# CCP ODCES Job Aid

This job aid provides a quick overview of how to use the Crisis Counseling Assistance and Training Program (CCP) Online Data Collection and Evaluation System (ODCES) for administrative and data/evaluation program staff at the state[[1]](#footnote-1) or local service provider level. This system allows CCP data to be entered and maintained and provides for multiple levels of user access.

If you have any technical issues or questions, please contact the Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Technical Assistance Center (DTAC) at [dtac@samhsa.hhs.gov](mailto:dtac@samhsa.hhs.gov) or 1-800-308-3515 for support.

## Contents

[CCP ODCES Job Aid 1](#_Toc493162982)

[Contents 1](#_Toc493162983)

[User Accounts 1](#_Toc493162984)

[User Access Levels 1](#_Toc493162985)

[System Organization 2](#_Toc493162986)

[Administration Panel 2](#_Toc493162987)

[Review/Approve Pending Forms 3](#_Toc493162988)

[For State-Level Users Only 10](#_Toc493162989)

[User Management Panel 10](#_Toc493162990)

[Build App Resources Page 13](#_Toc493162991)

[Add a Resource 13](#_Toc493162992)

[Edit an Announcement, Project Resource, or Attachment 16](#_Toc493162993)

[Appendix A 18](#_Toc493162994)

[Provider Programmatic Data Quality Checklist 18](#_Toc493162995)

[Appendix B 20](#_Toc493162996)

[State Data Entry Quality Checklist 20](#_Toc493162997)

## User Accounts

The CCP ODCES is available at [https://www.ccpdata.org/ccp2field](https://www.ccpdata.org/ccp2field/). You will need a user login and password to access the system.

### User Access Levels

Based on your information in the system, once you log in, you will only see the sections of the system that relate to you and your specific role.

State and provider staff matrix. State staff may, for data forms, enter data, edit data, search data, approve/reject and report tools. Under State Staff Other Capabilities,  user account managment or Build App Resources Page, enter data/add, edit data/edit, Search datat/delete and approve/reject/view are available. Under Intake form only edit data/edit and approve/reject view are available.

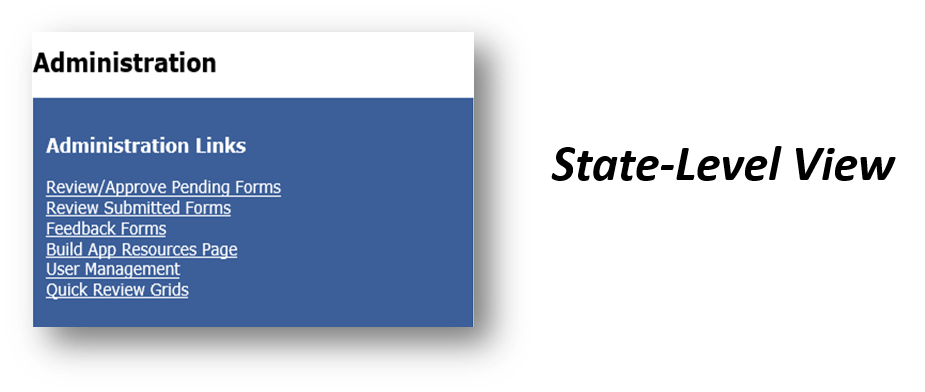
Provider Staff may, for data forms, enter data, edit data, search data, approve/reject and report tools. The only other capability available to provider staff is Approve/Reject view. 

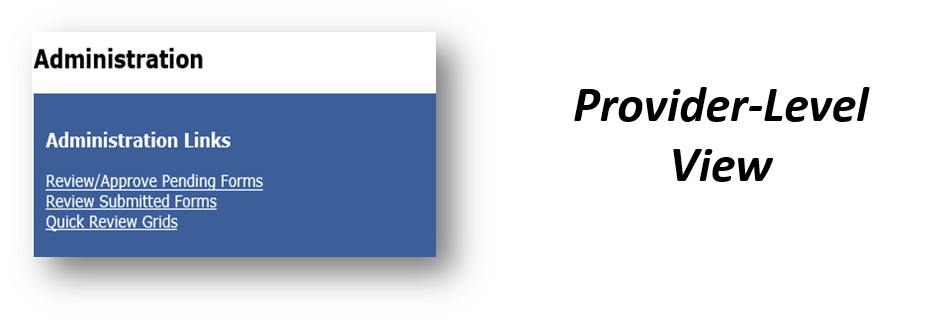
## System Organization

Home—Provides a record of disasters and providers with which your user account is associated. 
Administration—Allows for the setup and editing of user accounts, review and approval of submitted mobile and paper forms, and the ability to share resources with CCP staff. 
Data Forms—Allows for entry of information from paper versions of required CCP data collection forms. 
Feedback Forms—Provides access to submitted feedback forms in the system. 
Tools—Provides electronic data collection forms, system-based resources, and generated reports.
Note:  Specific system features and data presented are limited by the level of user access.


## Administration Panel

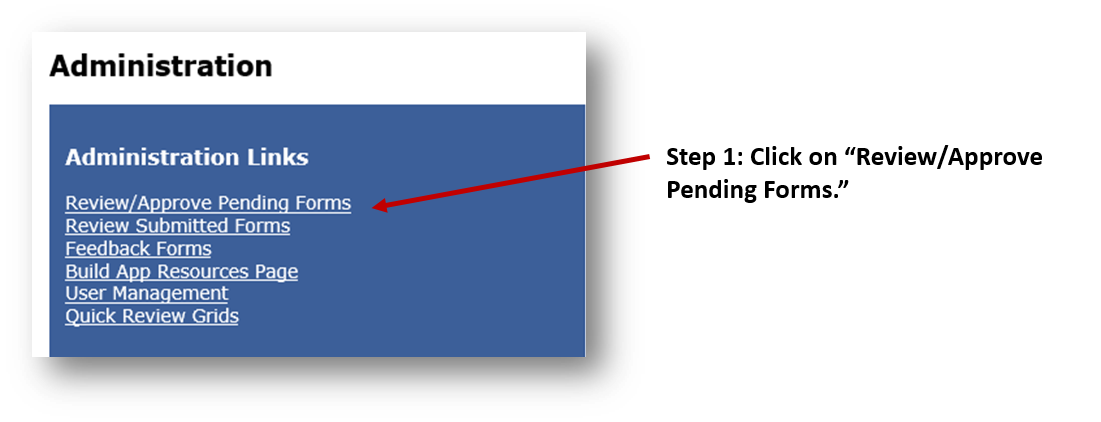
The Administration section of ODCES allows for review and approval of mobile or paper forms. Additional features are granted to state-level staff.





### Review/Approve Pending Forms

The forms available for quality control review are listed. To review and approve forms, please follow the instructions below.



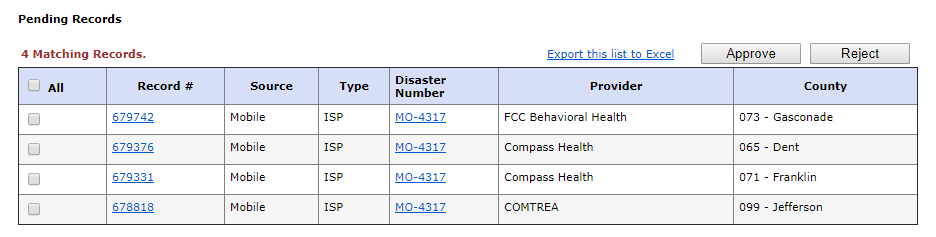
#### Step 2: Select the form you would like to review.

Individual/Family Crisis Counseling Services Encounter Log submissions.
Group Encounter Log submissions.
Weekly Tally Sheet submissions.

#### Step 3: Narrow your search to the specific qualifications of your program’s data forms, and then select “Search Collection.”

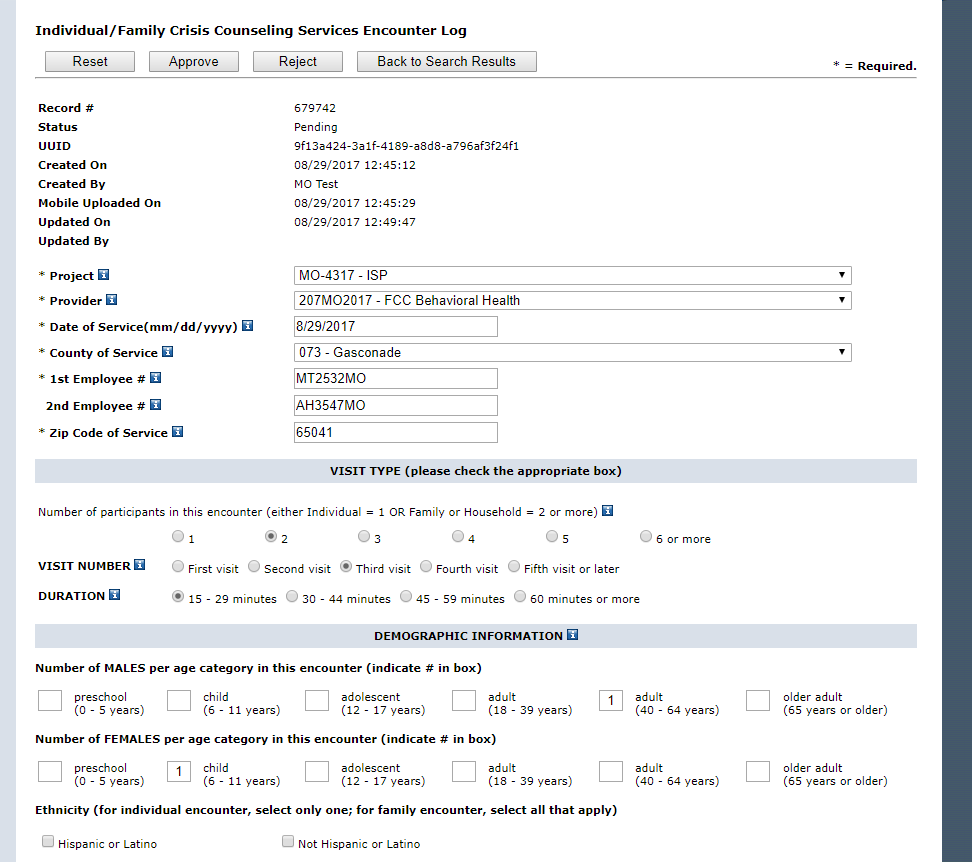
**Individual/Family Crisis Counseling Services Encounter Log Search Page. 
Box highlighting Status drop down list with note that states. Note: This option allows you to search by the status of the form: pending, approved, or rejected.
Box highlighting Source options of All, Mobile, and Paper, which states. Note: This option allows you to search by source of data submission, either via the mobile app or through the entry of paper forms using ODCES.**

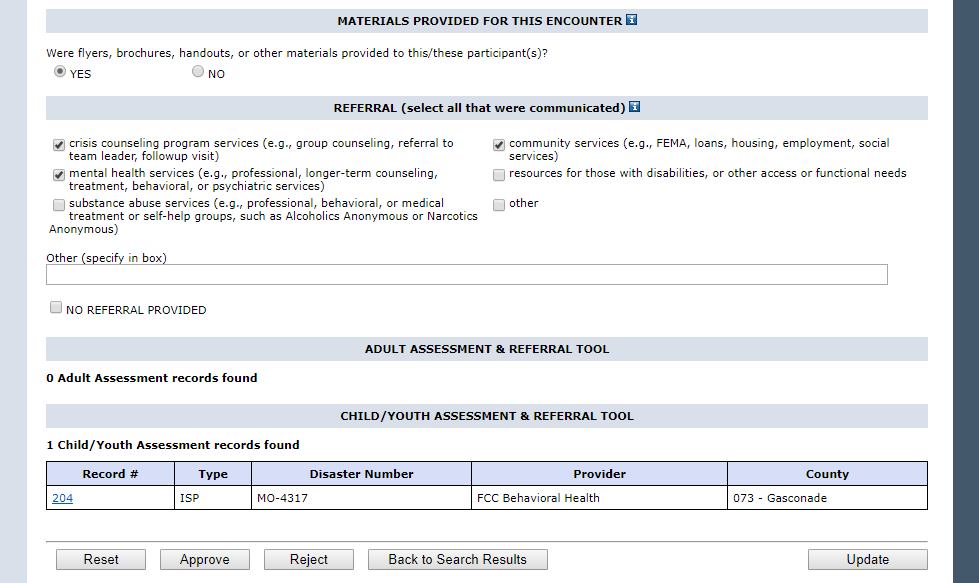
#### Step 4: To review and approve a pending record, click on the record number of the form.



#### Step 5: Scroll down and review the form. If you see the need for any edits, please reach out to the team leader or crisis counselor first to confirm.

* In addition to reviewing the Individual/Family Encounter Log form, be sure to review the linked Assessment and Referral Tool(s) located at the bottom of the page.

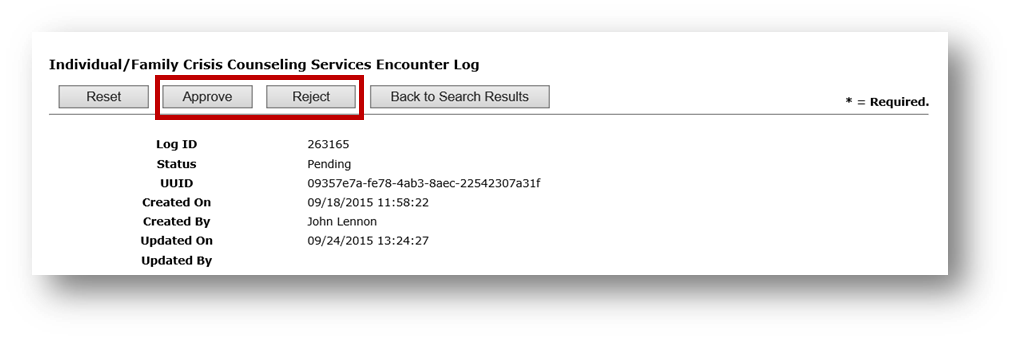




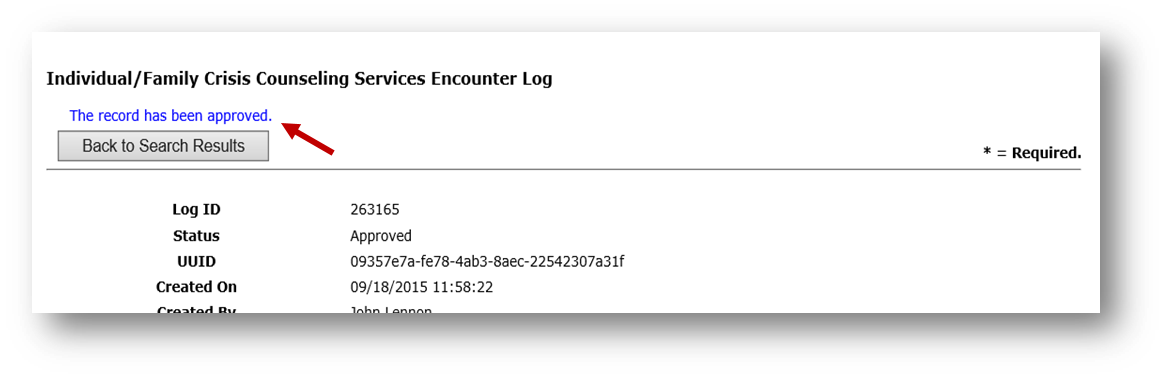
#### Step 6: Choose whether to approve or reject the form.

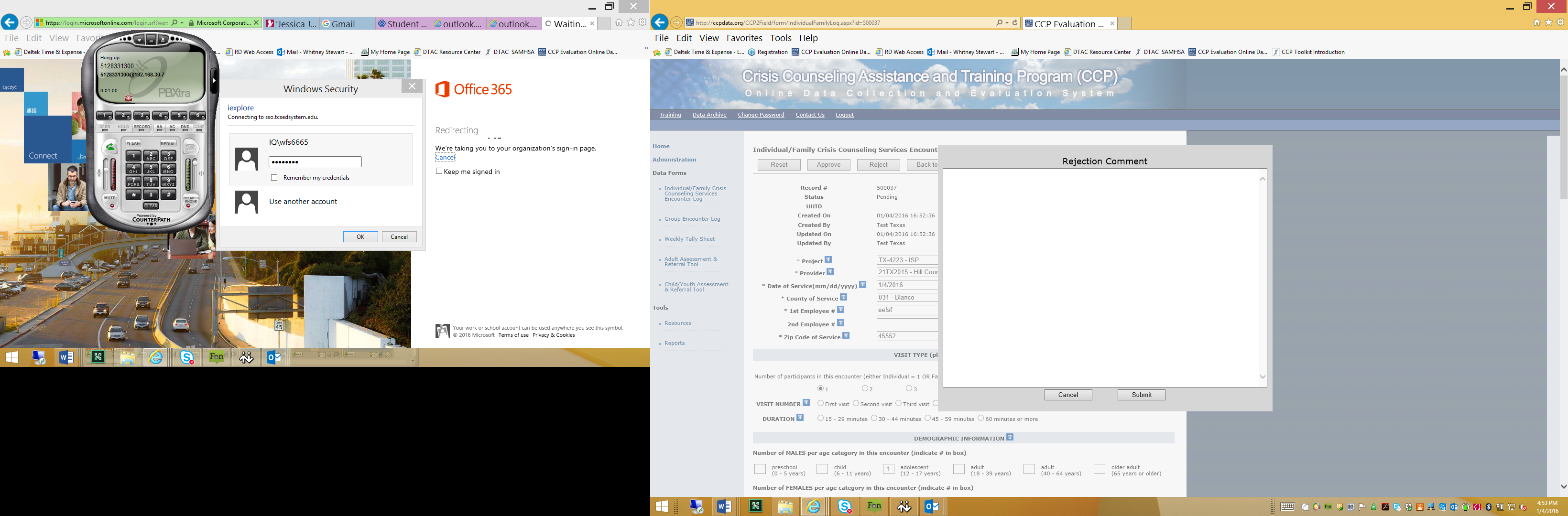
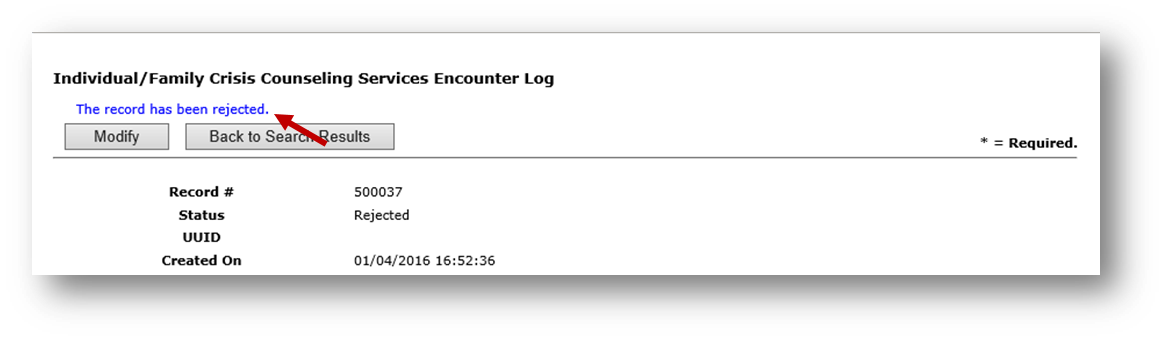
How to decide:

* Approve any forms that meet your program’s standard (see appendices). All forms need to be marked as approved before they are integrated into the reporting section of this system.
* If you need to make an edit and are awaiting clarification from the provider, then you should reject the form. You can make additional edits later by locating the record under the “Reject” section. You can also add a comment for later reference on why the form was rejected.



##### Approved

Rejected

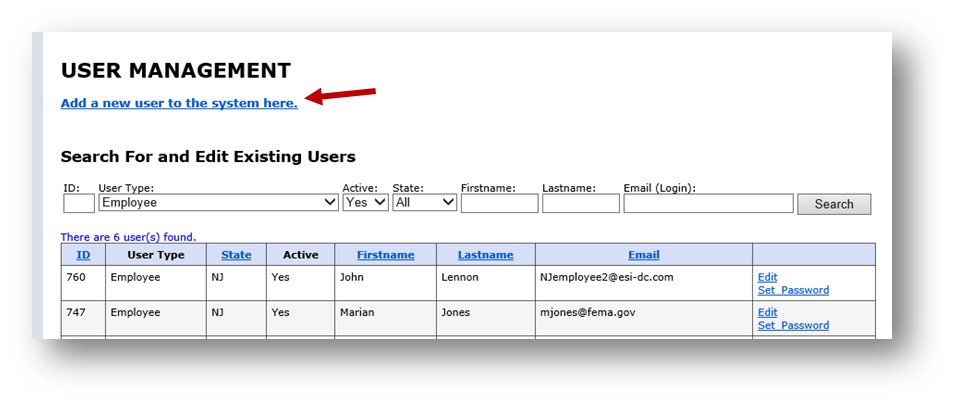
****

## For State-Level Users Only

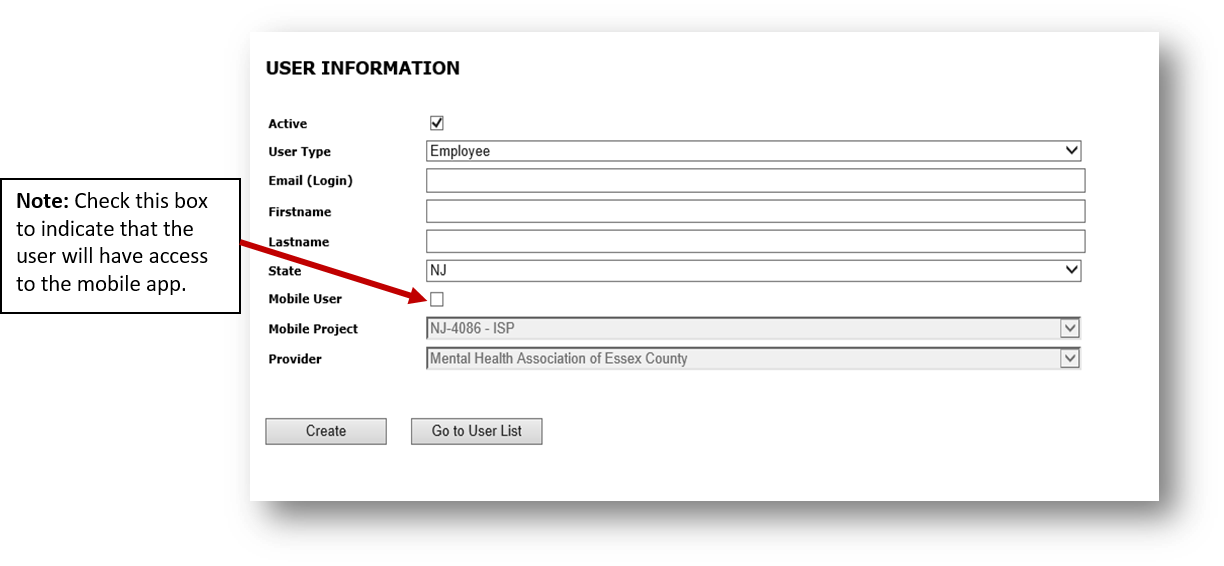
### User Management Panel

This section allows you to add, edit, delete, and search for users within the system.

#### Step 1: To add a new user to the system, click the “Add a new user to the system here” link.

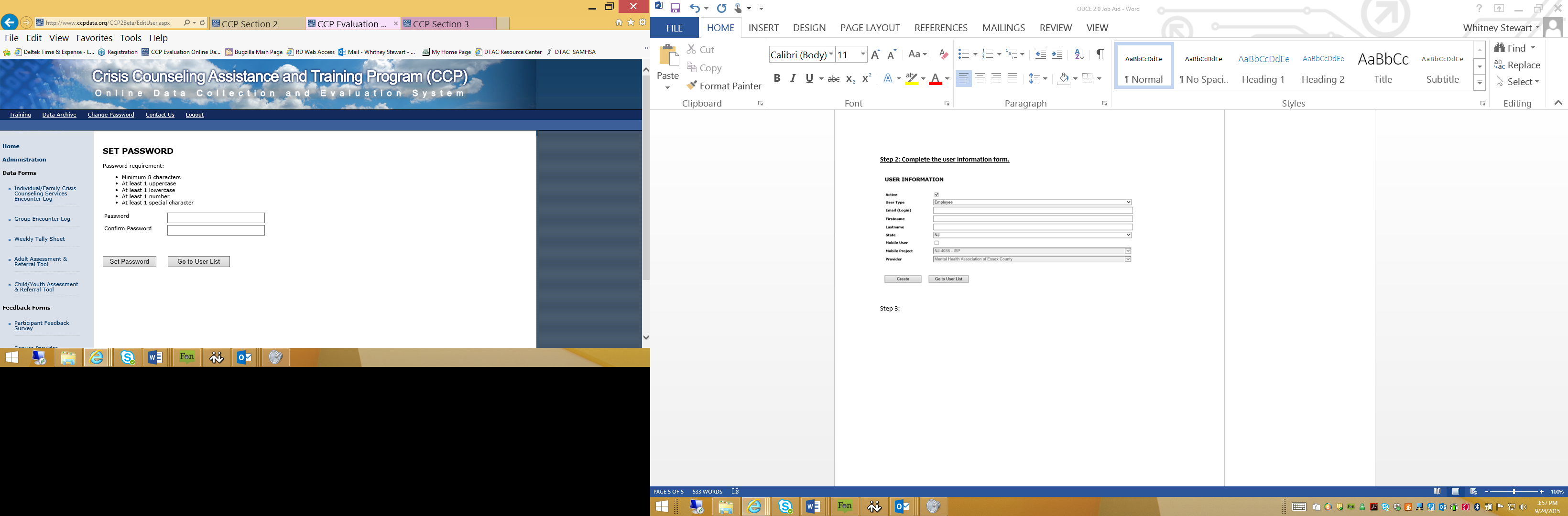


#### Step 2: Complete the user information form.



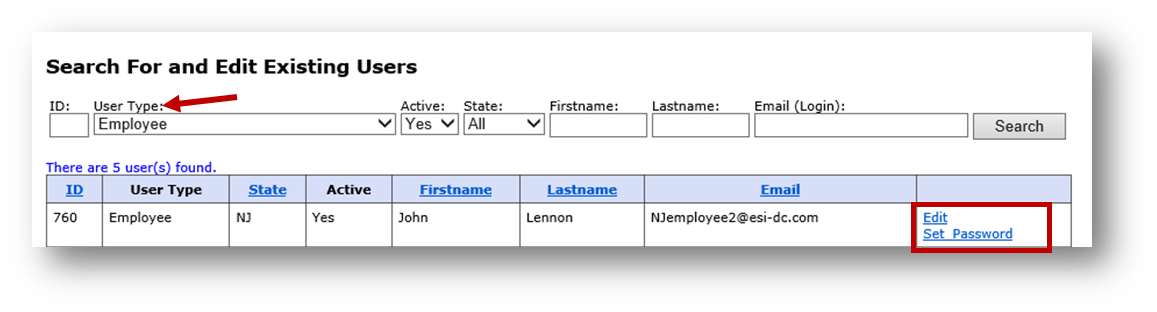
***Note:*** *When the grant moves to a different stage of the CCP (i.e., Immediate Services Program extension or Regular Services Program), you must reassign ALL mobile app users to the appropriate grant type under the* ***Mobile Project*** *drop-down menu (see above).*

#### Step 3: Set a user password that fits the necessary requirements. The user will receive his or her password information in an email. Those granted access to the mobile app will also receive a link to the system.

****

#### Step 4: To edit a user’s information or password, locate the user using the search menu at the top of the panel. Then click on the “Edit” or “Set Password” link in the user’s row.

***Note:*** *When searching for a user, you must select the correct User Type.*



##### How to Find Employee IDs

**Subject:** **SAMHSA/FEMA CCP New User Notification**

Dear CCP Staff Member,

Welcome to the Crisis Counseling Assistance and Training Program (CCP) Mobile Data Collection App. Your CCP Mobile User Account has been created. Your login information is below:

Name: John Lennon – 707

Login ID: jlennon@yahoo.com   
Password: Test123!   
Disaster Number: CO-4895-ISP

Provider and state staff will need the employee number to search for and identify specific forms entered by the crisis counselors in the system.

Employee IDs are system-generated for new mobile users. The three-digit code that is a part of the ID is located in the **New User Notification** email (see above) sent to new mobile app users once their account is created in ODCES. The number can also be found in the mobile app when a new form is started.

The makeup of the employee ID is the user’s initials, three-digit code, and state initials.

For example, John Lennon + 707 + Colorado = JL707CO.

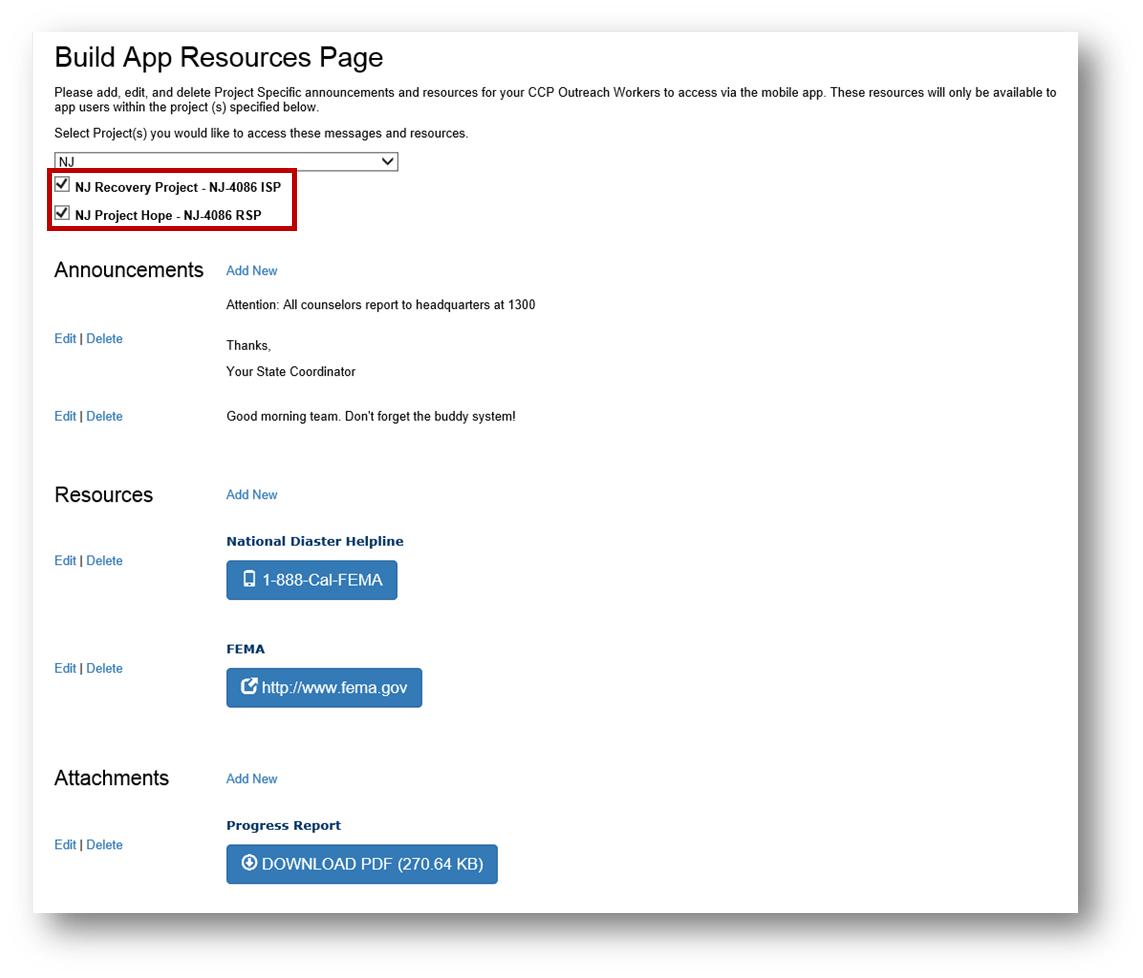
## Build App Resources Page

This section allows you to add, edit, and delete project-specific messages and resources for your CCP team. You can add a new announcement, a new resource, and/or a new attachment.

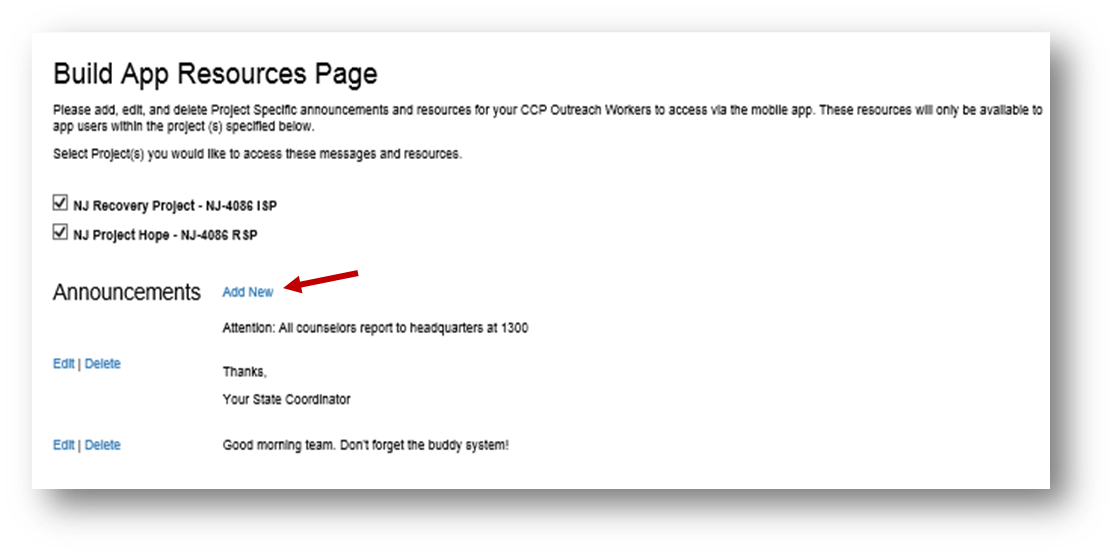
***Note:*** *The Resources section in the mobile app system is not automatically updated, so updates may be delayed. Mobile users must sync their systems in order to receive the most updated information.*

### Add a Resource

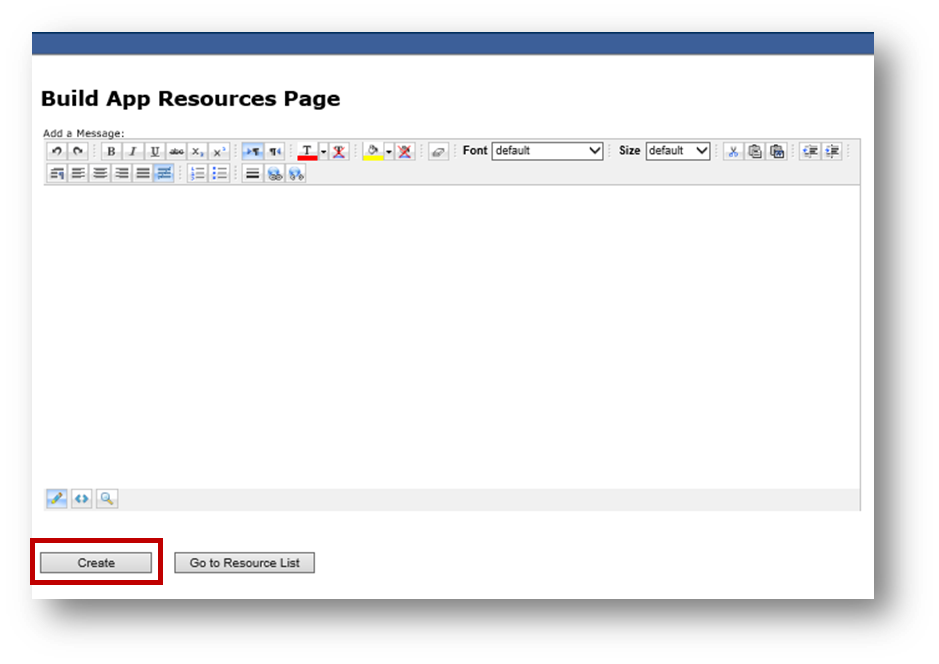
#### Step 1: Choose the appropriate program at the top.



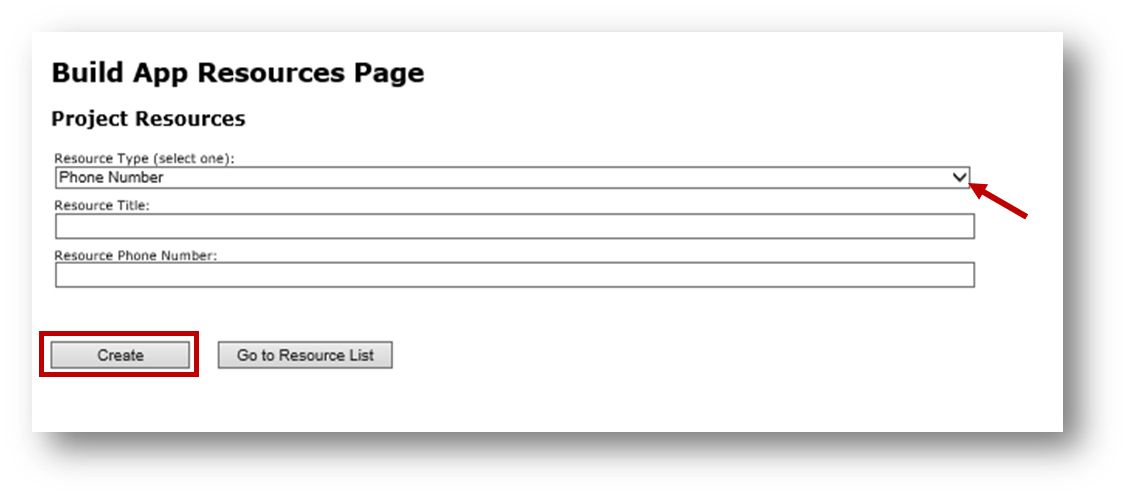
#### Step 2: Select the “Add New” link for the type of resource you would like to add.



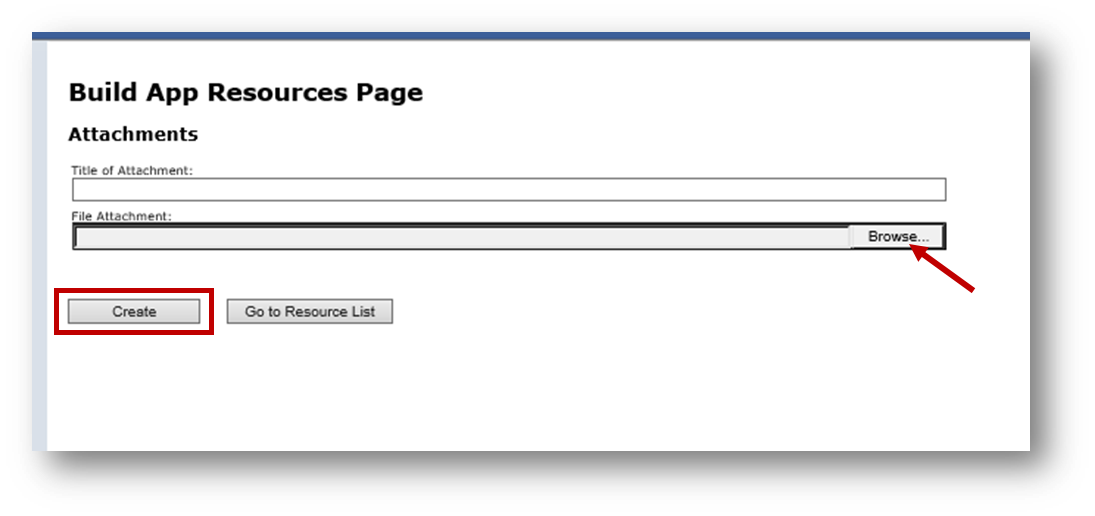
**New Announcement:** Draft your program announcement in the space provided. Once complete, click the “Create” button.

****

**New Resource:** Choose the resource type from the drop-down menu (either phone number or web link). Then provide a title for the resource and the resource’s phone number or web address. Once complete, click the “Create” button.

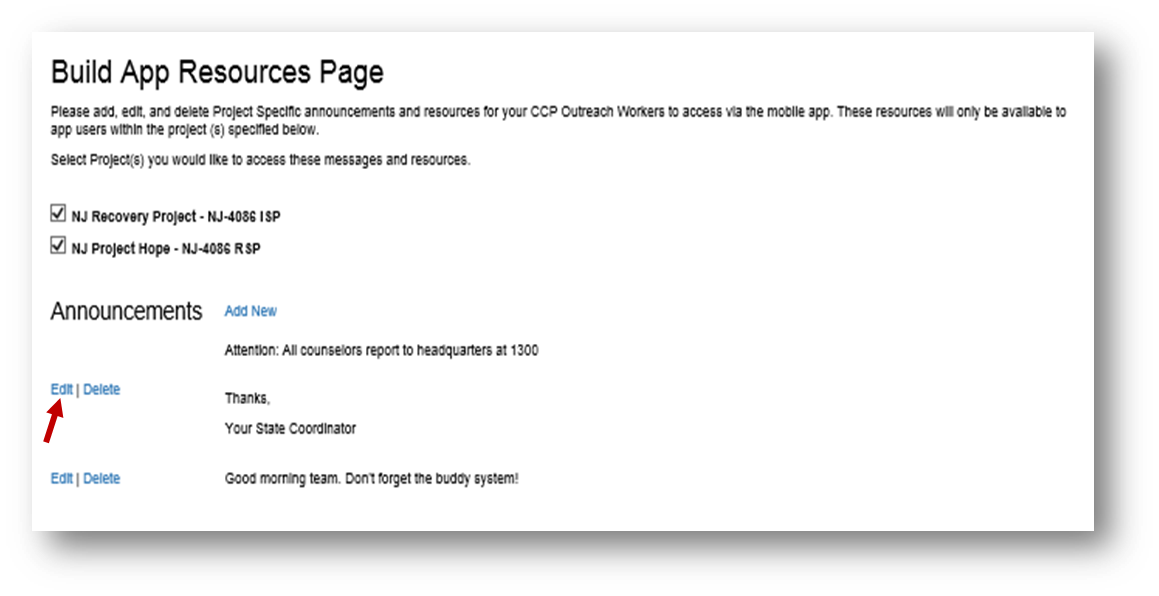


**New Attachment:** Provide the resource title, and then select “Browse” to search your computer for the resource. Once complete, click the “Create” button.

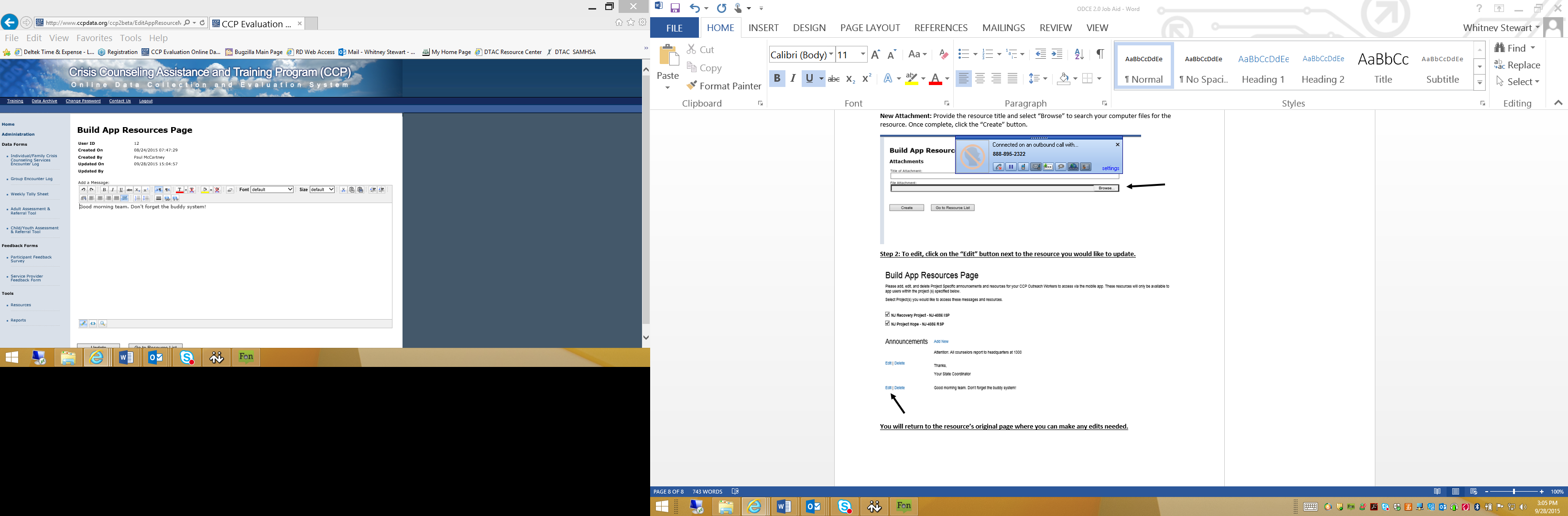
****

### Edit an Announcement, Project Resource, or Attachment

#### Step 1: Click on the “Edit” button next to the item you would like to update.

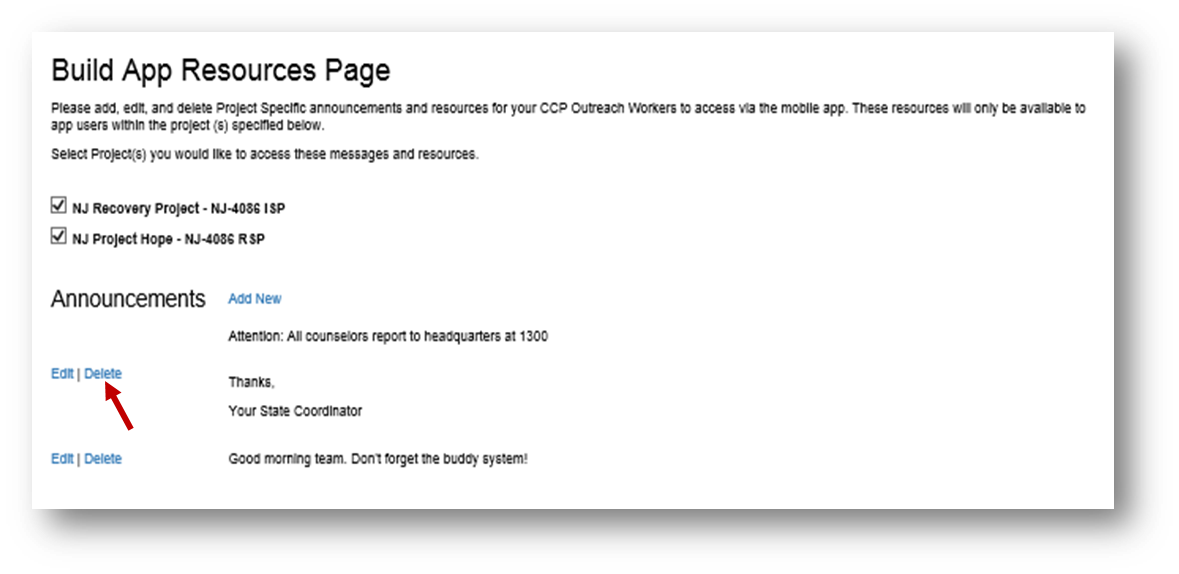
****

#### Step 2: You will return to the resource’s original page where you can make any edits needed.



Delete an Announcement, Project Resource, or Attachment

To delete an item, click on the “Delete” button next to it.



## Appendix A

### Provider Programmatic Data Quality Checklist

#### Mobile Form Submissions

##### Individual/Family Encounters

* Does the date of service match the schedule of the crisis counselor?
* Do county/parish and ZIP code match the schedule of the crisis counselor?
* Is a second employee identified?
* If children are listed under demographic information, then the selection of temporary or permanent home under Location should also indicate that children < age 18 live in this home.

##### Group Encounter

* Does the date of service match the schedule of the crisis counselor?
* Do county/parish and ZIP code match the schedule of the crisis counselor?
* Is the type of service indicated appropriate for the event held?

##### Weekly Tally Sheet

* Does county/parish match the schedule of the crisis counselor?
* Are the numbers provided appropriate for the crisis counselor?

##### Assessment and Referral Tool(s)

* Does the date of service match the schedule of the crisis counselor?
* Do county/parish and ZIP code match the schedule of the crisis counselor?
* Does the age and gender of the participant match those on the linked Individual/Family Encounter Log?

#### Paper Form Submission

##### Individual/Family Encounters

* Does the date of service match the schedule of the crisis counselor?
* Do county/parish and ZIP code match the schedule of the crisis counselor?
* Is the first employee ID valid?
* Is a second employee identified?
* Is the number of participants in the encounter identified?
* Does the number of males/females match the number of participants?
* Is the location of service identified?
* If children are listed under demographic information, then the selection of temporary or permanent home under Location should also indicate children < age 18 live in this home.
* If “coping well” is selected, are event reaction(s) also identified? *Note:* *Crisis counselors cannot indicate both.*
* Does the number of participants experiencing event reactions match the number of participants in the encounter?
* If event reactions were identified, were materials or referrals provided?

##### Group Encounter

* Does the date of service match the schedule of the crisis counselor?
* Do county/parish and ZIP code match the schedule of the crisis counselor?
* Is the employee ID valid?
* Is the type of service identified?
* Is the type of service correct for the event held?
* Is the location of service identified?
* Is the number of participants identified?
* Is the composition of the group identified?

##### Weekly Tally Sheet

* Does the county/parish match the schedule of the crisis counselor?
* Is the week beginning date provided?
* Is the employee ID valid?
* Are the numbers provided appropriate for the crisis counselor?

##### Assessment and Referral Tools

* Is the provider name identified?
* Is the date of service identified?
* Are the county and ZIP code identified?
* Is the first employee ID provided?
* Is the second employee identified?
* Is the location of service identified?
* If children are listed under demographic information, then the selection of temporary or permanent home under Location should also indicate children < age 18 live in this home.
* Do the referrals given to the survivor match with the assessment findings?

## Appendix B

### State Data Entry Quality Checklist

#### Paper Form Submission

##### Individual/Family Encounter

* Is the provider name identified?
* Is the date of service identified?
* Are the county and ZIP code identified?
* Is the first employee ID provided? Second employee?
* Is the number of participants in the encounter identified?
* Does the number of males/females match the number of participants?
* Is the location of service identified?
* If children are listed under demographic information, then the selection of temporary or permanent home under Location should also indicate children < age 18 live in this home.
* If “coping well” is selected, are event reaction(s) also identified? *Note:* *Crisis counselors cannot indicate both.*
* Does the number of participants experiencing event reactions match the number of participants identified?

##### Group Encounter

* Is the provider name identified?
* Is the date of service identified?
* Are the county and ZIP code identified?
* Is the first employee ID provided?
* Is the type of service identified?
* Is the location of service identified?
* Is the number of participants identified?
* Is the composition of the group identified?

##### Weekly Tally Sheet

* Is the provider name identified?
* Is the “week beginning” date provided?
* Is the employee ID provided?

##### Assessment and Referral Tools

* Is the provider name identified?
* Is the date of service identified?
* Are the county and ZIP code identified?
* Is the first employee ID provided? Second employee?
* Is the location of service identified?
* If children are listed under demographic information, then the selection of temporary or permanent home under Location should also indicate children < age 18 live in this home.
* Do the referrals given to the survivor match with the assessment findings?

1. In this document, we use the word “state” to refer to states, U.S. territories, and federally recognized tribes. [↑](#footnote-ref-1)