Local System Managers, Contract Agencies and Independent Contractors:

This week, I have a number of updates, tips and reminders about TRAC-IT. I hope you will take some time to read through this longer-than-usual message.

Offline Functionality

- Offline functionality will be available starting on October 3rd. This functionality will allow users to download certain tasks while connected to the internet, complete those tasks offline (i.e., without an internet connection), and then load that data back into TRAC-IT when they are back online.
- Although originally planned to roll out in two phases, all tasks actually will be available on October 3rd. You will have the ability to complete the following tasks offline:
  - Intake Visit
  - Eligibility Determination (initial or re-eligibility determination)
  - Notice and Consent ASP (initial or ad-hoc)
  - Initial IFSP Meeting
  - IFSP Review (Ad-Hoc)
  - Annual IFSP (Ad-Hoc)
  - Prior Notice
  - Update Child/Guardian Information
  - Add Contact
  - Transition and TPC Tasks
  - Contact Notes
  - Insurance tasks
  - Family Cost Share Agreement and Temporary Family Cost Share Agreement
- Instructions for using the offline functionality will be posted in the Help section of TRAC-IT.
- Recorded trainings and the Powerpoint slides are available in the TRAC-IT section of our website, https://www.itcva.online/trac-it-info.

Authenticator App

- Starting on 10/17/22, an authenticator app will be the only option allowed. There will not be an option to continue using email, nor will authentication via text be allowed.
- TRAC-IT will work with any authenticator app preferred or required by your organization/agency.
- Please see the 9/15/22 TRAC-IT email for recommended apps and details about important steps you should be taking now to prepare for this change.
- A quick reference card (QRC) on how to connect your authenticator app to TRAC-IT has been posted to the Key TRAC-IT Documents on our website (https://www.itcva.online/trac-it-info). It will be helpful for you to review this information now, but you will not be able to use these instructions to connect your app to TRAC-IT until 10/17/22.

Issues and Enhancement Tracker

TRAC-IT enhancements have been on hold due to required administrative processes at DBHDS to approve any changes to the system. In the meantime, we have posted an updated version of the Issues and Enhancements Tracker to our website (https://www.itcva.online/trac-it-info) so you can see issues and requests that have been submitted and logged. We are beginning to work through the newer ones with SSG but are not able to provide target dates for planned improvements yet.
Contact Note Fix
An issue was recently identified with the date of service that shows on the contact note print template for sessions that were rescheduled. The billing extract pulled the correct information, but the print template pulled the original scheduled date vs the rescheduled date. This issue was fixed on 9/23/22, but we wanted you to be aware that contact notes completed in and printed from TRAC-IT prior to that date for services held on a rescheduled date may show an incorrect date.

IFSP Addendum:
The Assign Services Task in TRAC-IT does not include assigning a service coordinator; and, as a result, service coordination does not appear on the IFSP addendum. We are aware of this issue and will be fixing it. In the meantime, if you are using TRAC-IT to complete IFSPs and have a child receiving service coordination only, please use a paper addendum. Since assigning services is not required in TRAC-IT yet, you have the option to upload the signed addendum into the Documents section of TRAC-IT or not. You do not need to go back and get a signed addendum if you completed an IFSP in TRAC-IT before now and did not complete this step.

Tips: Declining Services
The Declining Early Intervention Services Form is not a separate form in TRAC-IT. Instead, a family’s decision to decline services will be documented as follows:

- If the family declines eligibility determination, that is documented in the consent section of the eligibility determination task.
- If the family declines to proceed to IFSP, document that in a contact note.
- If the family declines all services, that is documented in the IFSP task. Check the box for Declining Early Intervention Services on the task page. A form will then appear on which to document the family’s decision and signature.
- If the family declines some but not all services recommended by the IFSP team, document that in a contact note.
- If a family has signed the IFSP and later wishes to discontinue a service listed on that IFSP, you will hold an IFSP Review to document that decision and end date the service.

We recognize that local systems are using TRAC-IT to varying degrees at this time. If you are still using a paper Declining Early Intervention Services form, that is fine. In the last scenario, if you have a signed Declining Early Intervention Services form, you may wait until the next IFSP Review to record the end date of the declined service(s) rather than holding an immediate IFSP Review.

Tips: Temporary vs Permanent Service Coordinator
Some local systems that use a temporary service coordinator through the initial IFSP meeting before assigning a permanent service coordinator have noted some challenges in TRAC-IT with how to have the correct service coordinator listed in the correct places on the IFSP. Following these steps may help:

1. Leave the temporary service coordinator as the assigned service coordinator going into the IFSP meeting. This person will appear as an attendee on the IFSP.
2. On the IFSP task itself, list the permanent service coordinator in the Select Service Coordinator field circled below. The name in this box will be the one listed as the service coordinator on page 1 of the IFSP print template.
Initial IFSP Meeting

Due Date
08/05/2022

Assignee
Kyla (LS) Patterson - CHESPK

45 days from the referral date is 09/15/2022

☐ Declining Early Intervention Services

IFSP Meeting Date
08/05/2022 12:45 PM

Please fill out the complete IFSP form below before completing this task

Select Service Coordinator *

McKenna Black - CHESPK

IFSP Attendees

McKenna Black - CHESPK