# Crisis Counseling Assistance and Training Program (CCP) Frequently Asked Questions (FAQs) for Capturing Service Data for Programs Practicing Physical Distancing

**Accessing the Data System**

1. **How do I enter data when I am working remotely?**

All COVID-19-related CCP grants should use the most recent Office of Management and Budget (OMB) forms for data collection and the Online Data Collection and Evaluation System (ODCES) (<https://ccpdata.org/ccp2field>) or CCP mobile app (<https://ccpdata.org/ccpmobile>) for data entry. The updated forms have an expiration date of July 31, 2022, and are available on the CCP toolkit web page at <https://www.samhsa.gov/dtac/ccp-toolkit/ccp-data-forms-trainings> and the ODCES data page at <https://www.ccpdata.org/ccp2field/priorccpdata.aspx>.

* It should be noted that the data systems are optimized for use with Google Chrome. Errors, including potential data loss, can occur when using other internet browsers, such as Safari.

1. **How do I access the data system?**

If you are a state-level user and need access to the system, please follow up with your program’s leadership or your assigned technical assistance (TA) specialist with the Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Technical Assistance Center (DTAC).

If you are a provider-level user, please follow up with your state leadership or program data lead to get access to the system.

1. **What are the levels of access for the data system?**

There are four access levels for the data system: disaster mental health state coordinator (state), provider, remote employee, and employee.

1. **What level of access should the state leadership have?**

State leadership should have a state-level account. This access level allows staff to provide oversight and management to all users’ accounts and data in the system for their state. State-level users can also enter, edit, review, and approve data forms.

1. **What level of access should program managers or team leaders at local provider agencies have?**

Staff that will be providing management and oversight support, including program managers and team leaders, at the local provider level should be given a provider-level account in the data system. This access level allows staff to provide oversight and management to all users’ accounts and data in the system for their provider agency. Provider-level users can also enter, edit, review, and approve data forms.

1. **Who can create new user accounts in the system?**

State- and provider-level accounts can create new users in the system.

1. **What is the different between a “remote employee”- and “employee”-level account?**

People at both account levels can enter data into the data system. Remote employee users will have the ability to enter data using the CCP mobile app or the ODCES. People with employee-level accounts have access to the CCP mobile app only.

*Issues With the ODCES or CCP Mobile App*

1. **What should I do if I am having trouble logging into the ODCES?**

If you are having trouble logging in, make sure that your internet browser is not in “private” browsing mode and that you are using Google Chrome. If you continue to experience issues, contact your program’s designated IT support team.

1. **What do I do if I approve a form that is incorrect?**

Once forms are approved, they can no longer be edited. The form will need to be reentered with the correct information. Please let your SAMHSA DTAC TA specialist know the record number of the incorrect form so it can be deleted from the system.

1. **What might be the issue if the mobile is showing all zeros (00000) for the ZIP code field?**

Please ensure you are using Google Chrome to access the data systems. It should be noted that the data system is optimized for use with Google Chrome. Errors, including potential data loss, can occur when using other browsers, such as Safari.

1. **Why is my form clearing out my answers when I hit the Enter key to submit my form?**

To submit a form, you should always use the “Submit” button located at the bottom of the page. Errors can occur if you use the enter or return keys to submit forms.

1. **What should I do if I have trouble reading the words on my screen?**

All phones and tablets have the capability to increase the text size on the screen. Check your device’s settings to use this feature.

**Data Collection**

1. **What data collection forms should I use to capture CCP data?**

All COVID-19-related CCP grants should use the most recent OMB forms for data collection. The updated forms have an expiration date of July 31, 2022, and are available on the CCP toolkit web page at <https://www.samhsa.gov/dtac/ccp-toolkit/ccp-data-forms-trainings> and the ODCES data page at <https://www.ccpdata.org/ccp2field/priorccpdata.aspx>.

1. **What if I am not able to fill in all the questions on a form?**

Fill out the appropriate data collection form to the best of your ability. For some virtual encounters, it may be necessary to ask the participant some additional questions on their demographics. Please refer to the demographics questionnaire document on the ODCES training page available at <https://www.ccpdata.org/CCP2Field/pdf/Demographics_Questionnaire.docx>.

It is important to note that the CCP is anonymous. No personally identifiable information or protected health information should be collected for CCP purposes.

1. **What if I am unable to utilize the OMB-approved CCP data collection forms?**

Every attempt should be made to utilize the OMB-approved CCP data collection forms to record CCP services. If that is not feasible, states should work with their SAMHSA and Federal Emergency Management Agency project officers to discuss what data is being collected on program activities, such as data collected from a state’s existing disaster hotline, and how that could be recorded for CCP purposes.

1. **What fields are required to be completed on the data forms?**

All fields with an asterisk are required to be completed on the CCP data forms.

*Recording Virtual Services*

1. **How do I record encounters such as phone calls or hotline calls?**

Encounters that are less than 15 minutes should be captured on the Weekly Tally Sheet. Encounters lasting 15 minutes or longer should be captured on the Individual/Family Encounter Log and/or the Assessment and Referral Tool forms.

1. **How do I record encounters such as telehealth or virtual crisis counseling sessions?**

Encounters that are less than 15 minutes should be captured on the Weekly Tally Sheet. Encounters lasting 15 minutes or longer should be captured on the Individual/Family Encounter Log and/or the Assessment and Referral Tool forms.

It is important to note that the CCP is anonymous. No personally identifiable information or protected health information should be collected for CCP purposes.

1. **How do I record encounters such as webinars or virtual presentations?**

Encounters that are less than 15 minutes should be captured on the Weekly Tally Sheet. Encounters lasting 15 minutes or longer should be captured on the Group Encounter Log.

*Recording Virtual Materials and Media Distribution*

1. **How do I record materials I have sent to people or organizations via email?**

Materials that are sent via email should be recorded on the Weekly Tally Sheet under “materials handed to people.” It should be noted that if more than one material item is included in the email (e.g., if four tip sheets and a brochure are sent as attachments), it would still only count as one packet of materials.

1. **How do I record emails sent to a listserv or eblasts?**

If you send a promotional email via a listserv or as an eblast, it should be counted as one mass media contact on the Weekly Tally Sheet. In other words, the number of contacts or numbers distributed on the Weekly Tally Sheet should represent the number of messages sent, not the number of people who received each message.

1. **How do I record social media posts?**

Social media posts should be recorded on the Weekly Tally Sheet. Please note that each post counts as one contact.

* 1. **Where do I record the number of people that viewed program posts or shared program messaging with others?**

This data in not recorded on the CCP data forms, as it is considered reach data. This data should still be collected and can be reported by state leadership in the programmatic reports for the grant.

* 1. **What is reach data, and where is that recorded for my program?**

Reach data is any data that shows how many people have seen your program’s messaging. This includes the number of likes or shares of social media posts as well as the number of people who may have seen an ad campaign. This data should be collected by CCPs and can be reported by state leadership in the programmatic reports for the grant.

1. **How do I record a live stream video that we shared through a social media platform?**

If the stream lasts less than 15 minutes, this can be recorded on the Weekly Tally Sheet as a social media message. If the stream lasts longer than 15 minutes and is intended to provide information about the program, it can be recorded as a public education encounter on the Group Encounter Log.

1. **Can I report any of my program’s website analytics data?**

Website analytics data is not recorded on the CCP data forms, as it is considered reach data. This data should still be collected and can be reported by state leadership in the programmatic reports for the grant.

1. **How do I record clicks or engagement with paid media ads?**

Data on clicks or engagement with paid media ads is not recorded on the CCP data forms, as it is considered reach data. This data should still be collected and can be reported by state leadership in the programmatic reports for the grant.

1. **How do I record text message conversations?**

Text message conversations that last longer than 15 minutes can be recorded on the Individual/Family Encounter Log. If the conversation lasts less than 15 minutes, it can be recorded on the Weekly Tally Sheet under email contacts.