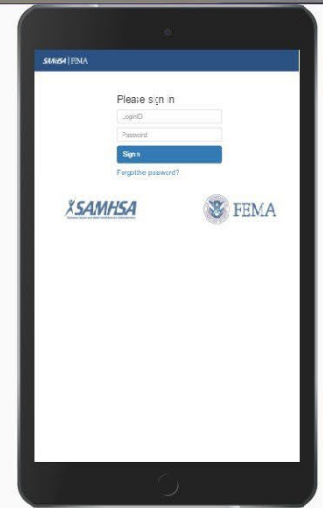


CCP Mobile Application User Manual, Version 4.2

Section 2 of the Guide for Evaluating Your CCP



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
www.samhsa.gov



FEMA

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Introduction to the CCP Mobile Application

Mobile Application Overview

This section gives administrative and data/evaluation program staff an overview of the Crisis Counseling Assistance and Training Program (CCP) mobile application.¹ The mobile app was designed to enhance data collection efforts for the CCP as well as streamline the data entry process. This allows users, both CCP and federal staff, to reduce lag time in data processing and reporting. The mobile app reduces work time and effort for crisis counselors by providing a more accessible and reliable option for data collection when using the Individual/Family Encounter Log form, Group Encounter Log form, Weekly Tally log, and Adult/Child Assessment and Referral Tools. Programs opting to use the mobile app have access to real-time feedback on their program's progress and accomplishments. The data collected using PDF forms and the mobile app should be used to identify trends and community need, which can assist in planning the direction of outreach activities.

The mobile app is intended for use by crisis counselors and outreach workers in post-disaster CCP grant sites with access being restricted to only those individuals with authorized accounts in the CCP Online Data Collection and Evaluation System (ODCES). The mobile app can work with all mobile devices. The device must have access to the internet, either through Wi-Fi or cellular data, in order to log into the app and put the app on a mobile device. The device must also be able to access the internet on a regular basis to enable data upload through the mobile app to the ODCES.

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@iqsolutions.com or 800-308-3515 for support.

¹ The CCP mobile application will further be referenced as “the mobile app.”

User Access and Management

The ODCES allows state -level staff to manage user access to the mobile app. In order to gain access to the system, all program staff are required to have an email address (personal or work) and maintain a secure password. SAMHSA DTAC will establish the first state-level accounts. These users will create and maintain all subsequent accounts.

The mobile app requires provider- and employee-level users to have accounts established as well. Provider management and team leads will have access to both the mobile app and the ODCES with the provider-level accounts. Remote employee- and employee-level accounts allow crisis counselors and outreach workers in the field to have access to the mobile app. Users will need their credentials to log on to the app as well as to upload entered forms to the online database. Below is an example of the creation of an employee-level account. In order for the user to have access to the mobile app, the box for “Mobile User” must be selected along with the correct project and provider.

Note: Check this box to indicate that the user will have access to the mobile app.

USER INFORMATION

Active

User Type

Email (Login)

Firstname

Lastname

State

Mobile User

Mobile Project

Provider

After the account has been established, the user will receive an email from dtac@iqsolutions.com with their username and password in addition to instructions for how to get to the mobile app website. It is recommended that staff use Google Chrome on their device to access the mobile app.

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: Robin Yentis - 707

Login ID: ryentis24@yahoo.com

Password: Test123!

Disaster Number: CO-4134 - RSP

Please use the browser on your mobile device to log in to the system at

<http://www.ccpdata.org/ccpmobile/>

From the main menu page, the user will be able to access the data collection forms, user and grant reports, and the app resources page.

Forms

Use of the mobile app allows crisis counselors to enter data and upload their forms into the online system. Program data should be a key component in guiding program planning. Therefore, the accuracy of the data is essential. In both systems, all team members are responsible for collecting accurate data, and team leaders will review and approve all forms regardless of the format. The CCP requires that crisis counselors conduct their outreach activities in pairs. It will be up to the teams and providers to determine who will be responsible for filling out the forms, as only one form is required per encounter. The second employee's ID number should be included on every form, however.

Electronic Form Entry

The mobile app includes electronic versions of the following forms:

- Individual/Family Crisis Counseling Services Encounter Log
- Group Encounter Log
- Weekly Tally Sheet
- Adult and Child/Youth Assessment and Referral Tools

Each of these forms captures the same information when data is collected via the mobile app or the PDF versions of the forms. The formatting of the forms will make the presentation of the questions vary, depending on device size, but the data collected on them is the same as the PDF versions. Unlike the PDF formats, the mobile versions of the data collection forms can be filled

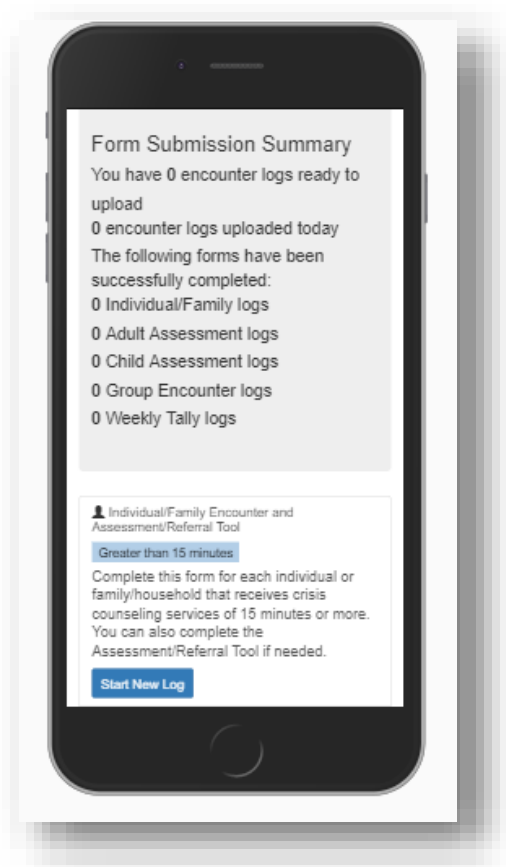
out during an encounter. This will require crisis counselors to introduce the mobile app, the information being collected, and why we collect program data. In some cases, it may be possible for one crisis counselor to fill in the form while the other interacts with the survivor. No matter when the form is filled out, the employee ID numbers of both crisis counselors should be included in Part 1 of the form. This will ensure that both counselors receive credit for the encounter.

The mobile versions of each form also contain some data validation fields that help to reduce errors in data collection/entry. The data validation fields can be used as a coaching tool for crisis counselors to ensure that they are filling in the data forms completely and accurately. Following are some examples of data validation in the forms:

- Automatic consistency of numbers of encounter participants across the form
- Inability to select “coping well” if there are participants experiencing reactions
- Requirement of completion of certain fields, such as visit number, duration, age, and service location

Individual/Family Encounter Log

This form will be filled out for encounters with individuals or families in the same household that last longer than 15 minutes.

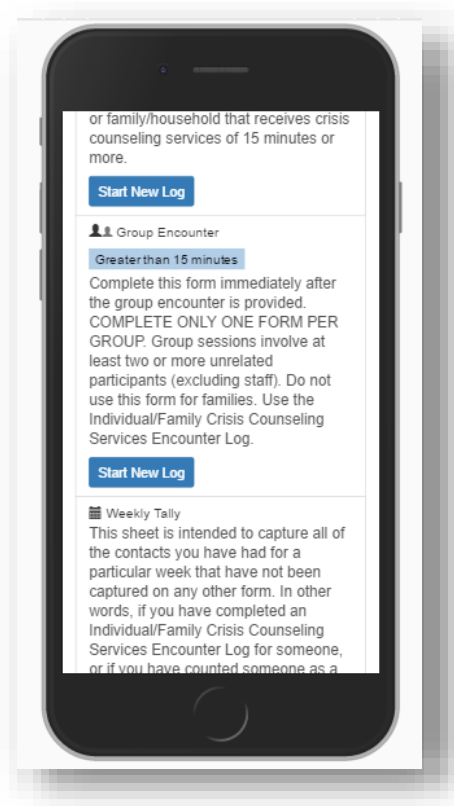


The information collected on this form is the same as on the PDF version. The user will begin by filling in Part 1 of the form. In this section, some of the fields will be pre-populated with information about the grant and provider with which the user's account is associated. The remaining information will be chosen from the available dropdown menus.

The remaining parts of the form must be populated by the user.² The selection methods vary based on the individual section. Some options for selection include radio buttons, check boxes, and free text fields. The status bar at the top of the form serves as a guide for users to gauge their progress as they complete the form. The Assessment and Referral Tools are also completed as part of the Individual/Family Encounter Log (see the Assessment and Referral Tool section for more details).

Group Encounter Log

This form can be filled out for encounters with groups of people (who are not in the same household) that last longer than 15 minutes. It will be filled out for group counseling, where the participants do most of the talking, or public education, where the crisis counselors do most of the talking.



The information collected on this form is the same as on the PDF version. The user will begin by filling in Part 1 of the form. In this section, some of the fields will be pre-populated with

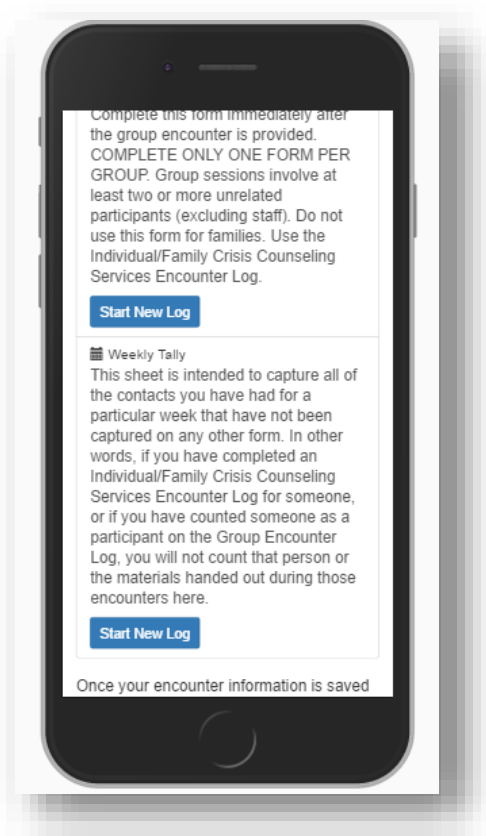
² Note that questions denoted with an * are required to be filled in by the user.

information about the grant and provider with which the user's account is associated. The remaining information will be chosen from the available dropdown menus.

The remaining parts of the form must be populated by the user.³ The selection methods vary based on the section. Some options for selection include radio buttons, check boxes, and free text fields. The status bar at the top of the form serves as a guide for users to gauge their progress as they complete the form.

Weekly Tally

The Weekly Tally will be completed in the same fashion as the PDF form. This form collects data on encounters and contacts that last less than 15 minutes. When completing the mobile app version, counselors can begin this form each Sunday, and entries will be saved each day on that form until it is submitted at the end of the week. Data cannot be entered for previous weeks.

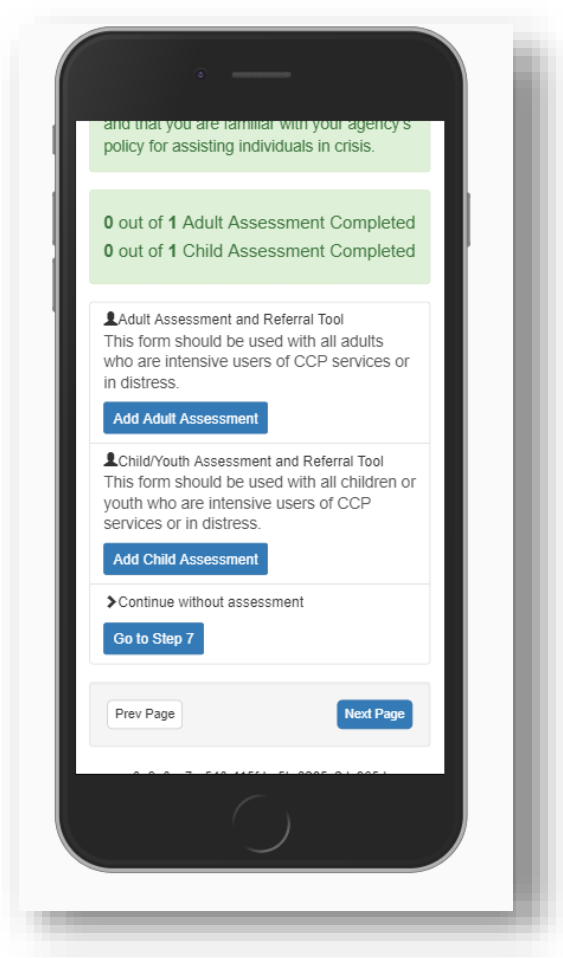


To complete Part 1 of this form, the user should make selections from the dropdown menus. The numbers of brief encounters and contacts can be recorded each day in the free text fields within the form. The entries are divided into two tabs, one for contacts and the other for materials distributed.

³ Note that questions denoted with an * are required to be filled in by the user.

Assessment and Referral Tools

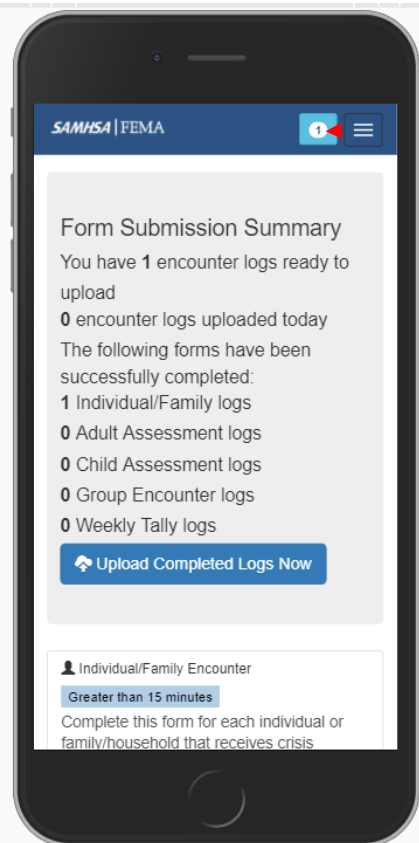
The Adult and/or Child/Youth Assessment and Referral Tool are available for completion on the mobile app as subforms linked to the Individual/Family Encounter Log. Users can access these forms by completing the demographics sections, which will unlock the appropriate number of forms based on age and number of encounter participants. Completion of the demographics section will likely require that the mobile app be used during the encounter. Crisis counselors will need to introduce the mobile app to the participant and explain what data are being collected and why. Once the forms have been unlocked, crisis counselors will proceed with completing the assessment just as they would the PDF version of the form. The age and sex of the participant will need to be entered, and the assessment questions should be read aloud to participants and their responses recorded. Once all applicable assessments are completed, the user can move on and complete the remainder of the Individual/Family Encounter Log form.



Form Submission and Upload

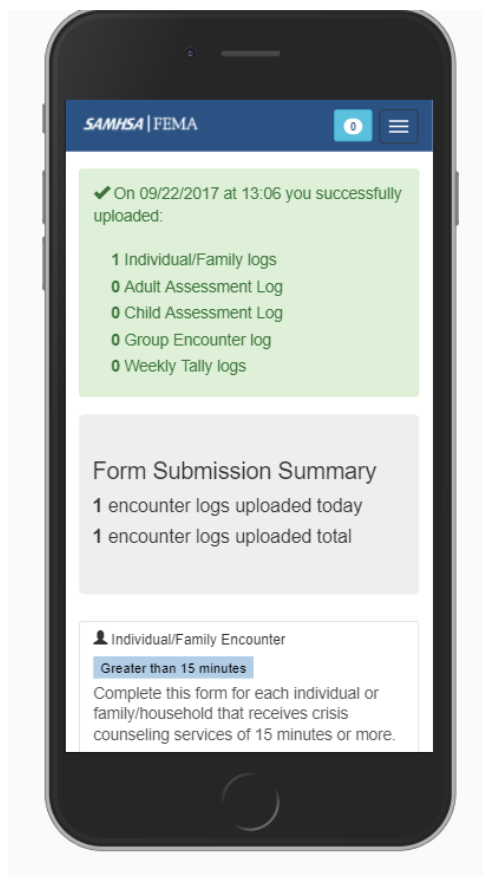
Upon completion of each form, the crisis counselor must submit it. This allows the completed form to be stored locally on the device until such time as it can be uploaded to the ODCES.

Once forms have been submitted and stored on the device, the record on the “forms” page will reflect the submissions. The record is itemized to show which forms and how many of each have been submitted. Items in this summary are ready for upload. An upload can only occur when the device has an internet connection, either Wi-Fi or cellular data.



Click this box to view summary of forms submitted and to upload forms to the ODCES.

When an internet connection is established, crisis counselors can choose the Upload Forms button. They will be asked to confirm the upload and enter their login credentials. This step adds a validation and prevents any accidental uploads to the database. After upload is complete, a receipt will be available to confirm what has been uploaded.

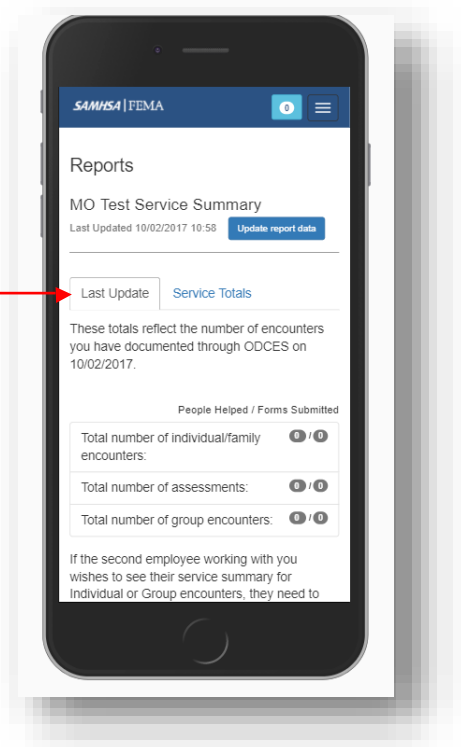


Reports

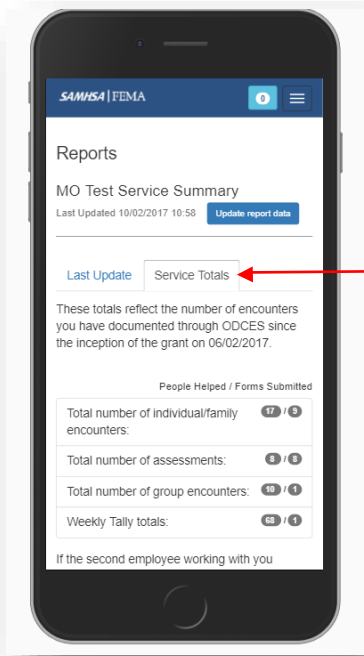
One of the benefits of using the mobile app is real-time data feedback for staff at all levels. Programs using the PDF versions of the forms may experience a delay in data feedback in the online system due to the time it takes a data entry assistant to enter data manually from the completed forms. As soon as crisis counselors upload forms, they appear in the “Pending” queue in the ODCES, ready to be reviewed and approved.

Unlike in the ODCES, crisis counselors have access to the reporting section of the mobile app. Once uploaded forms have been approved, crisis counselors can evaluate their progress by viewing the reports section. This section shows the total number of Individual/Family Encounter Log, Group Encounter Log, and Assessment and Referral Tool forms that have been submitted. In addition, it has tallies for the number of participants that have been in the encounters. The reports section is split into two tabs that users can choose from. The first is the “Last Update” report. This shows users the data from their last upload to the database. The second tab is the “Service Totals” tab, which shows data that the user currently logged in has submitted through the entire length of the program.

Last Update



Service Totals



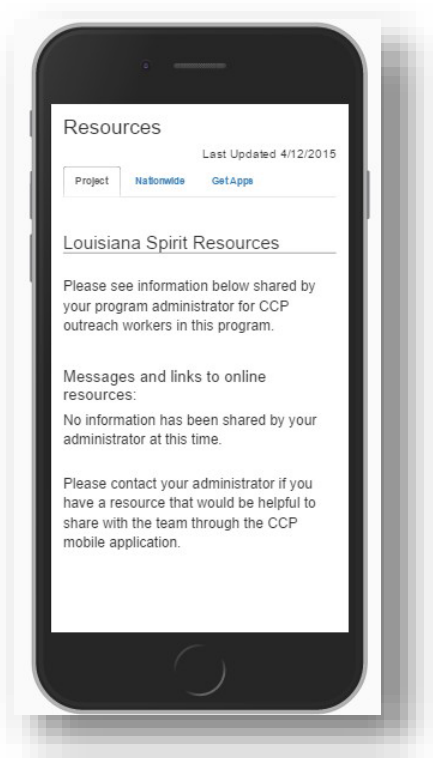
Resources

The resources section is where the state or provider can add resources, messages, or other useful information for staff in the field. This section also includes national mental health and suicide prevention resources that may be of use to outreach workers.

Project Page

Section 4 of this guide describes how provider leadership as well as state-level users can build and add resources to the Project page. These resources can include reference documents, links to online tools, provider protocols, or simply information for staff, such as meeting announcements.

Note: Information on this page does not update in real time. Users will need to log out and refresh their browser to retrieve updated information in this section.



Nationwide Page

This page includes national mental health and suicide prevention resources. In addition to these national resources, this page also has links to the CCP Toolkit and CCP required trainings. The following resources are included on this page:

- CCP Training website link
- SAMHSA Disaster Distress Helpline
- National Suicide Prevention Lifeline
- Crisis Text Line for Teens
- Ready.gov website link

