HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

APPENDIX: IDEAS FOR USING nFORM DATA FOR CQI

From workshop attendance to client surveys to information about case management sessions, referrals and more, nFORM has data that you can use for planning and monitoring continuous quality improvement (CQI) activities. Getting the nFORM data is as easy as clicking to the query tool, running an operational report, or downloading a data export. Review the table below for ideas about using nFORM data for CQI. Keep reading for more information on exporting data from nFORM.

nFORM'S HELP PAGE HAS MORE INFORMATION ABOUT USING nFORM'S DATA TOOLS:

1. Watch training video #3 to see how to use nFORM's query tool, operational reports, and data export.
2. Read module VIII of the nFORM user manual for in depth guidance on these data tools.
3. Download the data dictionary to view the information and structure of the data export

TABLE A1. ANALYSES IN nFORM

Area	Topic	Data sources
Enrollment	Number of clients enrolled	Use the query tool's Enrollment Tab to view and monitor how many clients enroll and how enrollment varies by month and grantee location. Use this information to see if the program is on track to meet its enrollment targets.
	Characteristics of clients	Use the query tool's Applicant Characteristics Tab to view the characteristics of people who apply for the program. Compare this information with the program's target population to see how well the program is reaching the target population.
	Client recruitment	Use the query tool's Enrollment Tab to view and monitor how applicants reported hearing about the program and their reasons for enrolling. Use this information to plan recruitment activities by seeing what methods reach the most applicants and to tailor outreach to meet client needs.

Area	Topic	Data sources
Client participation in services	Initial participation in services	Use the query tool's Grant Year Overview Tab to view and monitor the percentage of clients who, within four weeks of enrolling, participated in (1) any service (either an individual service or a workshop session), (2) an individual service with their case manager, and (3) their first workshop session. Run the Caseload Summary operational report to view and monitor if clients have started attending workshops and the date of their most recent workshop. Use this information to see if clients are engaging in services as quickly as intended.
	Client participation in services by month	Use the query tool's Grant Year Overview Tab to review the number of clients who participated in services by month. Use this information to see if the program is on track to meet its monthly service goals.
	Workshop participation	Use the query tool's Workshop Participation Tab to view and monitor the average number of clients who attended selected workshop session series and the average number of hours clients attended workshops. Run the Series Session Attendance operational report to view and monitor which sessions clients attended and did not attend. Use this information to identify how many and which clients stopped engaging.
	Individual service contacts	Use the query tool's Individual Services Tab to review the common client needs discussed during case management sessions and the number of service contacts clients received. Use this information to see if clients are receiving planned levels of case management.
	Referrals	Use the query tool's Individual Services Tab to view and monitor the most common referrals staff gave to clients and the number of referrals clients received. Use this information to see if clients are receiving expected referrals.
	Incentives	Use the query tool's Individual Services Tab to view and monitor the types of incentives clients receive, the reasons why they were provided, the amount of incentives, and the number of clients who received incentives. Use this information to see if clients are receiving incentives as planned.
Client completion of services	Client statuses	Run the Client Status Summary operational report to review the number of clients who completed services and the number who stopped attending. Use this information to track client flow through the program.

Area	Topic	Data sources
Quality of services	Client feedback about the program	Use the query tool's Client Outcomes Tab to view and monitor clients' ratings of the program. Use this information to see how much clients say the program has helped them.
Data collection	Survey response rates	Use the query tool's Grant Year Overview Tab and run the Survey Completion Summary operational report to view and monitor the number of surveys clients complete. Use this information to see if survey data collection is complete.
	Session attendance data entry	Use the Session Status dropdown menu on nFORM's Sessions screen to view a list of all of the workshop sessions that are pending attendance. Use this information to see if recording attendance for workshops is up-to-date.
	Follow-up on referrals	Run the Caseload Summary operational report to review the number of referrals for which case managers need to record whether clients followed through. Use this information to see if case managers are up-to-date with recording information about referrals.

DATA EXPORT

Programs can do even more analyses with the data export. Each tab of the data export file contains a different type of data recorded in nFORM. All data recorded at the client level have the client's ID number from nFORM, and the couple ID number where applicable, so you can merge data from different tabs in the export file or with data collected outside of nFORM. By using Microsoft Excel or statistical software programs, you can use the data export to take a deeper dive into the data and to look at the data in other ways than what the query tool and operational reports provide. For example, programs can use the data export to look at how client participation and completion differs by client characteristics. Review the data dictionary from nFORM's help page to see what data are included in the data export and brainstorm with staff about what additional analyses will help with CQI activities.

THE DATA EXPORT INCLUDES ALL nFORM DATA EXCEPT CLIENT PERSONALLY IDENTIFIABLE INFORMATION (PII)

For security purposes, client PII, such as names and addresses, is excluded from the data export. Case notes are also excluded from the data export because the notes may contain PII.