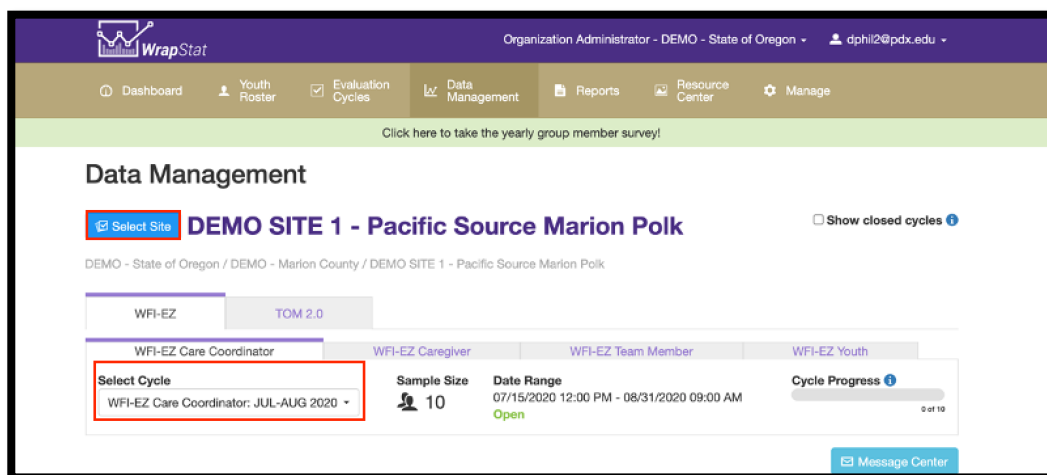


Using the WFI-EZ Message Center in WrapStat

The WrapStat system will email and/or text out a message with a link to the WFI-EZ survey to whatever contact information is listed for the participant in the Youth Roster.

Ensure that the Youth Roster has up to date information for all contacts to which you administer the WFI-EZ.

Navigate to **Data Management** and then the **WFI-EZ** Tab.



From there, select the subtab for the form for which you want to send messages out:

- WFI-EZ Care Coordinator
- WFI-EZ Caregiver
- WFI-EZ Team Member
- WFI-EZ Youth

You will need to create messages for EACH of the form types by following the steps in this document.

Remember: only youth who are included in the current Evaluation Cycle will be listed here.

- Click the blue Message Center button.

WrapID	Client	Status	Care Coordinator Contact	Actions	Messages	Date Started	Date Completed
site641	Daren Hall-Yoshida		Yara T		0		

- There are two different message options, **Invite** and **Reminder**.

Invite Messages

- The **Invite** option should be used the first time you send the WFI-EZ to respondents
- Click the green **Edit** icon in the **Actions** column.

Label	Message Type	Recipients	Condition	Last Modified	Actions
Invite	Email	Respondent(s)	All Respondents	27 Apr 2021, 1:45 PM (PDT)	
Invite Text - Care Coordinator	SMS/Text	Respondent(s)	All Respondents	27 Apr 2021, 1:46 PM (PDT)	
Reminder	Email	Respondent(s)	Not Started	27 Apr 2021, 1:46 PM (PDT)	

- You will be taken to the **Edit Message** window.

Edit message 'Invite'
✕

Label ⓘ

Recipients

Condition

Respondent(s) ▼

All Respondents ▼

▸
Scheduling List (0)

Message Type Email Message ▼

Subject* WFI-EZ Caregiver Survey Invite

Body (upper) Dear %pawn:data:caregiverName%,

As the caregiver of %pawn:data:firstName%
%pawn:data:lastName% your opinions and feedback

Button Text Take Survey

Button URL %URL%

Body (lower) All data will be confidential. No one providing services to you or your family will see or hear any information you provide.

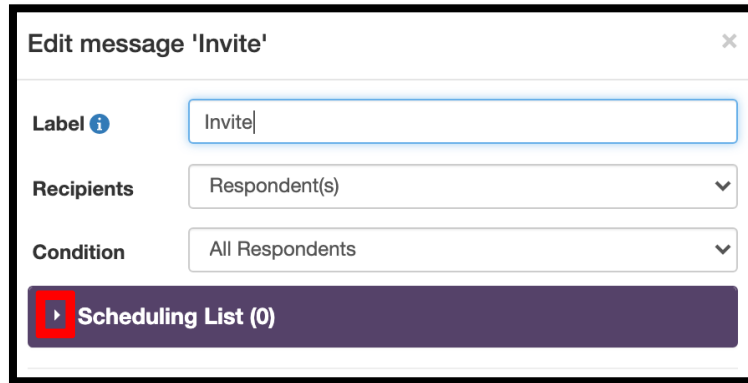
Note: To place the data collection wave link in the message, type %URL% and the link will automatically be filled in when the message is sent. You can also insert %firstName%, %lastName%, or %fullName%.

Preview

Submit

- In the **Label** field, leave Invite in the text box.
- In the **Recipients** field, select Respondent(s).
- In the **Condition** field, select All Respondents.

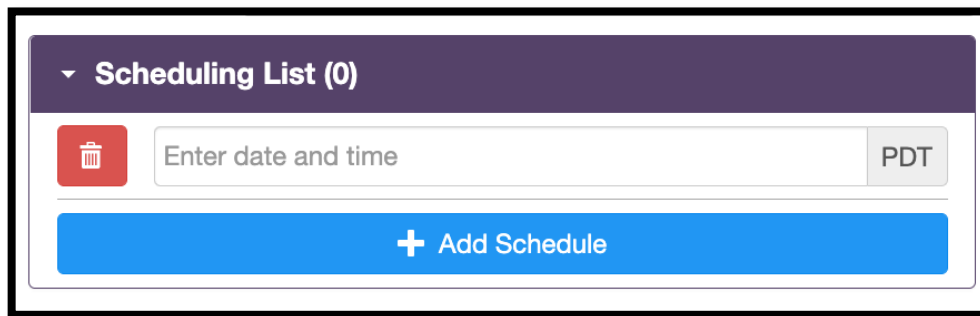
- Click on the triangle on the left side of the Scheduling List bar.



Dialog box titled "Edit message 'Invite'". It contains the following fields:

- Label: Invite
- Recipients: Respondent(s)
- Condition: All Respondents
- A purple bar at the bottom labeled "Scheduling List (0)" with a red triangle icon on the left.

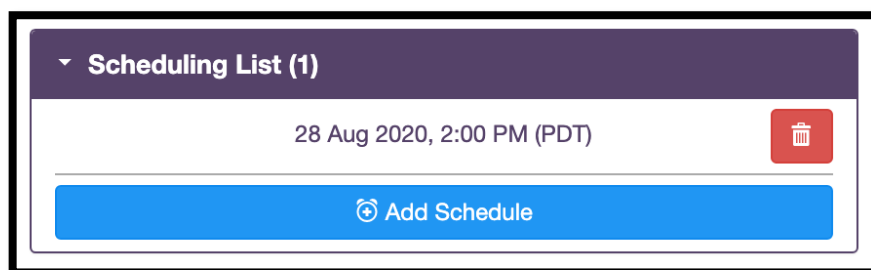
- This will open a data entry field where you select the date and time for the messages to be sent.



Interface for "Scheduling List (0)". It features:

- A trash icon on the left.
- A text input field labeled "Enter date and time" with a "PDT" dropdown menu on the right.
- A blue button labeled "+ Add Schedule" at the bottom.

- After clicking the **Add Schedule** button, the scheduled date and time will be displayed.



Interface for "Scheduling List (1)". It features:

- The scheduled date and time: "28 Aug 2020, 2:00 PM (PDT)".
- A trash icon on the right.
- A blue button labeled "+ Add Schedule" at the bottom.

Edit message 'Invite'

Label i

Recipients

Condition

Scheduling List (0)

Message Type

Subject*

Body (upper)

Button Text

Button URL

Body (lower)







Note: To place the data collection wave link in the message, type %URL% and the link will automatically be filled in when the message is sent. You can also insert %firstName%, %lastName%, or %fullName%.

- In the **Message Type** field, select **Email Message** or **SMS/Text Message**.
- In the **Subject*** field, you can leave it as is or customize the subject.
- In the **Body (upper)** field, you can edit any text **EXCEPT** text bookended by the % sign. This information is being piped in from the Youth Roster.
- In the **Button text** field, you can leave it as is or customize it. This is the text that will be shown in the message on the button respondents will click to take the survey.
- In the **Button URL** field, **DO NOT** make any edits. If anything is changed here the link will not work.
- In the **Body (lower)** field, you can edit any text.
- Click the blue **Submit** button.



Message Center

Messaging

Messages + Create Message

Label	Message Type	Recipients	Condition	Last Modified	Actions	
Invite	Email	@ Preview	Respondent(s)	All Respondents	27 Aug 2020, 2:50 PM (PDT)	  
Reminder	Email	@ Preview	Respondent(s)	Not Started	15 Jul 2020, 11:00 AM (PDT)	  

Scheduled

Label	Message Type	Send To	Condition	Send On	Actions	
Invite	Email	@ Preview	Respondent(s)	All Respondents	28 Aug 2020, 2:00 PM (PDT)	 

- You will be returned to the **Message Center** window and the message you have just scheduled will be shown in the Scheduled section.
- Click the green **Clock** icon in the **Actions** column to edit the scheduled message.
- Click on the red **Clock** icon in the **Actions** column to delete the scheduled message.

Select Site **DEMO SITE 1 - Pacific Source Marion Polk** Show closed cycles

DEMO - State of Oregon / DEMO - Marion County / DEMO SITE 1 - Pacific Source Marion Polk

WFI-EZ TOM 2.0

WFI-EZ Care Coordinator WFI-EZ Caregiver WFI-EZ Team Member WFI-EZ Youth













Select Cycle: WFI-EZ Care Coordinator: JUL-AUG 2020

Sample Size: 10

Date Range: 07/15/2020 12:00 PM - 08/31/2020 09:00 AM

Cycle Progress: 0 of 10

Showing 10 of 10

WrapID	Client	Status	Care Coordinator Contact	Actions	Messages	Incentive Disbursed	Date Started	Date Completed
site601	Amy Lee		Georgie L	 	1	NO	18-08-2020 02:14 PM	
site626	Bog Scribner		Mattie I	 	1	NO	27-08-2020 12:39 PM	
site639	Kamala Moorjani		Yara T	 	1	NO		
site621	Paul Chun		Mattie I	 	1	NO		

Reminder Messages

- The **Reminder** option should be used when you need to send a follow-up/reminder message to WFI-EZ respondents.
- Click the green **Edit** icon in the **Actions** column.

WFI-EZ Care Coordinator: APR-MAY 2021

Messaging

Messages

[+ Create Message](#)

Label	Message Type	Recipients	Condition	Last Modified	Actions
search...			search...		
Invite	Email @ Preview	Respondent(s)	All Respondents	27 Apr 2021, 1:45 PM (PDT)	✎ 🔄 🗑️
Invite Text - Care Coordinator	SMS/Text 📱 Preview	Respondent(s)	All Respondents	27 Apr 2021, 1:46 PM (PDT)	✎ 🔄 🗑️
Reminder	Email @ Preview	Respondent(s)	Not Started	27 Apr 2021, 1:46 PM (PDT)	✎ 🔄 🗑️

- You will be taken to the **Edit Message** window.

Edit message 'Reminder'
✕

Label ⓘ

Recipients

Respondent(s) ▼

Condition

All Not Started ▼

▶ Scheduling List (0)

Message Type

Email Message ▼

Subject*

Body (upper)

Hello %pawndata:caregiverName%,

This is a reminder email to complete this short survey about the quality of your Wranaround services. As a

Button Text

Button URL

Body (lower)

All data will be confidential. Your care coordinator will not know the specific information you give about services you receive.

Note: To place the data collection wave link in the message, type %URL% and the link will automatically be filled in when the message is sent. You can also insert %firstName%, %lastName%, or %fullName%.

Preview

Submit

- In the **Label** field, leave **Reminder** in the text box.
- In the **Recipients** field, select **Respondent(s)**.
- In the **Condition** field, select **All Partially Completed or Not Started**.

- Click on the triangle on the left side of the Scheduling List bar.

Dialog box titled "Edit message 'Invite'". It contains the following fields:

- Label**: Invite
- Recipients**: Respondent(s)
- Condition**: All Respondents
- Scheduling List (0)**: A bar with a red box around a right-pointing triangle on the left.

- This will open a data entry field where you select the date and time for the messages to be sent.

Interface for "Scheduling List (0)". It features:

- A trash icon on the left.
- A text input field with the placeholder "Enter date and time".
- A "PDT" button on the right.
- A blue button labeled "+ Add Schedule" at the bottom.

- After clicking the **Add Schedule** button, the scheduled date and time will be displayed.

Interface for "Scheduling List (1)". It features:

- The text "28 Aug 2020, 2:00 PM (PDT)" displayed in the center.
- A trash icon on the right.
- A blue button labeled "+ Add Schedule" at the bottom.

Edit message 'Invite' ✕

Label i

Recipients ▼

Condition ▼

▶ **Scheduling List (0)**

Message Type ▼

Subject*

Body (upper)

Button Text

Button URL

Body (lower)

Note: To place the data collection wave link in the message, type %URL% and the link will automatically be filled in when the message is sent. You can also insert %firstName%, %lastName%, or %fullName%.

- In the **Message Type** field, select **Email Message** or **SMS/Text Message**.
- In the **Subject*** field, you can leave it as is or customize the subject.
- In the **Body (upper)** field, you can edit any text **EXCEPT** text bookended by the % sign. This information is being piped in from the Youth Roster.
- In the **Button text** field, you can leave it as is or customize it. This is the text that will be shown in the message on the button respondents will click to take the survey.
- In the **Button URL** field, **DO NOT** make any edits. If anything is changed here the link will not work.
- In the **Body (lower)** field, you can edit any text.
- Click the blue **Submit** button.

Message Center

Messaging

Messages + Create Message

Label	Message Type	Recipients	Condition	Last Modified	Actions
Invite	Email	@ Preview	Respondent(s)	All Respondents	27 Aug 2020, 2:50 PM (PDT)
Reminder	Email	@ Preview	Respondent(s)	Not Started	15 Jul 2020, 11:00 AM (PDT)

Scheduled

Label	Message Type	Send To	Condition	Send On	Actions
Invite	Email	@ Preview	Respondent(s)	All Respondents	28 Aug 2020, 2:00 PM (PDT)

- You will be returned to the **Message Center** window and the message you have just scheduled will be shown in the Scheduled section.
- Click the green **Clock** icon in the **Actions** column to edit the scheduled message.
- Click on the red **Clock** icon in the **Actions** column to delete the scheduled message.

DEMO SITE 1 - Pacific Source Marion Polk

WFI-EZ Care Coordinator | WFI-EZ Caregiver | WFI-EZ Team Member | WFI-EZ Youth

Select Cycle: WFI-EZ Care Coordinator: JUL-AUG 2020 | Sample Size: 10 | Date Range: 07/15/2020 12:00 PM - 08/31/2020 09:00 AM | Cycle Progress: 0 of 10

WrapID	Client	Status	Care Coordinator Contact	Messages	Incentive Disbursed	Date Started	Date Completed
site601	Amy Lee	⊘	George L.	1	NO	18-08-2020 02:14 PM	
site626	Bog Scribner	⊘	Mattie I.	1	NO	27-08-2020 12:39 PM	
site639	Kamala Moorjani	⊘	Yara T.	1	NO		
site621	Paul Chun	⊘	Mattie I.	1	NO		

- After the message has been sent, the **Messages** column will update to show the number of messages sent.