

# TRAC-IT Office Hour: Parent Portal Webinar

## Q & A

09/06/24 @ 9:30 am

In this document, the questions asked during the webinars are listed. Related questions are grouped together.

### General Questions

**Q: Does the Parent Portal access need to be done immediately after intake or can it be done later in the process?**

A: The Parent Portal Access task can be done at anytime after the Intake Visit task has been completed.

---

**Q: How will the parent portal work if the family needs the information in another language?**

A: In the task, you can select the desired language of the print template before sending to the Portal. The parent/guardian would then see the embedded PDF in the selected language, but the other onscreen text would be in English.

---

**Q: Since there is a link to Parents Rights and Safeguards, can we direct them to that link in the Parent Portal or do we still need to provide a hard copy each time they would like a copy of these?**

A: DBHDS responded during the webinar that you will still need to provide a hard copy and explanation of the documents the first time you meet with the family. During subsequent procedural safeguard “events,” even if the family has already received a copy of the Notice of Child and Family Rights and Safeguards document, another copy must be offered. The service coordinator also can make the family aware that the document is available on the parent portal. If the family has previously received a copy of the rights document and states that they do not want another copy or will access it through the parent portal, it is not necessary to leave another copy. A contact note must be used to document that another copy of the document was offered and that the family declined.

---

**Q: Is the Parental Prior Notice already an option for Parents to sign in the portal?**

**Q: Are we planning to add on ability to sign prior notice as well?**

A: Parents can sign the following tasks in the Parent Portal:

- Consent for EI Service Plan
- Family Cost Share Agreement
- Eligibility Determination
- Notice and Consent for ASP
- IFSP documentation (initial, annual, reviews and addendums)
- Temporary Family Cost Share Agreement

## TRAC-IT Office Hour: Parent Portal Webinar

### Q & A

09/06/24 @ 9:30 am

- Family Cost Share Appeal

Prior Notices are not available to sign via Parent Portal at this time.

---

**Q: Is there going to be the ability for a parent to sign contacts (ROI's)?**

A: Not at this time, but that is something that we can suggest for the future.

---

**Q: Can the service coordinator pre-populate the drop down the parent consents or does the parent have to do this themselves from the drop down? Also, when can service coordinator put in their name as "received by" (can they do this before they send, and will it populate, or do they do it after parent signature)?**

**Q: On the ASP consent, is there a box to type in received by to type in the service coordinator name?**

A: In the Parent Portal task, the parent must select from the dropdown themselves and it cannot be pre-populated. They must select whether they give or do not give consent.

Service Coordinators receive a Review task in which they should enter their name. The parent signature is reflected in the Review task.

---

**Q: What authenticator app do parents need (Duo, etc.)?**

A: Parents can use the authenticator app of their choice, but the State recommends Microsoft Authenticator or Google Authenticator.

---

**Q: In the pdf format, could a parent select a "draw" tool and sign their name vs. typing it in?**

**Q: Is there going to be a way for the parent to sign the forms with a signature (on a touch screen computer/phone) vs. having to type their names in the tasks?**

A: Not at this time, but that is something that we can suggest for the future.

---

**Q: Can more than one parent sign the individual forms? (If both parents have a portal and wish to each sign, can it be sent to both for signatures?)**

A: At this time, only one parent can sign a consent via the Parent Portal. If multiple parents or guardians would like to sign the consent, you should continue to use the existing process in TRAC-IT.

---

**Q: Is there a way to send a reminder for the parent to complete the task if they don't complete it within a certain number of days?**

A: When a task is created for the parent/guardian, they will receive an email indicating there is a task for them to complete in the Parent Portal. Currently, there is not a way in TRAC-IT to send a reminder for the parent to complete the task. A suggestion would be to send the parent an email or call them outside of TRAC-IT.

---

## TRAC-IT Office Hour: Parent Portal Webinar

### Q & A

09/06/24 @ 9:30 am

**Q: Do clinicians no longer need to sign the eligibility form?**

**Q: There are no signature fields for the clinicians and SCs to sign on the Eligibility task...should we reach out to the Help Desk for clarification?**

A: The way TRAC IT is built, there is not a signature for the provider or service coordinator. It is understood that if you are listed as an attendee in TRAC-IT, you are acknowledging that you are a participant rather than signing a document. Each attendee also will complete a contact note documenting their participation.

---

**Q: Do we need to upload the paper (document) when clicking "paper consent"?**

A: It would be best practice to upload the paper document after selecting paper consent, but it is not required by the State if the paper document is maintained in a local record and available to DBHDS upon request. While upload is not required by DBHDS, it may be required by the local lead agency. Local systems may wish to consider that having all documentation available in TRAC-IT will make both state and local oversight and monitoring procedures easier for the locality.

---

**Q: What if you end up not needing the parent to sign in the portal (they end up getting in person signature)?**

A: You can certainly claim the task back to yourself and select *Requires Updates*. This action will create a new task for the service coordinator to complete by either sending the task back to the Parent Portal or completing the consent as you have done in the past.

---

**Q: Does the SC get notification that the parent has signed?**

A: In the Tasks Recently Completed by Parents/Guardians tile on the Service Coordinator's dashboard, tasks that parents completed recently are listed. Additionally, the result of the Parent Portal task will be reflected in the child's Task Summary.

---