

# WrapTrack

## Frequently Asked Questions

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### Frequently Asked Questions

**1. *Why would there be missing data in WrapTrack if this information was entered into WONDERS?***

If WFI-4, WFI-EZ, or TOM Demographic forms were not entered completely into WONDERS, then these youth files did not transfer to WrapTrack. A user with missing records should check to see if this is the issue (search for the hard copy of the Demographics form), and will need to re-enter this youth data into WrapTrack.



**2. *Why can't I have the same email address connected to my different WrapTrack logins?***

If there are multiple logins for a single user, please note that different email addresses will need to be connected to your different logins. The generic email address ([unknown@wrap-tms.org](mailto:unknown@wrap-tms.org)) may be used in place of an additional email address.

**3. *If an interviewer completes a CG form with one caregiver and then a different caregiver 6 months later, which name will show up on the Demo tab for Primary Caregiver?***

The most recently interviewed CG will show in the Youth Record on the Demographics tab.

**4. *What do I need to know in order for my username and password to be HIPAA/FERPA compliant?***

Please make sure to document your current username and password, and ensure the password is HIPAA/FERPA compliant (8 to 16 characters in length and contain at least 1 letter, 1 number, and 1 special character [!@#\$%^&\*()\_]). The username must also be at least 6 characters. If you need to update your username, please contact your local head/configuration administrator (most likely the same person in the Level 2 role in WONDERS) to update this information.

**5. *What is the very first step I should complete when logging into WrapTrack for the first time?***

Ensure to update your Security Question, Email Address, and the Log Out Time in the User Settings as soon as you log into WrapTrack. This is extremely useful if you need to use the "Forgot Password" link. The system will send a new password to your email address listed in the User Settings from a no-

reply@wrap-tms.org email address. Please make sure to add this TMS address to your safe senders list in your email in order to receive these system emails.

## **6. *What is the Wrap ID?***

The Wrap ID is equivalent to Youth/Family ID in WONDERS. Please continue to use the same ID structure as in the past, or update it to meet your current needs. This field isn't listed as mandatory by a red asterisk, but a new Youth Record will not be saved if this information is not complete. The Wrap ID has also been highlighted as a reminder.

## **7. *How can I delete a youth record?***

Configuration Administrators are able to delete entire Youth Records if necessary. From the Main Menu, go to Admin, select the Administrative Tools tab, select the Youth Records tab, and then you may select the Youth Record to delete.

## **8. *How can we generate reports by facilitator?***

We have recently updated WrapTrack to be able to run reports by Facilitator. Please use the typical methods of generating reports and then select "Youth by Facilitator". However, we want to remind users that this is not meant to be used as an evaluation of staff performance. This update does require that the Facilitator (or care coordinator, case manager, etc.) be known prior to data entry, as this field is now required when creating a new youth record.

## **9. *Why am I having issues pulling reports and exports by "Youth by Creator", "Youth by Organization", or "Youth by Facilitator"?***

The main filters in data export and reports are "Youth by Creator", "Youth by Organization", and "Youth by Facilitator". When pulling reports or exports by "Youth by Creator", it shows the list of youth the user has created OR the ones created by a "sub-user" of the current user (i.e., someone a user supervises). For "Youth by Organization", it shows the list of youth under organizations, where the user is a member/part of the organization. For "Youth by Facilitator", it shows the list of youth connected to the facilitator.

## **10. *If a youth has been discharged in WrapTrack, will the data show up in the reports and exports?***

If a youth is marked as "Discharged", currently, that data WILL NOT be present in the reports; however, this data WILL be present in the exports. The future fix for this issue is to have a checkbox option in the report qualifiers section in order to include discharged youth in the reports. Please do not classify any youth with a discharged status unless you no longer need to include them in reports.

## **11. *Why can't I save a WFI-4, TOM, or WFI-EZ form/assessment?***

A user must complete ALL data entry fields, including start and end times, before saving a form. The system will not allow you to save a form until all tabs have been completed. Additionally, users completing data entry must review the data entered prior to saving. The system doesn't currently alert you if a question wasn't answered, so users will need to double check their work until this issue is fixed.

**12. Can apostrophes, hyphens, and decimals be used in the WrapTrack system?**

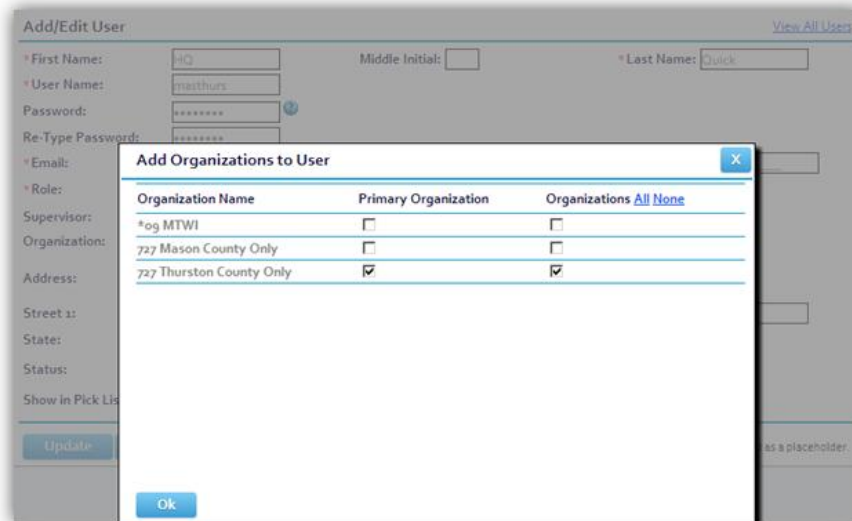
Apostrophes and hyphens can now be included in the name fields. Decimals, dashes, and letters can also be included in the Wrap ID field. In the WFI forms, decimals have been allowed in the length of service fields (e.g., 2.5 months).

**13. Can I re-enroll a youth into WrapTrack?**

Per the old process, when an Enrollment was closed, the Enrollment data was also closed and locked (to prevent inadvertent changes to this data), and the “Add Enrollment” button was hidden. After some discussion, we determined that this process should be amended to also allow a youth to be re-enrolled from the Enrollment button, so we will no longer hide the “Add Enrollment” button in the Enrollment Window when a youth is discharged. This will allow a User, with access to a Youth Record, to re-enroll a youth after discharge. The previous enrollment, will remain as part of the enrollment history, but will not be editable.

**14. As the Configuration Administrator, how do I link a User to an Organization?**

All Users in WrapTrack must be associated with at least one Organization. This is called the "Primary Organization" and it provides the primary access to Youth Records. “Secondary Organizations” allow a User to enroll youth into those Organizations (if an Organization is not checked for a User, that Organization is not included in the Enrolled Organization drop-down list.) In WrapTrack, “Secondary Organizations” also allow a user to have access to Youth Records for youth enrolled in those Organizations. When an administrator is creating a new user or updating an existing user, you must ensure that the correct organization checkboxes are selected in the “Add Organization to User” link in the Admin tab of the Menu button (see screenshot):



***15. How is Youth Age calculated for the Demographic tab and on the Youth WFI-4 form?***

This calculation is performed when the Youth Form is initially created. Once a Youth Form has been added to a Youth Record in WrapTrack, the data contained in that form are no longer updated from the Youth Record. Data in a WrapTrack Youth Form are considered static, reflecting a point-in-time. In contrast, data in a WrapTrack Youth Record are considered fluid, and can change over time. The programmers are going to modify this field to make it read-only, which will prevent data from being modified by a User, but will also allow it to automatically update if the underlying data was modified (e.g., if the DOB or Interview Date were modified).

***Who can I contact with further questions? Email WERT at [wrapeval@uw.edu](mailto:wrapeval@uw.edu).***