WrapTrack

USER MANUAL

NWIC | National Wraparound Implementation Center

April Sather, MPH

Hattie Quick, MSW

Katalina Hadfield, BA

This manual was created by the Wraparound Evaluation & Research Team (WERT) for local users (non-administrators) of the Wraparound Fidelity Assessment System (WFAS) tools online data system – WrapTrack.

c/o Eric Bruns, Ph.D.
University of Washington

Department of Psychiatry

wrapeval@uw.edu

www.wrapinfo.org

1/30/2018

USER MANUAL

The Wraparound Fidelity Assessment System (WFAS) is a multi-method approach to assessing the quality of individualized care planning and management for children and youth with complex needs and their families. WFAS instruments located within the WrapTrack online data entry system include WFI-4 interviews with multiple stakeholders, a team observation measure (TOM 2.0), and a self-administered instrument (WFI-EZ) that is less time consuming than the full WFI interview. The instruments that comprise the WFAS can be used individually or, to provide a more comprehensive assessment, in combination with one another.

The **Wraparound Fidelity Index 4.0 (WFI-4)** is a set of four interviews that measures the nature of the wraparound process that an individual family receives. The WFI-4 is completed through brief, confidential telephone or face-to-face interviews with four types of respondents: caregivers, youth (11 years of age or older), wraparound facilitators, and team members. The WFI-4 interviews are organized by the four phases of the wraparound process (Engagement and Team Preparation, Initial Planning, Implementation, and Transition). In addition, the 40 items of the WFI interview are keyed to the 10 principles of the wraparound process, with 4 items dedicated to each principle. In this way, the WFI-4 interviews are intended to assess both conformity to the wraparound practice model and adherence to the principles of wraparound in service.

The **Wraparound Fidelity Index, Short Version (WFI-EZ)** is a brief, self-report version of the Wraparound Fidelity Index v.4. Versions of the WFI-EZ are available for facilitators, caregivers, and youth. All three versions can be completed either on paper or online and parallel one another in terms of structure and item content. In addition, a Transition Age Youth (TAY) form can also be administered. Beyond the questions about experiences in wraparound and adherence to the model, the WFI-EZ also contains questions about satisfaction and outcomes.

The **Team Observation Measure version 2 (TOM 2.0)** is employed by external evaluators to assess adherence to standards of high-quality wraparound during team meeting sessions. It consists of 7 subscales—five dedicated to the fidelity domains that align with the theory of change for Wraparound implementation, one that evaluates meeting attendance, and one that assesses facilitation skills. Each subscale consists of 5 indicators, with the exception of Full Meeting Attendance, of high-quality Wraparound practice as expressed during a child and family team meeting. Working alone or in pairs, trained raters indicate whether or not each indicator was in evidence during the Wraparound team meeting session. These ratings are translated into a score for each subscale, as well as a total fidelity score for the session overall.

CONTENTS

GETTING STARTED

SYSTEM REQUIREMENTS

WrapTrack is designed to be flexible, easy-to-use, and compatible with most workstation configurations. These are optimal system configuration details for best performance;

Operating System:	**Windows 7 32/64 Bit**
Microprocessor:	Core 2 Duo 2.93 GHz
RAM:	2 GB
Hard Drive:	160 GB
Hardware Interface:	Mouse, Keyboard, Tablet
Internet Browser:	IE 9.0, Firefox, Chrome, Mozilla

Note:	Certified XP system prior to XP obsolescence.
	Pop-up Blocker must be disabled on Browser.

To ensure emails are received, please add the following email addresses to the Safe Senders List in your email software.

- Unknown@fidelityehr.com
- wrapeval@uw.edu

Turn off all pop-up blockers so you can access each function of the WrapTrack system. Although we recommend you use Google Chrome as your WrapTrack browser, please see *Appendix A* (Web Browser Security and Utility) on how to address pop-up blockers for each browser.

Internet browsers: WrapTrack works with all browsers, but was built around and works best with **Google Chrome**. If possible, use Google Chrome when interacting with WrapTrack (e.g., data entry, sending surveys via email, taking surveys via email, report generation, etc.).

LOGGING INTO WRAPTRACK

WrapTrack uses a centralized Login page for all Users. Access to configurations is based on the User's login credentials, as assigned by the System Administrator. You can be redirected to WrapTrack from the main navigation page:

www.wrapinfo.org

You can also access WrapTrack from the centralized Login Page:

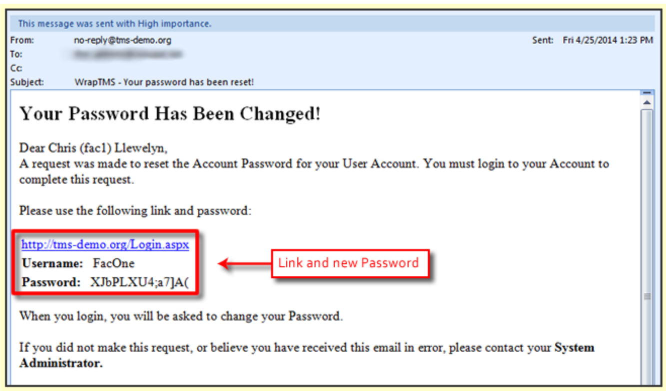
www.wraptrack.net

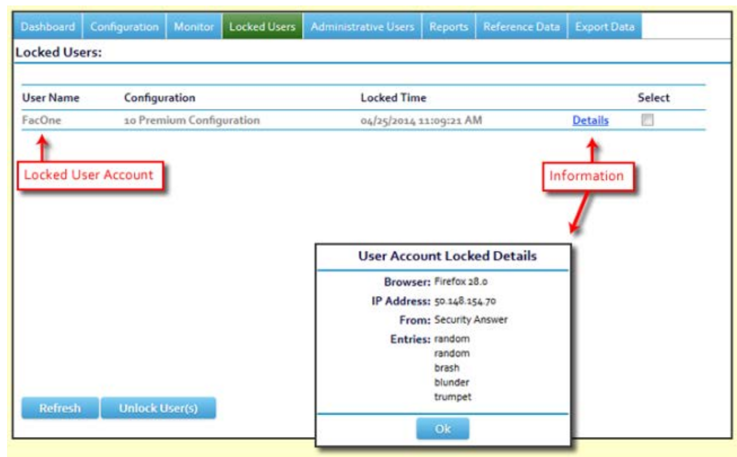
Enter your assigned User Name and Password in the fields provided, and select "Login" to be directed to your assigned configuration.

PASSWORDS

You can retrieve your forgotten password by selecting the link on the Login page, as depicted to the right. You will then be prompted to enter your User Name and answer the security question. Temporary password information will be sent to the email address on file for the user name you provide. Update your password and security question in *User Settings* once logged in.

Note: If there is no security question linked to the account, you will be provided with a default security question and answer. The default question is "hai" and the default answer is "bye".





You are given 5 attempts to input the correct answer to your security question. After the 5th attempt, the account will be locked. The User Account will then need to be unlocked by the Administrator Account from the University of Washington (wrapeval@uw.edu).

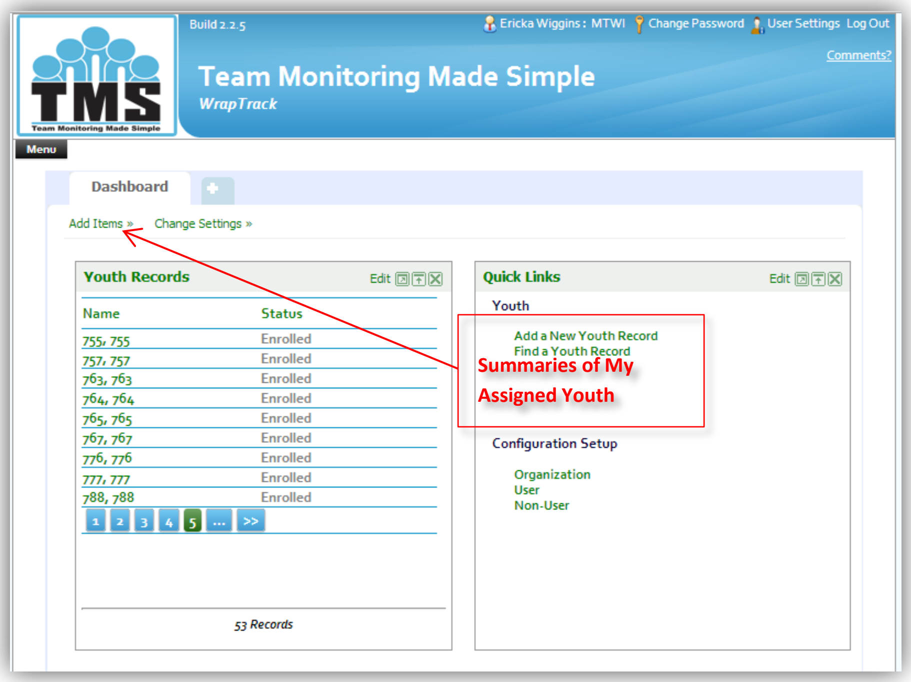
See *Appendix D* on *Page ix* for a step-by-step guide of password retrieval. You may also reference *Appendix A 2.3* on *Page vi* of the Appendices for specific guidance on HIPAA/FERPA compliant passwords.

BASIC USER (DATA ENTRY, REPORTING & EXPORTING)

THE HOME PAGE

When you login to the system, you will be taken to the Home Page, presented with list of current cases and quick links.

You have the option to organize your dashboards on the screen by hovering the mouse over the title (example "Youth Records") and the "Edit" icons in the top right corner of each dashboard. An arrow will appear, allowing you to move the dashboard to the left, right, top, or bottom of your screen. You can add items and change settings using the hyperlinks below the Dashboard tab.

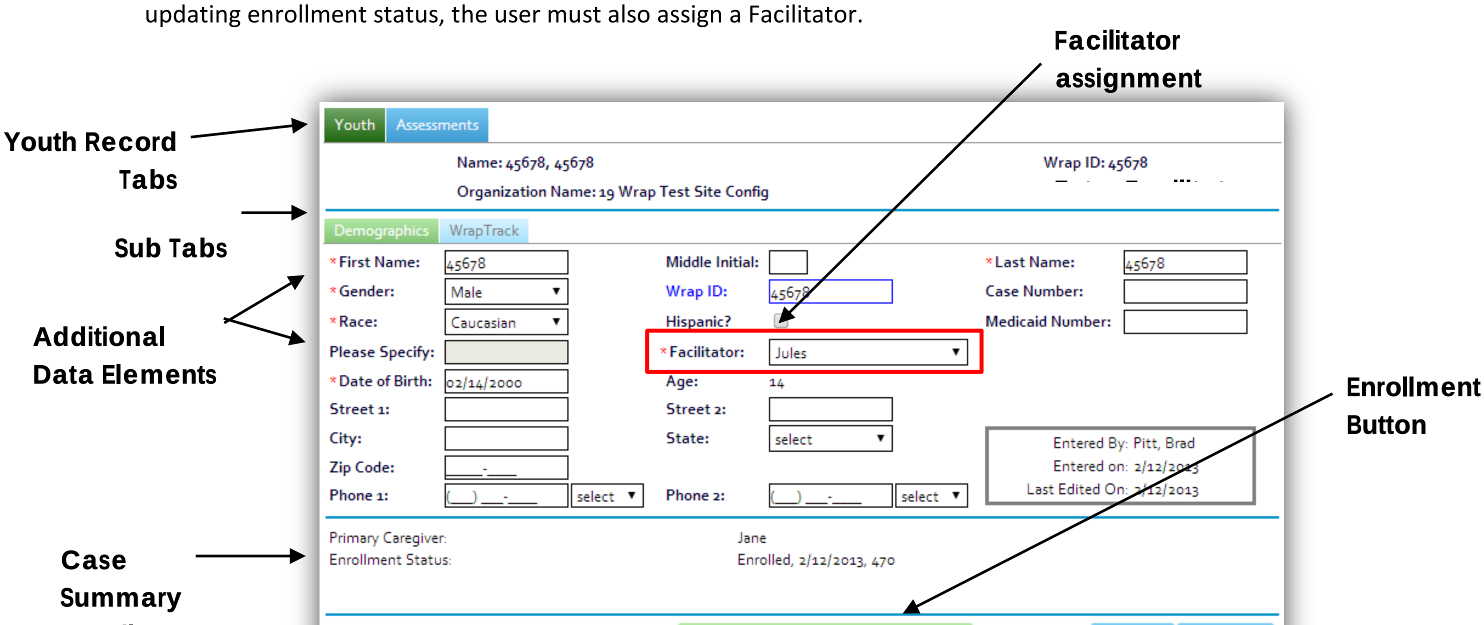


The Navigation Bar, on the left-hand side of the page under Menu, allows for easy navigation through-out the system. Each menu item provides the User with a sub-menu of task-specific options.

The Navigation Bar can be made visible by selecting Menu in the top left corner, and it allows a User to quickly access the information needed.

THE YOUTH RECORD

The Youth Record is the data repository for a particular youth. To access a Youth Record, select *Enrollment* using the Menu Navigation Bar. Find the youth name to display their existing Youth Record, or add a new Youth Record. Tabs across the top of the record allow a user to navigate to the different sections of the Youth Record. The WrapTrack sub-tab contains the school information for the selected youth. In order to fully enroll youth, after updating enrollment status, the user must also assign a Facilitator.



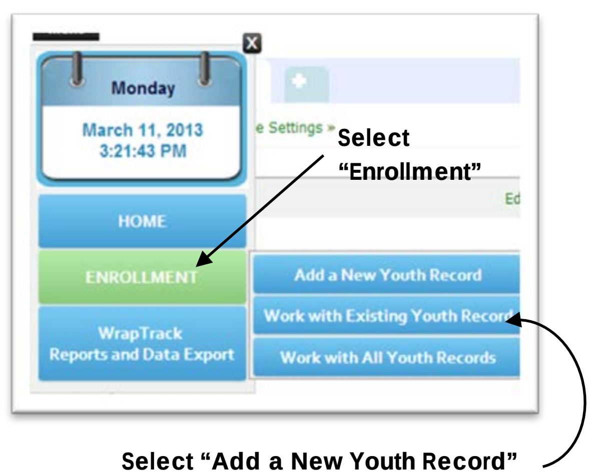
SPECIFIC TASKS IN WRAPTRACK

ADDING A NEW YOUTH RECORD

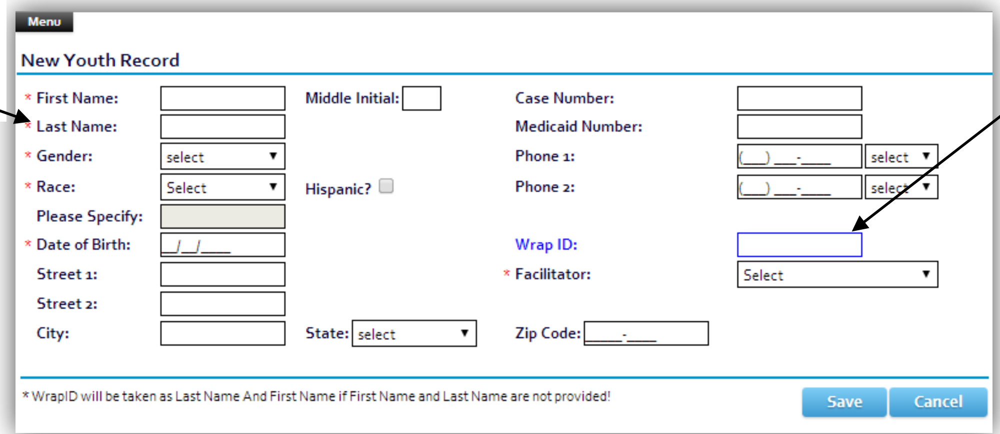
Before assessments can be completed (WFI-EZ, TOM 2.0), the youth must first be “Enrolled” into the system.

To add a new Youth Record:

1. Select the *Enrollment* button on the Navigation Bar. From the sub-menu, select "Add a New Youth Record." You may also make the same selection from the Quick Links on your Dashboard.



Asterisks identify required data



Wrap ID = Youth/Family ID, and is required

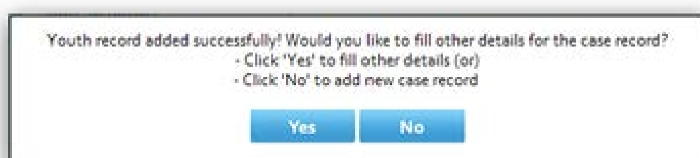
Note: Wrap ID should be used as name if first and last name will not be entered

2. Enter information on the youth. (The red asterisks (*) indicate required data for a new record.)

3. Click on the "Save" button at the bottom of the screen.

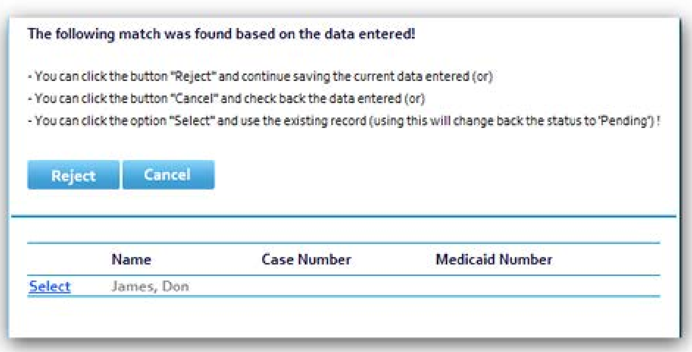
When you click on the "Save" button, the system will conduct a search of existing records to see if the youth is already in the system. (The system searches on *Last Name*, *First Name* and *DOB* for duplicates.) If no duplicate is found, you are given the option of adding additional Youth Records or working with the Youth Record you just entered.

To continue working on the Youth Record, select "Yes."



If a possible duplicate record is found, the following message box is displayed:

Duplicate record found
Option window



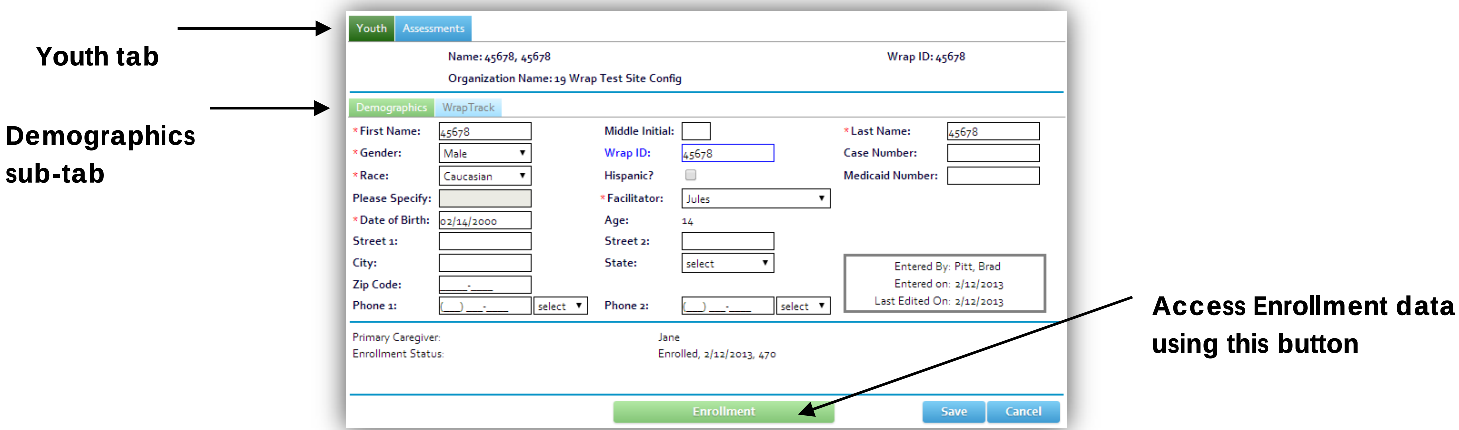
You can reject the duplicate, add a new Youth Record, and continue working; cancel the add function and check your data; or, use the existing Youth Record.

Once you make your choice, you will be returned to the Youth Record.

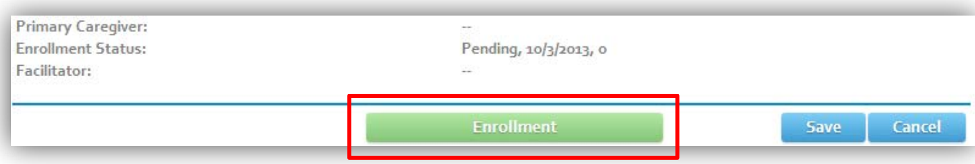
The initial Enrollment Status is automatically set to ***Pending,*** using the current date. You can and *should* modify the Pending status start date in the Enrollment section of the Youth Record.

ENROLLING A YOUTH IN WRAPTRACK

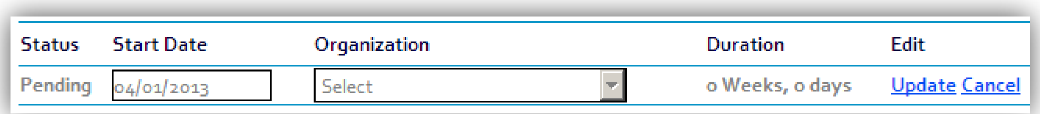
When you enter a new Youth Record, by default, the Youth **Enrollment Status** is set to *Pending*, as of the current date. You can change the date, or add a new Enrollment Status by selecting the *Enrollment* Button on the *Youth Tab,* under the *Demographics sub-tab*.



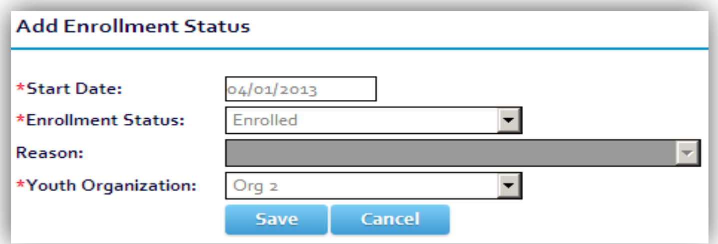
Click on the green *Enrollment* button on the Youth Record.



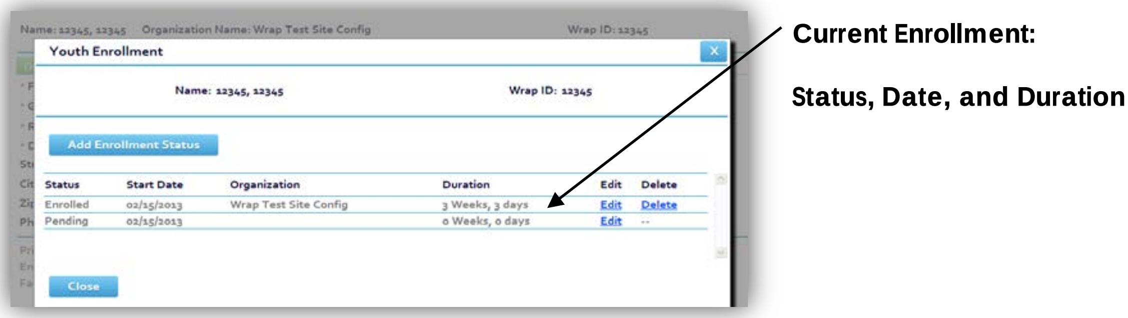
Edit the Pending Date to be the same date or at least one day prior to the Enrollment Date, click *Update*, and then click *Add Enrollment Status*.



Update with the correct Enrollment Start Date, Enrollment Status, and connect the youth to the correct Youth Organization.



Click *Save*, and then the Youth Record will display as *Enrolled*. The youth must have an Enrolled status in order for their data to show up in reports and exports. **NOTE:** Please be reminded that the Pending Date should be the same date, or one day prior to the Enrollment Date.



ENROLLMENT STATUS RECORDS

Selecting the *Enrollment* Button will open the *Enrollment Status* Window. From this window, you can Add, Edit or Delete* any Enrollment Record for the youth.

For the Enrollment Date, the only requirement is that it cannot precede the Pending Date. The Pending Date, by default, is the date the Youth Record was added to the system. In order to enter an earlier Enrollment Date, you must first Edit the Pending Date to at least 1 Day earlier.

You can set the Pending Date to any date greater than the Youth's Birth Date. You will then be able to enter an Enrollment Date at least one day greater than the date you entered for the Pending Date.

**The Youth Record cannot be deleted, unless by the Configuration Administrator (see Administrator's Manual).*

RE-ENROLLING A YOUTH

Select the *Enrollment* Button to open the *Enrollment Status* window.

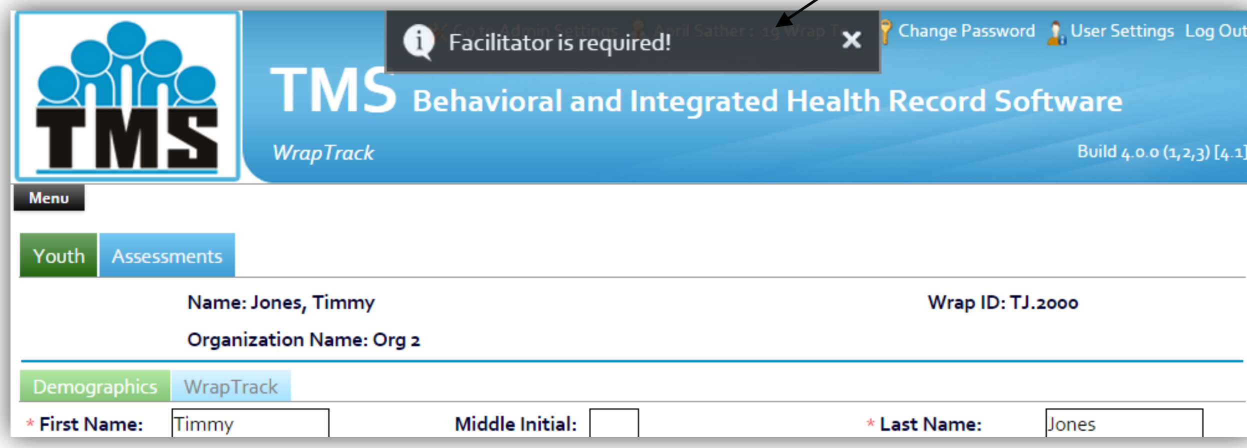
Simply select *Add Enrollment Status*, and choose the appropriate date the youth was re-enrolled. Make sure to update the *Pending* date to at least one day prior to the new Enrollment date.

NOTE: Youth status should not be *Discharged* unless absolutely necessary. If the Youth Record is categorized as *Discharged*, the data will not appear in reports or exports.

ADDING FACILITATORS TO THE YOUTH RECORD

Once the youth record has been *Enrolled*, you will be able to select the Facilitator from the dropdown list. This field cannot be edited until this step is complete. A message saying "Facilitator is required" will show up if you attempt to save the record without assigning a Facilitator (make sure to hit the *Save* button after making all of your updates).

Message: "Facilitator is required!"



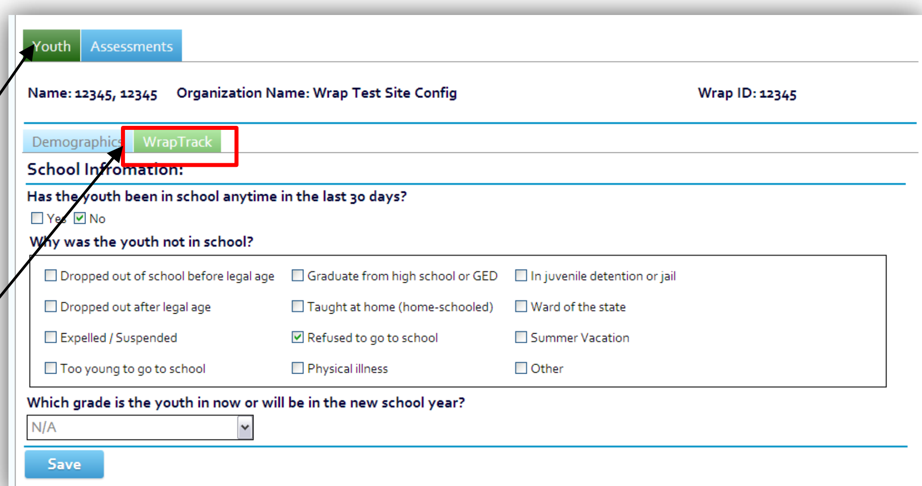
ENTERING INFORMATION FROM FIDELITY FORMS

WRAPTRACK TAB

Most of the information from the WFI-4 Demographics Form has been added to the *Demographics* sub-tab. This information will be carried throughout the remaining sections of WrapTrack in order to avoid duplicity in data entry. However, the final school questions from the WFI-4 Demographics Form must be entered into the *WrapTrack* sub-tab and then saved. This information is only visible in WFI-4 reports and exports.

Youth Tab

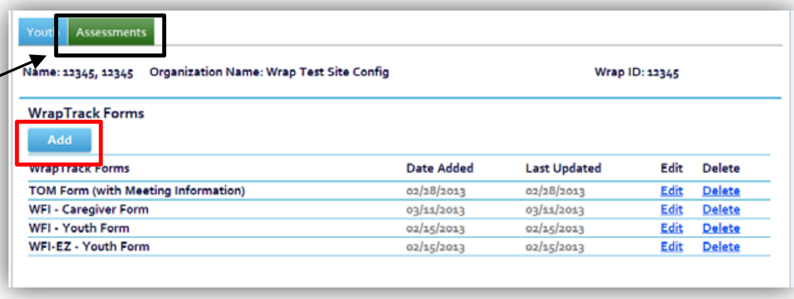
WrapTrack Tab



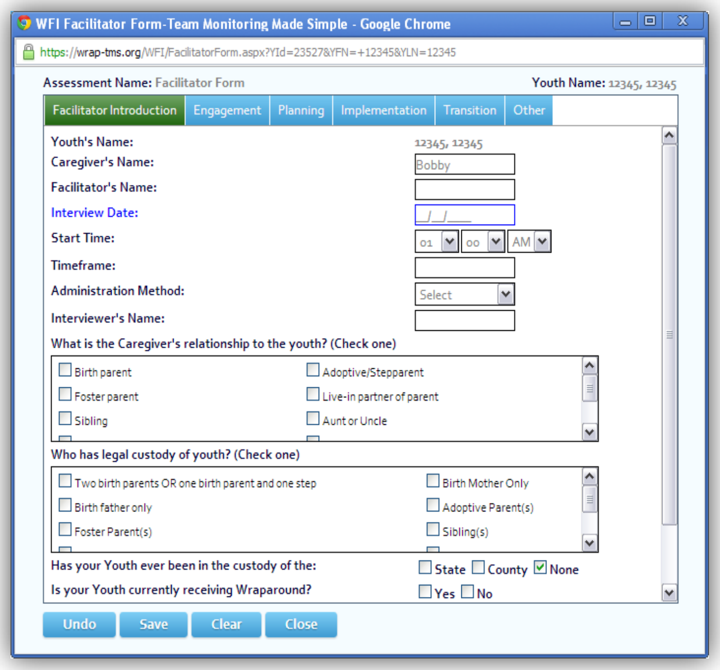
ASSESSMENTS TAB

Use the *Add button* to select which Assessment(s) will be added for this youth. Options for data entry are: WFI-EZ (Caregiver, Youth, Facilitator, Team Member), WFI-4 (Caregiver, Youth, Facilitator, Team Member), and the TOM 2.0 Form.

Assessments Tab



WFI-4



For all WFI-4 forms, there are six sections to complete. For example, the *Youth Introduction* tab will populate information from the *Demographics* tab, and additional information about the respondent must be added.

The *Engagement, Planning, Implementation, and Transition* tabs include questions from the measure. All responses can be recorded by either using the dropdown menu, or by entering the appropriate number and tabbing through the questions. Use the same convention for ID that has always been used at your local site.

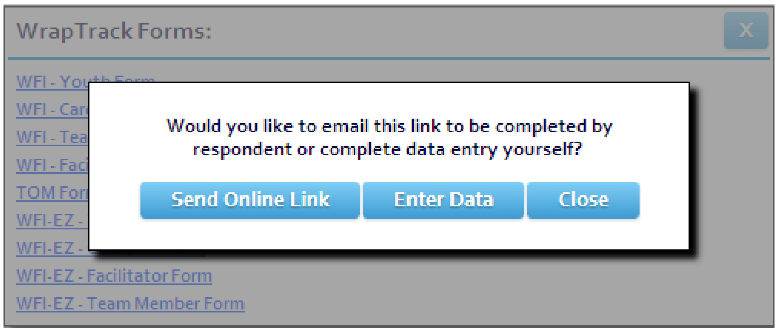
The *Other* tab is where positive and negative feedback are recorded, as well as interviewer observations and duration of the interview. The system will not allow interview times greater than 120 minutes.

Please save the form once you have completed ALL fields of data entry. If you plan to leave your computer unattended for a long period of time, make sure to enter the start and end times prior to saving the form. You can always go back to the *Assessments tab* and "Edit" the submitted form. Use the *Save* button when you have completed data entry.

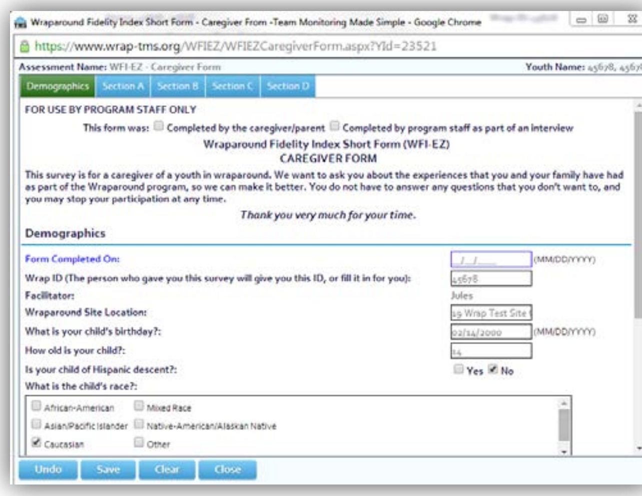
NOTE: Some Configuration Administrators will not allow users to go back and edit data. Please check with your local administrator if you are unsure.

WFI-EZ

The WFI-EZ has a brand new feature in WrapTrack – the ability to email an online link for data entry by the respondent (Caregiver, Youth, Facilitator, or Team Member). If a user wants to send out the link, he or she can select "*Send Online Link*" from the three options in the screenshot.

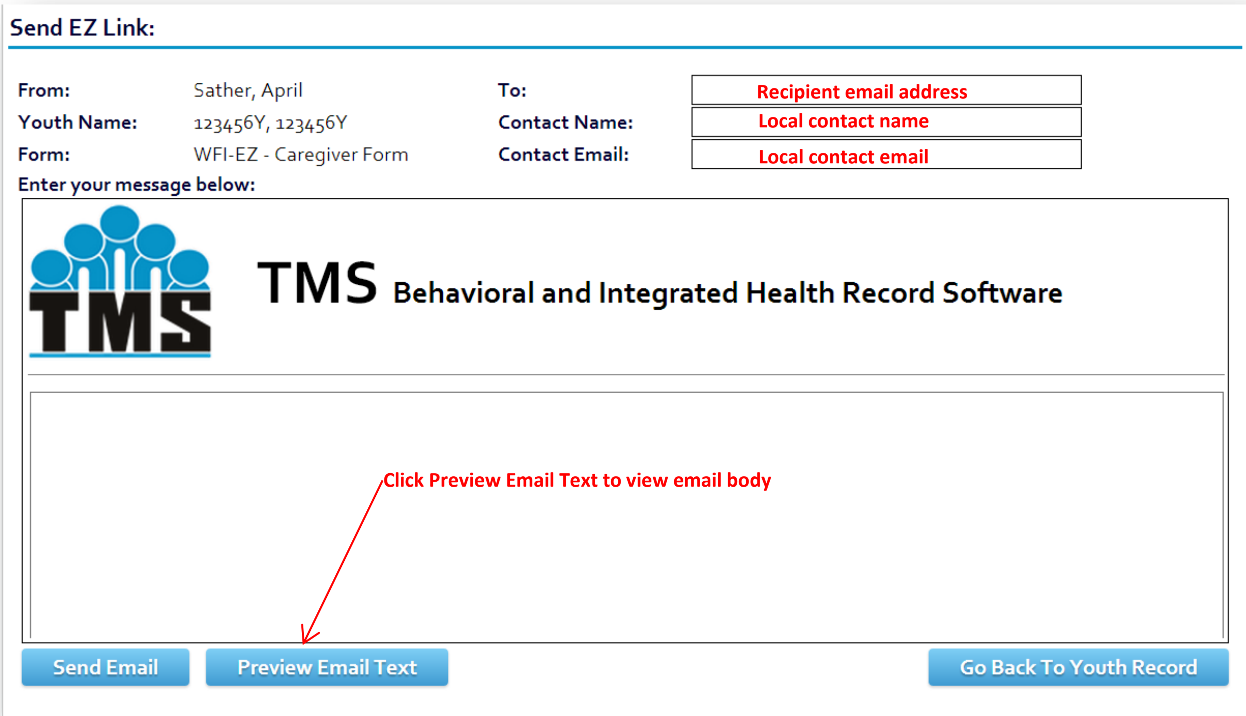


If the "*Enter Data*" option is selected, please indicate who completed the form at the top. Many fields have already been completed, due to the information filled out in the *Demographics* tab, but some details (e.g., relationship to youth, legal custody) have to be entered on this first tab of the WFI-EZ. *Section A* through *Section D* tabs must be completed by selecting the check boxes for each question. If you are entering a hard copy of a WFI-EZ and the respondent skipped a question, you must select the answer option "Don't Know". An error message will generate at the top of the screen if any questions were not answered or left blank. Additional information may be recorded at the bottom of *Section B* through *Section D*. Click the *Save* button when you have completed data entry.



If the *"Send Online Link"* is selected, the user will be taken to the outgoing email message page. In this page, the user will have the chance to insert the following:

1) *Email address of recipient*
2) *Contact name (Local name that the recipient will recognize)*
3) *Contact email (Email address for local contact that the recipient can address questions to).*



NOTE: Right now the outgoing message looks blank. Please select the *Preview Email Text* box if you would like to preview the information added to the email body before sending.

The following text will appear to the respondent:

Team Monitoring Made Simple

Greetings!

You have been selected to participate in a survey about your local Wraparound services. The survey asks questions about your experiences in Wraparound. Deciding not to take the survey will not affect the services you receive. Information from this survey will be used to improve Wraparound in your area!

Text that you, the local user, enter will appear here in the outgoing email.

If you have any questions about the survey itself, you can contact,

Contact Name: Jane Smith
Contact Email: Wrapeval@uw.edu

To take the survey, please click on the link below, or copy and paste it into your browser address bar.

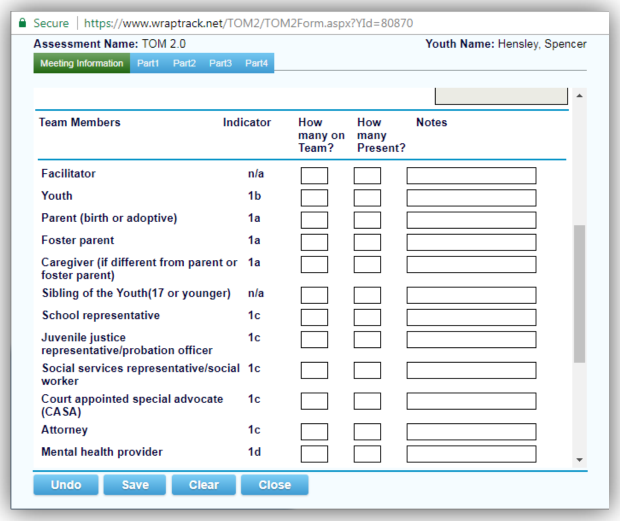
URL : https://www.wraptrack.net/EZ/EZLogin.aspx?Id=42300
PASSCODE : mza9x4vw

Regards,
The Wraparound Evaluation & Research Team.
www.wrapinfo.org

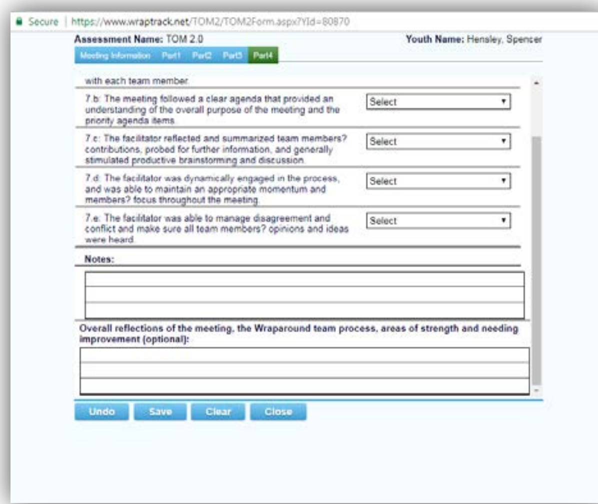
The email comes from an auto generated address: no-reply@fidelityehr.com. Users will want to alert their respondents to this and encourage them to add this address to their safe senders list.

TOM 2.0

The *Meeting Information* tab includes information located on the cover page of the TOM 2.0 measure. Please complete the required fields (the red asterisks (*) indicate the required data) and indicate which team members were present, as well as their role on the team. Any additional notes about team members may be recorded on this tab.

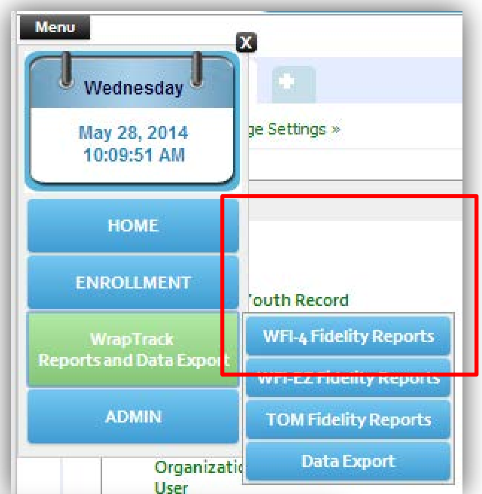


Part 1 through *Part 5* tabs includes the 36 indicators on the TOM 2.0 measure. For these sections, all responses can be recorded using the dropdown menu or by entering the appropriate number and tabbing through the questions. The items in *Part 1* through *Part 3* each encompass two of the sections of the TOM 2.0, with *Part 4* including the seventh and final section found on the hard copy form for ease of data entry, along with a space for overall reflections and comments.



Notes for each item should be recorded immediately following. Copying and pasting from another Word file might save time at this stage. Click the *Save* button when you have completed data entry.

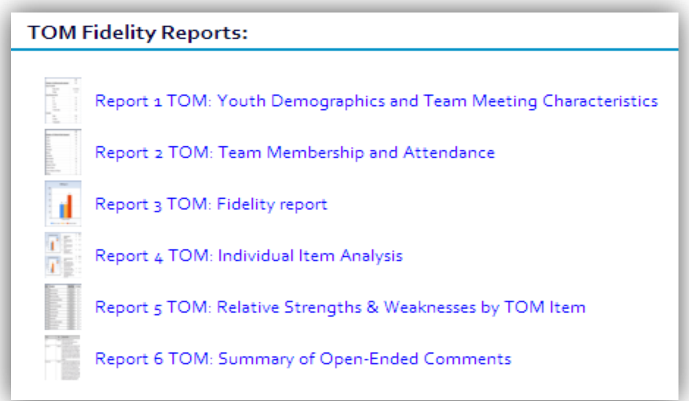
Data Reporting and Exporting



From the Menu Navigation Bar, choose “WrapTrack Reports and Data Export”, and click on one of three options for WFI-4, WFI-EZ, or TOM 2.0 Reports to generate reports for the tools.

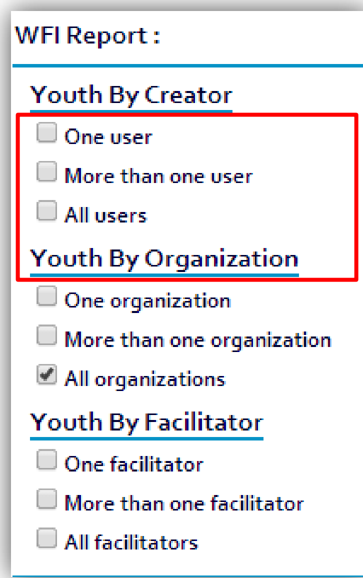
REPORTING DATA

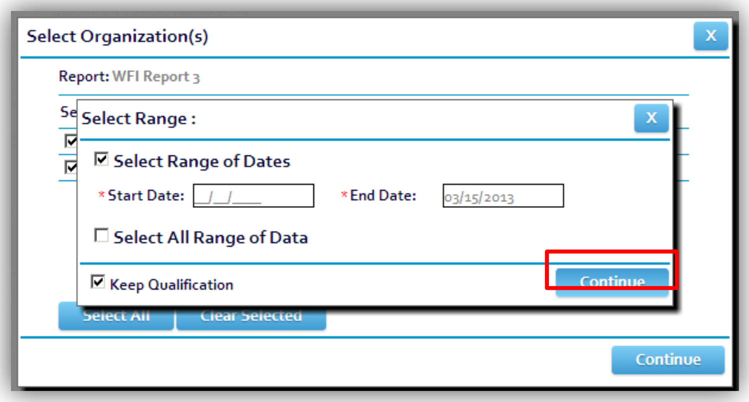
Once you have selected which type of report you would like to view, you will then be taken to a screen with that measure’s report options. Below is an example of the reports available for each measure:

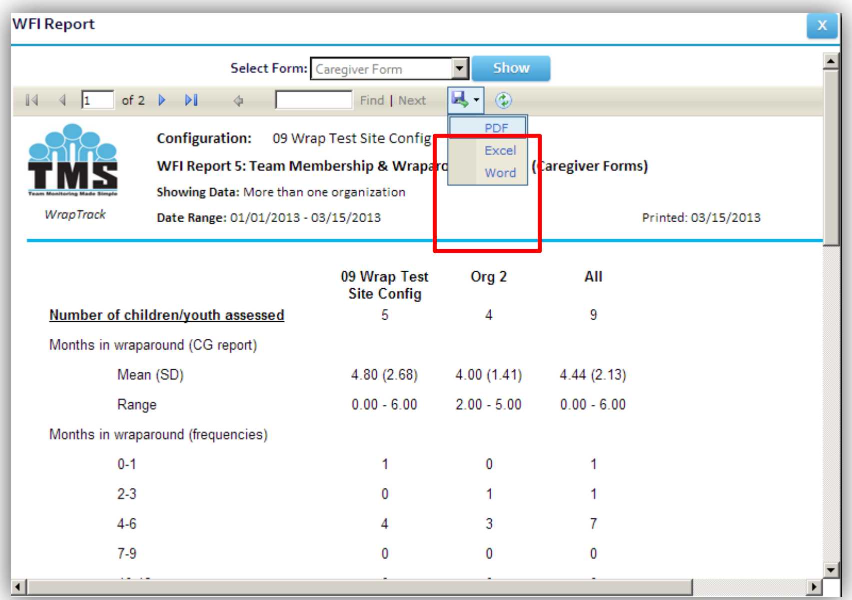


You may click on any link to view that report and suggest qualifying features, such as *Youth By Organization*. It is strongly recommended to use this qualifier and choose *All Organizations,* because it ensures youth from *all* sub-sites are included in the reports.

As depicted below, you can select a range of dates, as well as the type of assessment record. Click the *Continue* button at the bottom to view the output.



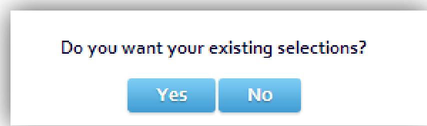




A report is then generated and can be saved in Excel, Word, of PDF and printed using the toolbar.

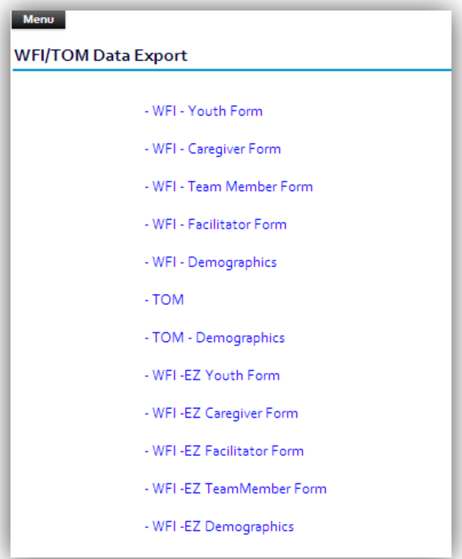
If you have any questions about how to interpret the data from these reports, see *Appendix E* beginning on *Page xiii*. There is an example of each report with comment boxes for further explanation.

If you select the *Keep Qualification* check box, before generating the report, then you can view all reports with the same qualifying information by selecting *Yes* when you see this screen:



EXPORTING DATA

From the left Menu Navigation Bar, choose "WrapTrack Reports and Data Export", and click on "Data Export". A screen allowing you to choose the fidelity form you would like to export will look like this:



You can click on any form link to view the raw data export and suggest qualifying features, such as, *Youth By Organization* (similar to data reporting).

You will then be taken to a screen to choose the content, format and scope of the data export. Select the *Remove Identifying Information* checkbox if you would prefer. If you select *Specific Dates* in the *Scope* dropdown menu, the *From* and *To* fields will open. Then select the *Export* button to see your data in Excel or CSV.

BULK IMPORT AND EXPORT

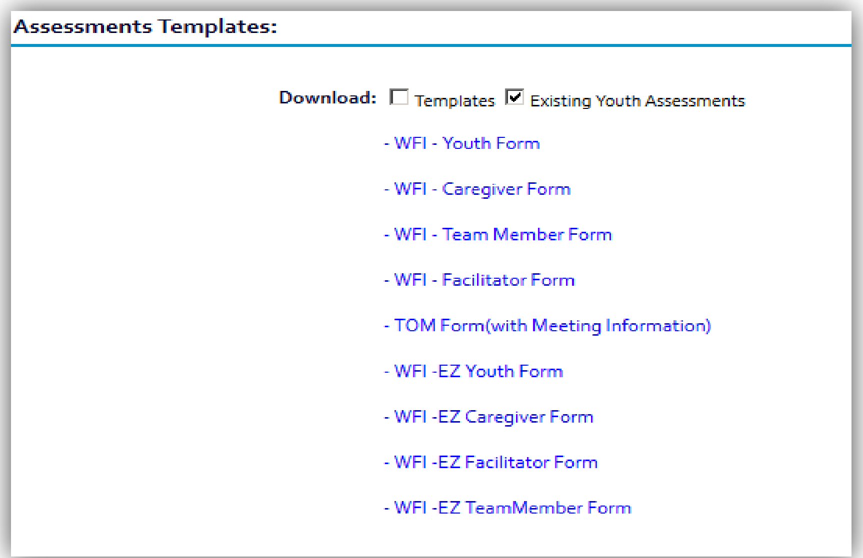
Assessment Name:	TOM	**Scope:**	All				
Content:	Numeric Values	**Remove Identifying Information:**	False	**Data Exported on:**	3/15/2013		
ConfigurationName	**OrganizationName**	**Interviewer**	**Youth_Name**	**WrapID**	**DateAdded**	**LastUpdatedDate**	**Facilit**
09 Wrap Test Site Config	09 Wrap Test Site Config	Pitt, Brad	12345, 12345	12345	02/28/2013	02/28/2013	
09 Wrap Test Site Config	09 Wrap Test Site Config	Pitt, Brad	465421328, 465421328	465421328	02/14/2013	02/14/2013	
09 Wrap Test Site Config	09 Wrap Test Site Config	Pitt, Brad	Hattie.69741, Hattie.69741	Hattie.69741	02/22/2013	02/22/2013	
09 Wrap Test Site Config	09 Wrap Test Site Config	Pitt, Brad	hq.2568, hq.2568	hq.2568	02/21/2013	02/21/2013	
09 Wrap Test Site Config	Org 2	Pitt, Brad	42986561, Hattie	42986561	03/06/2013	03/06/2013	Fac1
09 Wrap Test Site Config	Org 2	Pitt, Brad	Jackson, Shelly	5486541984	02/25/2013	02/25/2013	
09 Wrap Test Site Config	Org 2	Pitt, Brad	Rawley, Erick	654654654	01/30/2013	01/30/2013	

WrapTrack is enabled to provide "Bulk Import and Export" functionality. It enables users to quickly export all data, make edits, and re-upload the changes, without having to open and close individual youth files.

ADD NEW ASSESSMENT

To add a new assessment, the following steps need to be carried out:

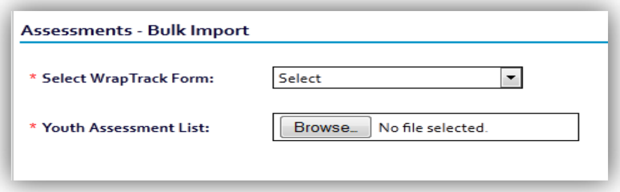
1. Menu -> Bulk Import and Export -> Bulk Data Export



2. By default, "Existing youth Assessment" is selected. Select "Templates" then click on the assessments that you need to add. By clicking on the assessments, the appropriate Excel file will be download.

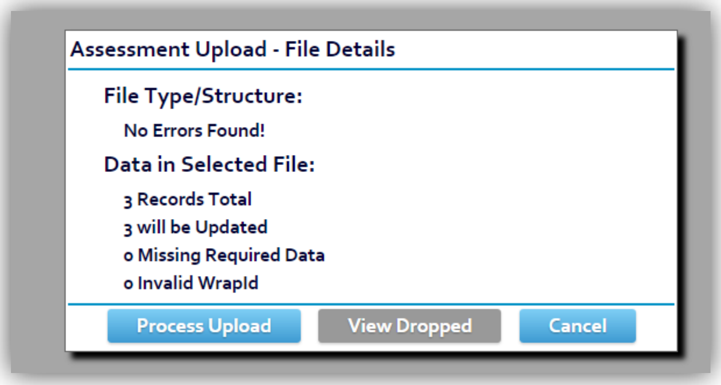
3. Enter the required details in the downloaded file. Afterward, complete the following steps to successfully upload the new data:

I. Menu -> Bulk Import and Export -> Bulk Data Import



II. From the dropdown, select the appropriate assessment name to upload and select the appropriate Excel file.

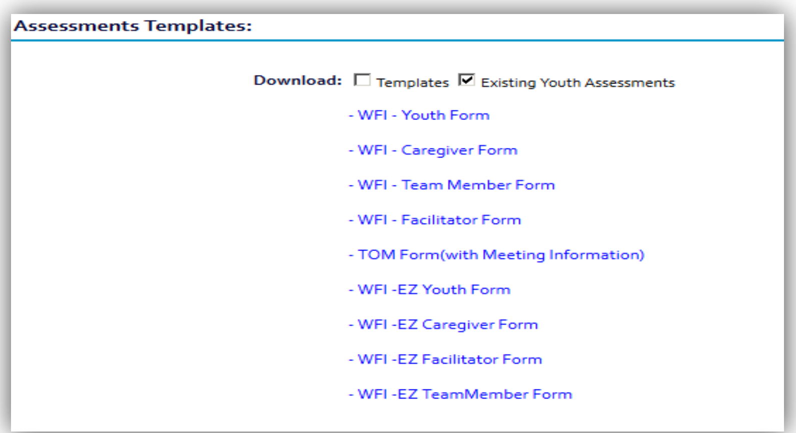
III. Press the “Process Upload” button to upload the file. You can also use “File Details” before to see if there will be any errors to be aware of:



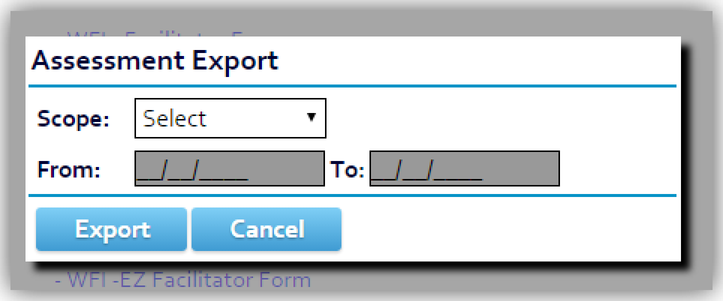
UPDATE EXISTING ASSESSMENTS

Updating existing assessments can be done only by exporting the assessment first. To update the existing assessment, the following steps need to be carried out:

1. Menu -> Bulk Import and Export -> Bulk Data Export



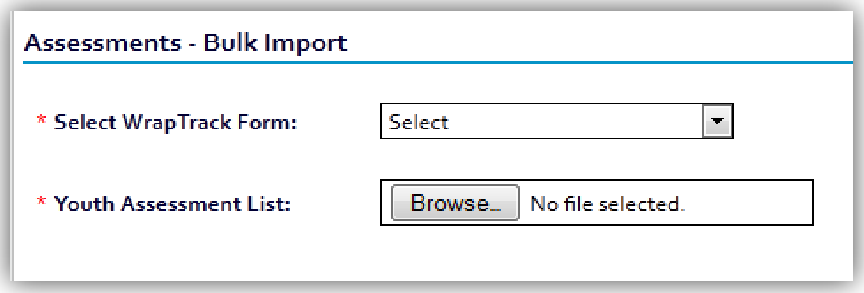
2. By default “Existing Youth Assessment” is selected. Click on desired assessment type and you will see the next screen.



3. Select the scope and select *Export*. The appropriate Excel file will download with the existing assessment details.

4. Make the changes to the records in the downloaded Excel file. Then upload the file by following these steps:

    I. Menu -> Bulk Import and Export -> Bulk Data Import



    II. From the dropdown, select the appropriate assessment name to upload and select the appropriate Excel file.

    III. Press the "Process Upload" button to upload the file.

Bulk upload will only work for youth who already have Youth ID's created and are currently enrolled. Users can not create/enroll new youth with this function. Error messages will alert you to any bulk upload issues.

APPENDICES

Please note that information on permissions, how to create and manage new users/roles, and how to manage organizations will be included in the WrapTrack Administrative Manual.

APPENDIX A: WEB BROWSER SECURITY AND UTILITY

GOOGLE CHROME

Manage Pop-Ups

Google Chrome prevents pop-ups from automatically appearing and cluttering your screen. Whenever the browser blocks pop-ups for a site, the icon appears in the address bar. Click the icon to see the pop-ups that have been blocked or to manage pop-up settings for the site.

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

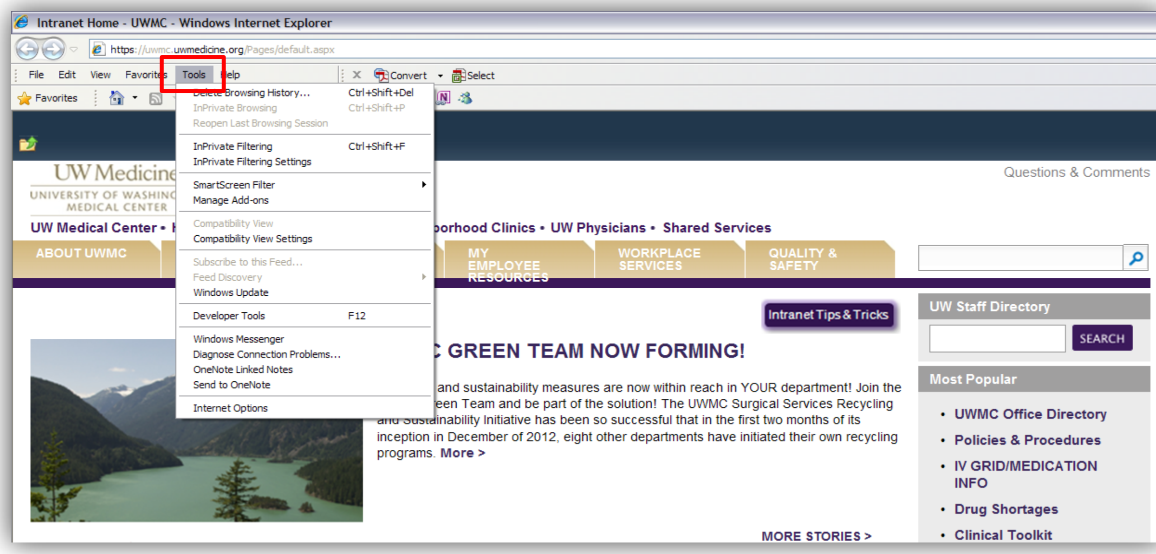
To manually allow pop-ups from a site, follow the steps below:

2. Click the Chrome menu on the browser toolbar.
3. Select **Settings**.
4. Click **Show advanced settings**.
5. in the "Privacy" section, click the **Content settings** button.

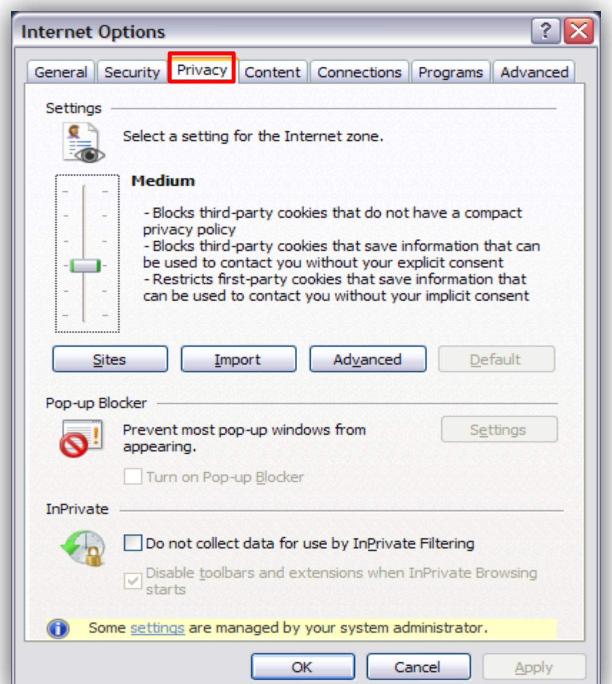
In the "Pop-ups" section, click **Manage exceptions**.

INTERNET EXPLORER (9)

Click on “Tools” in the Explorer web bar and scroll to the bottom and click on “Internet options”.



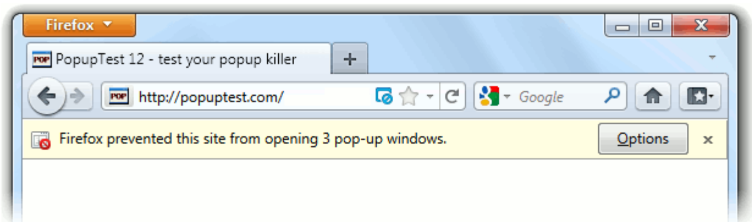
Click on the “Privacy” tab, under the second section you will find your Pop-up blocker settings.



FIREFOX

Firefox allows you to control both pop-ups and pop-unders through the Content panel in the Options window. Pop-up blocking is turned on by default, so you don't have to worry about enabling it to prevent pop-ups from appearing in Firefox.

When blocking a pop-up, Firefox displays an information bar (if it hasn't been previously dismissed — see below), as well as an icon in the location bar.

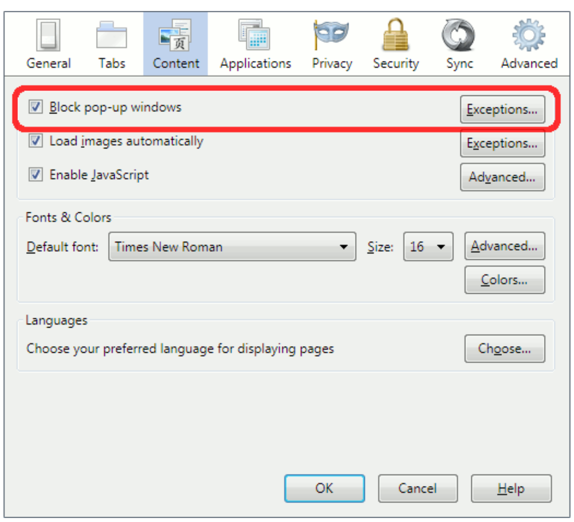


When you click either the Options button in the info bar or the icon in the location bar, a menu is displayed with the following choices:

- Allow/Block pop-ups for this site
- Edit Pop-up Blocker Options...
- Don't show info bar when pop-ups are blocked
- (show the blocked pop-up)

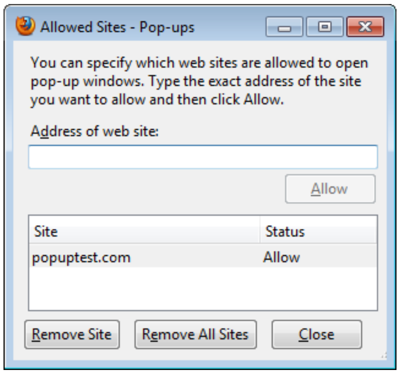
To access the pop-up blocker settings:

1. At the top of the Firefox window, click on the Tools menu and then select Options
2. Select the Content panel.



In the content panel:

- **Block pop-up windows**: Uncheck this to disable the pop-up blocker altogether.
- Exceptions: This is a list of sites that you want to allow to display pop-ups.



The dialog has the following choices:

- **Allow**: Click this to add a website to the exceptions list.
- **Remove Site**: Click this to remove a website from the exceptions list.
- **Remove All Sites**: Click this to remove all of the websites in the exceptions list.

SERVER, DATA AND ACCESS SECURITY POLICY

1.0 Purpose

The purpose of this policy is to establish standards for the base configuration of internal server equipment, protected health information and user access to servers and data that are owned and/or operated by the Team Monitoring Made Simple system (TMS). Effective implementation of this policy will minimize unauthorized access to TMS proprietary and/or confidential information and technology.

2.0 Policy

2.1 Ownership and Responsibilities

All internal servers used by the TMS system must be owned by an operational group that is responsible for system administration. Approved server configuration guides must be established and maintained by each operational group, based on business needs and approved by the TMS Administration Group. Operational groups should monitor configuration compliance and implement an exception policy tailored to their environment. Each operational group must establish a process for changing the configuration guides, which includes review and approval by the TMS Administration Group.

- Servers must be registered within the corporate enterprise management system. At a minimum, the following information is required to positively identify the point of contact:
    - Server contact(s) and location, and a backup contact.
    - Hardware and Operating System/Version.
    - Main functions and applications, if applicable.
- Information in the TMS Administration Group must be kept up-to-date.
- Configuration changes for production servers must follow the appropriate change management procedures.

2.2 General Configuration Guidelines

- Operating System configuration should be in accordance with these guidelines.
- Services and applications that will not be used must be disabled where practical.
- Access to services should be logged and/or protected through access-control methods such as TCP Wrappers, if possible.
- The most recent security patches must be installed on the system as soon as practical, the only exception being when immediate application would interfere with business requirements.
- Trust relationships between systems are a security risk, and their use should be avoided. Do not use a trust relationship when some other method of communication will do.
- Always use standard security principles of least required access to perform a function.
- Do not use root when a non-privileged account will do.
- If a methodology for secure channel connection is available (i.e., technically feasible), privileged access must be performed over secure channels, (e.g., encrypted network connections using SSH or IPSec).
- Servers should be physically located in an access-controlled environment.
- Servers are specifically prohibited from operating from uncontrolled cubicle areas.

2.3 Password Controls

- **System enforced**: password must be between 8 to 16 characters in length and contain at least 1 letter, 1 number, and 1 special character [!@#$%^&*()_]. Login must be at least 6 characters.
- **System enforced**: user passwords automatically changed or revoked after a user defined period has passed (60 days).
- **System enforced**: users required to change their passwords following the initial set up or resetting of the password.
- History of previously used passwords is maintained by the system to prevent reuse. Value = 10 previous passwords.
- Users are provided the capability to change their own passwords at their discretion.
- User id's are disabled after a specified number of consecutive invalid login attempts. Value = 5 attempts in 10 minutes.
- System automatically logs users off after a specified period of inactivity. User preference = between 15-60 minutes.
- Passwords entered in a non-display field.
- Passwords encrypted when routed over a network.
- Passwords are encrypted in storage.

2.4 Security Administration

- System logs unauthorized access attempts by date, time, user id, device and location.
- System maintains an audit trail of all security maintenance performed by date, time, user id, device and location and information is easily accessible.
- System provides security reports of users and access levels.
- System provides a field(s) for personal information to be used for verification of users' identities for password resets and other maintenance (i.e. SSN, Mother's Maiden Name, DOB, etc). Fields used would not be a requirement.
- System provides varying levels of access within the security application (i.e. Access to only password reset functions or Access to password reset function + Access to add & update users).
- System provides varying levels of access within the application.
- System uses groups and unique user ids to define levels of access.
- System provides the capability to place security controls on each system module and on confidential and critical levels within each module.
- System provides capability to restrict access to particular records within the system, based on user id.
- System provides encryption of sensitive information transmitted over the network.
- Security features comply with Federal (HIPAA) health information standards for data integrity, confidentiality, auditing, and availability.

2.5 Activity Logging

- System logs unauthorized access attempts by date, time, user id, device and location.
- System maintains an audit trail of all security maintenance performed by date, time, user id, device and location and information is easily accessible.

- System logs all accesses (including inquiry, which is required by HIPAA) to youth information.
- System has auditing capabilities for both online or batch reporting. Can also be exported into Word, Excel, or other leading industry tools.
- Logs are archived and can be recalled as needed.

2.6 Monitoring

- All security-related events on critical or sensitive systems must be logged and audit trails saved as follows:
  - All security related logs will be kept online for a minimum of 1 week.
  - Daily incremental tape backups will be retained for at least 1 month.
  - Weekly full tape backups of logs will be retained for at least 1 month.
  - Monthly full backups will be retained for a minimum of 2 years.
- Security-related events will be reported to the TMS Administration Group, who will review logs and report incidents to IT management. Corrective measures will be prescribed as needed. Security-related events include, but are not limited to:
  - Port-scan attacks.
  - Evidence of unauthorized access to privileged accounts.
  - Anomalous occurrences that are not related to specific applications on the host.

3.0 Compliance

- Audits will be performed on a regular basis by authorized representatives.
- Audits will be managed by the internal audit group or the TMS Administration Group. The TMS Administration Group will filter findings not related to a specific operational group and then present the findings to the appropriate support staff for remediation or justification.
- Every effort will be made to prevent audits from causing operational failures or disruptions.

4.0 Enforcement

Any employee or contractor found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

APPENDIX B: DATA DICTIONARY

Please click here or visit the following link in order to view the Data Dictionary document on our website:

http://depts.washington.edu/wrapeval/content/resources-current-collaborators

APPENDIX C: FREQUENTLY ASKED QUESTIONS

Please click here or visit the following link in order to view the FAQ document on our website:

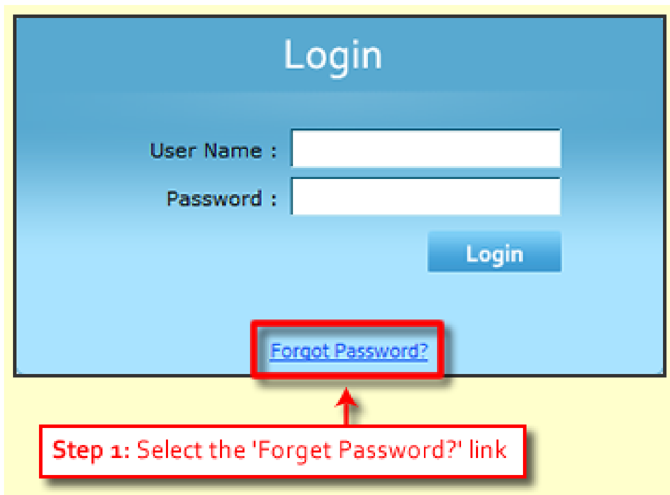
http://depts.washington.edu/wrapeval/content/resources-current-collaborators

APPENDIX D: PASSWORD RESET FEATURE

If a User forgets their password, and there is a valid email address associated with the User account, they can use the **Forget Password?** link to reset their password and log into TMS.

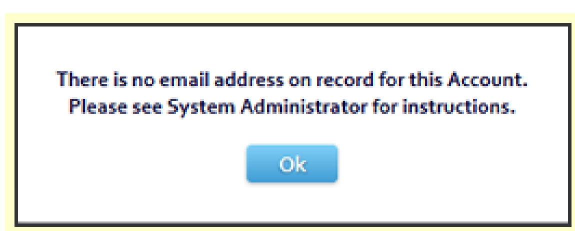
Here are the steps to *Reset a User Password*:

Step 1: Select the Forget Password? link on the Login Page:



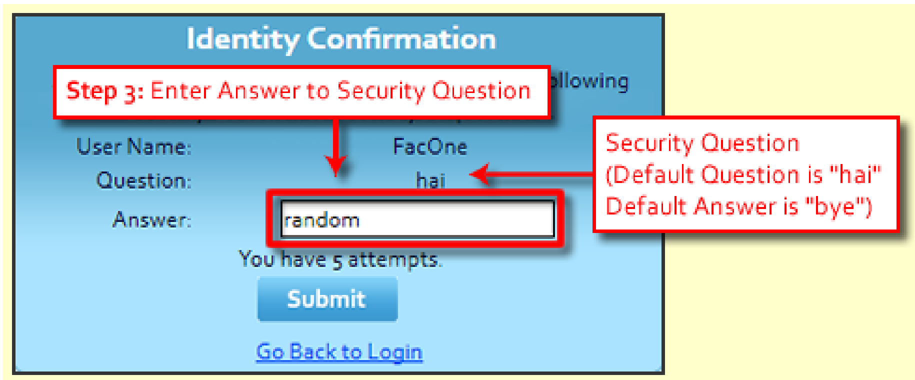
Step 2: Enter the User Name to retrieve the User Security Question:

If there is no valid email address for the User, you will receive the following message:



If there is a valid email address for the User, then the User can proceed to the next Step.

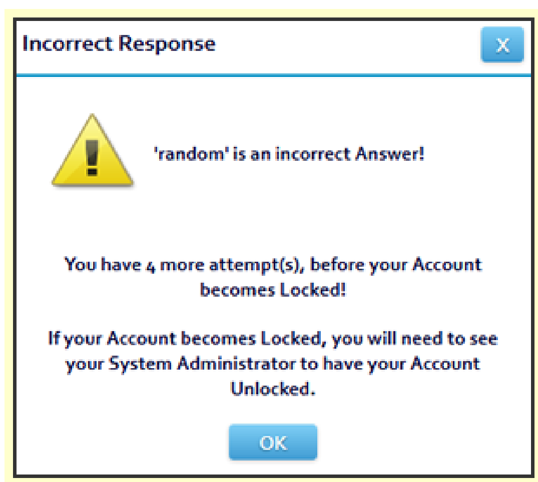
Step 3: Enter the Answer to your Security Question:



You will see the security question for this User account. If a security question has not been set, the default security question ("hai") will display. Enter the answer associated with the security question. (The answer to the default security question is "bye".)

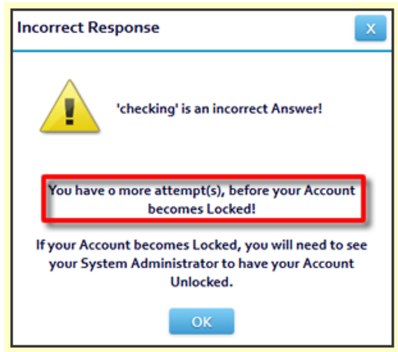
NOTE: The answer to the security question, unlike the password, is not case-sensitive.

Underneath the field, you will see a reminder that you only have 5 opportunities to answer the question correctly. If enter the wrong answer, you will see the following message:



NOTE: This window will also display what was entered (in case of a typo), and reminder of how many attempts are left.

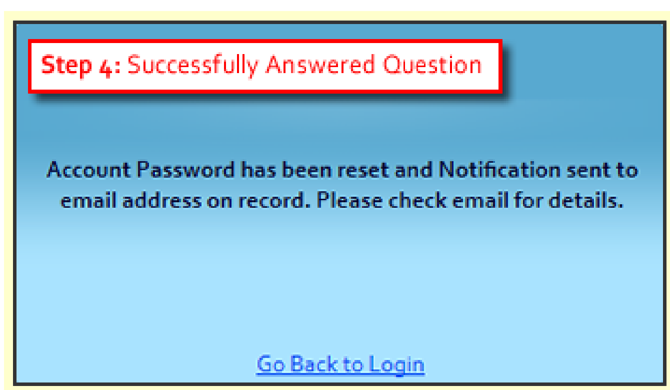
If you continue to answer incorrectly, eventually you will run out of attempts. If you see this message, you only have one more attempt:



If you enter another incorrect answer, the User account will be locked:

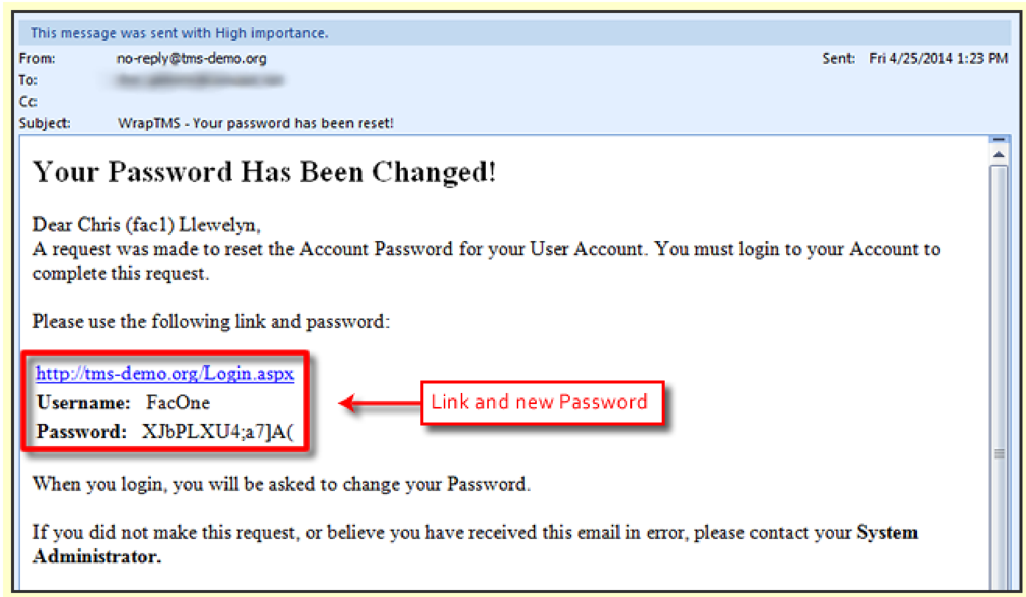
The User Account will then need to be unlocked by the Administrator Account from the University of Washington (wrapeval@uw.edu).

Step 4: If the User provided the correct answer to the security question, they will see the following:



This indicates that the User account password has been reset and an email sent to the email address on file.

The User should then check his/her email and will find a new message:



Select the link and use the new password to log in.