the youth and family. That could be the transition meeting, celebration, or whenever else the last contact was.

Q: How do we maintain youth records and data when the youth transfers to another organization and ensure we won't lose data?

A: Wraparound programs should maintain separate youth records. When the youth leaves your program, you should enter an **Exit Date** and **Exit Reason**. The new organization should create a new youth record. The youth records will have different **Wrap IDs**, sites, and Care Coordinators attached to them.

Q: If a youth exits Wraparound and then comes back later, should I re-use the original Youth Record?

A: No, in WrapStat when a youth has exited Wraparound and later returns, you need to create a NEW youth record for the new instance of Wraparound. The Wraparound Evaluation and Research Team recommends using the same **Wrap ID** and adding -2 or -3 depending on how many times the youth has been in Wraparound with your program. This will allow each "instance" or "episode" of Wraparound to be viewed individually.

Q: Should we discharge youth records that were transferred from WrapTrack if the youth is no longer active?

A: Yes. When youth records were transferred over, any youth record with an enrollment date of 9/1/2018 forward was moved over into WrapStat. Your program will need to review your **Youth Roster** and add an **Exit Date** and an **Exit Reason** for any youth no longer in Wraparound with your program.

Q: I'm reviewing our **Youth Roster** in WrapStat and noticed that some of the youth records that were in WrapTrack are not in WrapStat. Do we need to enter them into WrapStat?

A: Yes. When youth records were transferred over from WrapTrack into WrapStat, any youth record with an enrollment date of 9/1/2018 forward was moved over. If you have youth who were enrolled before 9/1/2018 and are still active in Wraparound with your program you will need to create records for them in WrapStat. Your program will need to review your **Youth Roster** and add any active youth records that weren't transferred over from WrapStat. It is crucial that your **Youth Roster** accurately reflect all youth currently being served in your Wraparound Program.

Q: Can more than one Caregiver and one Team Member be added in the Youth Record Contact Information tab?

A: No, only one Caregiver and one Team Member can be added to the Youth Record in WrapStat. The WFI-EZ will be offered to the caregiver and team member recorded in the Youth Record. Programs should decide which team member type they are most interested in seeing WFI-EZ data from. You may consider which Team Member type would be most helpful for program improvement efforts. Ensure that your program then applies that decision consistently.

Q: If Youth, Caregiver, or Team Member information isn't added in the Contact Information Tab in the youth record, can this youth still be included in WFI-EZ samples?

A: Yes, they are still eligible to be included in the sample. However, in the **Data Management** tab that participant will show up as a blank contact, which will need to be filled in. Youth will only be excluded if they are under the age of 11.

Q: What if we don't have Team Member or Caregiver contact information when we first create the Youth Record?

A: Users can add Caregiver or Team Member contact information later on in the Wraparound process. Best practice would be to enter this contact information before the youth has been in Wraparound for six months to ensure if they are included in the sample, you will already have their information. You are able to enter the contact information at any time, including after the team member or caregiver has been selected in the sample for a WFI-EZ evaluation cycle.

Q: Can Team Member or Caregiver contact information be changed in the middle of an **Evaluation Cycle**?

A: Users can update Caregiver or Team Member contact information at any time and the system will update it in both the **Youth Roster** and **Data Management Tabs**.

WFI-EZ Evaluation Cycles

Q: Does someone at our CCO or Wraparound program need to create the **Evaluation Cycle**?

A: No, the **Evaluation Cycles** will be created at the state-level, not by CCOs or programs.

Q: Who can see the list of respondents included in the sample for the **Evaluation Cycle**?

A: Any user who has permission to see the **Data Management** tab will be able to see the **Evaluation Cycles** for the different WFI-EZ forms and respondent types.

Q: How long will the WFI-EZ **Evaluation Cycles** be?

A: For most programs, each month a new **Evaluation Cycle** will be created for each of the WFI-EZ form types and they will be a month long.

Q: For Wraparound programs that do batch WFI-EZ, what kind of date range will we have for our evaluation cycles?

A: For programs who batch WFI-EZs, the evaluation cycle will mirror your current batching months.

Q: If a respondent is randomly selected for a WFI-EZ Evaluation Cycle and doesn't complete the WFI-EZ, will they be included in a future Evaluation Cycle?

A: No, each eligible respondent will only be included in one WFI-EZ Evaluation Cycle. They will not be included in future WFI-EZ Evaluation Cycles.

Data Management Tab: WFI-EZ Data Entry

Q: Can we enter WFI-EZs for youth not included in the WFI-EZ **Evaluation Cycle**?

A: No, WrapStat will not allow you to enter WFI-EZ for anyone not included in the sample. WFI-EZs are only collected from youth, caregivers, Team Members, and Care Coordinators who are included in the sample from the WFI-EZ **Evaluation Cycle**.

Q: If a respondent has started completing the WFI-EZ but not yet completed it, when they are sent a Reminder message from the **Message Center** and they click the **Take Survey** button will it take them back to the WFI-EZ they already started or will they have to start again?

A: Yes, it will save where they were in the survey. If they click the **Take Survey** button in the reminder message they will be taken back to where they left off.

Q: We received paper WFI-EZs for a respondent that was included in an Evaluation Cycle several months ago. Can we still enter these into WrapStat?

A: Yes, these can still be entered into WrapStat. Go to the Data Management Tab -> WFI-EZ Sub-tab and select the appropriate WFI-EZ form type tab. Check the box to "Show closed cycles", locate the correct Evaluation Cycle and individual, then click the blue and white plus sign icon to enter the form.

Q: Is there a way to track WFI-EZs being offered to youth, caregivers, Team Members, and Care Coordinators who aren't receiving the survey through the electronic **Message Center**?

A: Not currently. The **Data Management** tab will update showing the WFI-EZ was collected once the WFI-EZ data has been entered, however there isn't a way to note that a paper version has been offered.

Q: How and when should we send the Evaluation Summary/Consent Form?

A: Follow your program's current process for this. There isn't a way to send these out from within WrapStat, however you can track if consent has been received in the **Data Management** tab for each different respondent type.

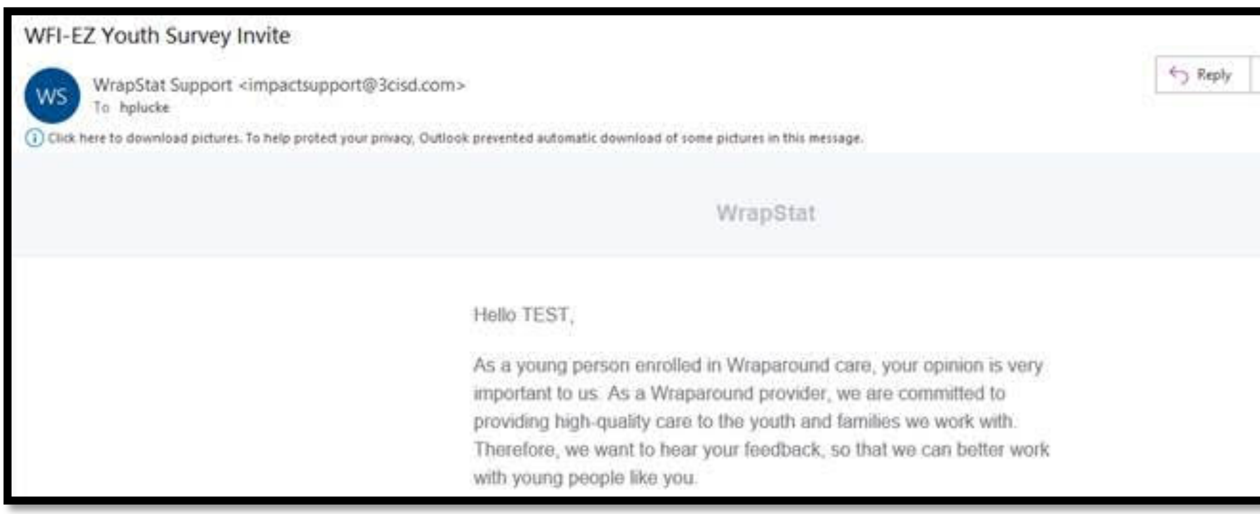
Q: Can more than one WFI-EZ for the same respondent be entered? In other words, if a youth or Caregiver completes WFI-EZs at two different times, can both of them be entered?

A: No, WrapStat will not allow you to enter more than one WFI-EZ for any respondent or respondent type included in a WFI-EZ Evaluation Cycle.

WFI-EZ Message Center

Q: What email address are the WFI-EZ **Message Center** emails sent from?

A: The address is WrapStat Support <impactsupport@3cisd.com>.



Q: Will the **Message Center** automatically send the WFI-EZ to everyone included in the sample for the **Evaluation Cycle?**

A: No, the message templates need to be edited and scheduled for delivery by program staff before they will be sent out.

Q: Do the message templates need to be created and scheduled for each individual person in the sample list?

A: No, once the message is scheduled it will be sent to every person included in the sample as long as they have an email address (for email messages) or a cell phone number (for SMS/text messages) entered in the **Contact Information** tab of the youth record.

Q: When the WFI-EZ invitation and reminder messages are sent can the Care Coordinator be copied on the message?

A: No, there isn't a way to copy Care Coordinators on the WFI-EZ invitation and reminder messages.

Q: Is there a recommendation on who should send the WFI-EZ messages? Should it be the Wraparound program or the CCO?

A: Yes, messages should be sent from the Wraparound programs. Most users at the CCO will not have access to the **Data Management** tab.

Q: Can we send messages via SMS/text and email at the same time?

A: Not at precisely the same time. You would schedule one message via email and then schedule the same message to be sent via SMS/text.

Q: What is the suggested time frame for sending the WFI-EZ Reminder Messages?

A: Send the Reminder Messages two weeks after the Invitation Messages were sent.

Q: How many contact attempts are best practice for the WFI-EZ Messages?

A: Send the initial Invitation Message and then two Reminder Messages. Two is the maximum number of Reminder Messages to send.

Q: If we don't have an email address for a contact when the Invitation Message is sent out, can we add an email later and re-send the message?

A: Yes, users can send a message later to only that specific participant by selecting "Receiver List" in the **Recipients** field on the Message Template and then entering the email address into the list.

Q: What text can we edit in the Invitation and Reminder Message templates?

A: In the Message Templates, text can be edited in the **Subject**, **Body (upper)**, **Button Text**, **and Body (lower) fields** <u>except for any text starting and ending with %</u>. Do not edit any text that starts and ends with %. Any text bookended by % is being piped in from a different location in the data system and editing it will cause the links to break and not work correctly.

Q: Can we edit the **Button URL** field in the Invitation and Reminder Message templates?

A: No, if anything is changed here, when the respondents click the button to take the survey it will not work.

Q: What if we accidentally edit the **Button URL** field in the Invitation and Reminder Message templates?

A: As long as you change it back to read %URL% it will still work.

Q: What if our program prefers to do in person/paper WFI-EZ instead of using the **Message Center**?

A: The intent of the **Message Center** is to make it easier for programs to send out and track the completion of WFI-EZs, all from within the system. However, if your program prefers to do the WFI-EZ on paper and do the data entry that is acceptable. You may also want to try a hybrid approach where you send messages out to those who prefer to be contacted via email or SMS/text and offer the WFI-EZ paper form for those who prefer that method.

Data Management Tab: TOM 2.0 Data Entry

Q: Can we enter TOM 2.0 for youth not included in the TOM 2.0 **Evaluation Cycle**?

A: No, in WrapStat TOM 2.0 are only collected for youth who are included in the sample from the TOM 2.0 **Evaluation Cycle**. WrapStat will not allow you to enter TOM 2.0 data for anyone not included in the sample.

WFI-EZ and TOM 2.0 Reports

The report features of WrapStat are currently under development. This section will be completed once the reports have been released.

WFI-EZ and TOM 2.0 Data Exports

The data export features of WrapStat are currently under development. This section will be completed once the reports have been released.

General Reports

Q: Will there be a report on Care Coordinator **Exit Reasons**? And if so, will it be de-identified?

A: Yes, the **Exit Reasons** will be reportable in the **General Reports**. Data will be aggregated and not specify names.