

Diving Deep into the nFORM 2.0 Query Tool

June 14, 2022
nFORM 2.0 Team
Mathematica

OFFICE OF FAMILY ASSISTANCE

An Office of the Administration for Children & Families

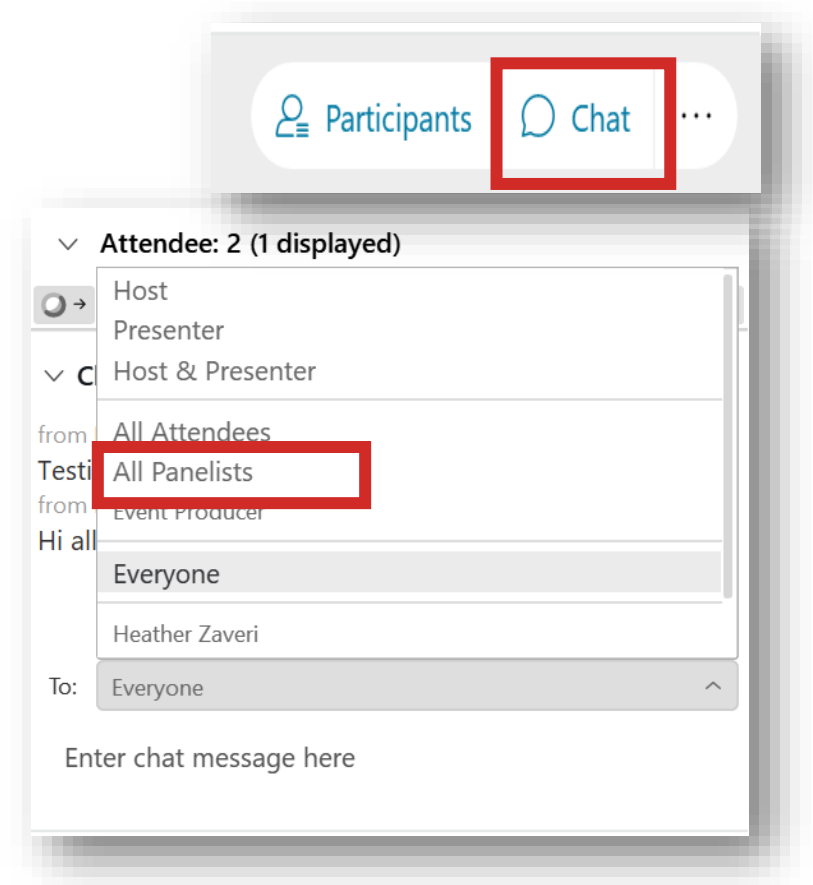


Housekeeping

/ Use the chat to ask questions

- Select “All Panelists” to submit questions

/ Click on the link in the chat to access closed-captioning



REMINDERS:

/ Never text or email personally identifiable information (PII) like client names – *including to the help desk*

- Only refer to clients in emails by their client ID number

/ Never take screenshots of client PII from nFORM

/ Everyone who interacts with client data should:

1. Watch the Keeping Data Secure training video on the HMRF grantee resource site

2. Review the Performance Measures and Data Collection Logistics Manual on the HMRF grantee resource site for more information on keeping data secure



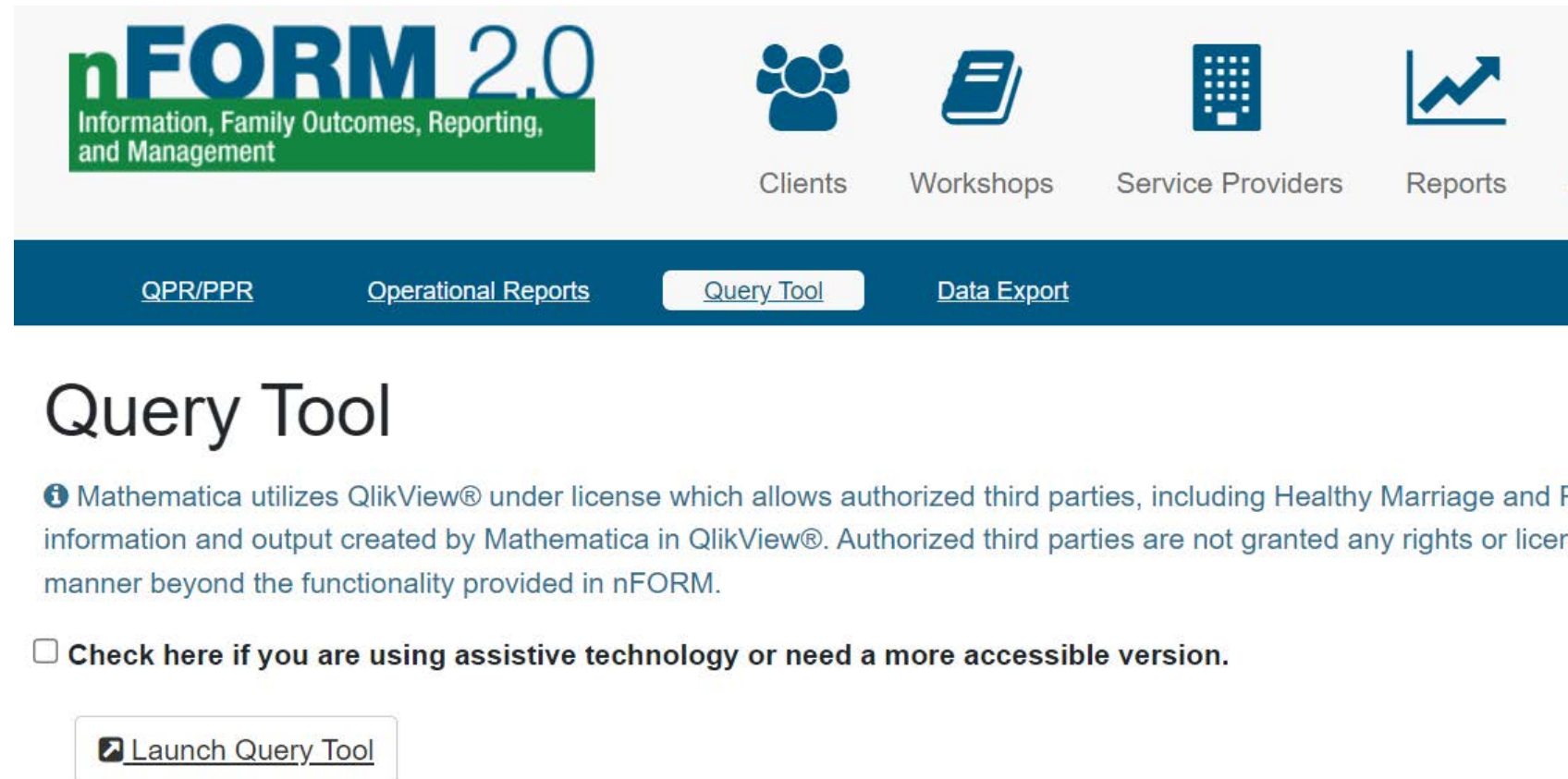
Today's topics

- / Overview of nFORM 2.0 query tool**
- / Deep dive on individual query tool tabs, data points, and available filters**
- / Updated guidance from OFA on incentives and program supports**

Overview of nFORM 2.0 query tool

The nFORM 2.0 query tool

- Designed to help grantees track, monitor, and analyze the data that are collected using nFORM
- Accessing the query tool:
 - All user account types can have access
 - Limit of 3 users per grantee can have access at one time



The screenshot displays the nFORM 2.0 web application interface. At the top left is the logo for nFORM 2.0, which includes the text "Information, Family Outcomes, Reporting, and Management". To the right of the logo are four navigation icons: "Clients" (a group of people), "Workshops" (a document), "Service Providers" (a grid), and "Reports" (a line graph). Below these icons is a dark blue navigation bar with four buttons: "QPR/PPR", "Operational Reports", "Query Tool" (which is highlighted with a white border), and "Data Export". Below the navigation bar is the heading "Query Tool". Underneath the heading is a blue information icon followed by a paragraph of text: "Mathematica utilizes QlikView® under license which allows authorized third parties, including Healthy Marriage and F information and output created by Mathematica in QlikView®. Authorized third parties are not granted any rights or licen manner beyond the functionality provided in nFORM." Below this paragraph is a checkbox with the text "Check here if you are using assistive technology or need a more accessible version." At the bottom of the screenshot is a button with a mouse cursor icon and the text "Launch Query Tool".

Overview of nFORM 2.0 query tool

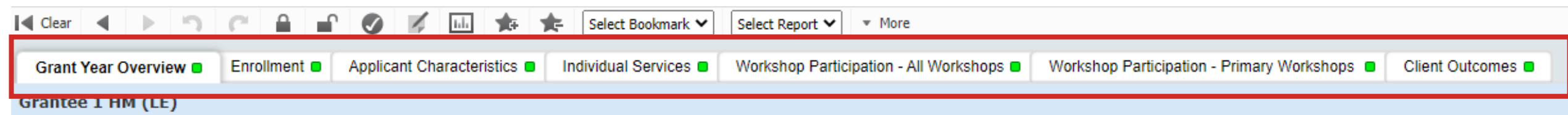
- **Each tab provides a range of data visualizations**
 - Users can switch visuals to data tables, or view a 508 compliant query tool
 - Visualizations or tables can be exported for use in presentations/reports
 - Tool tips throughout explain which clients are included/excluded in calculations
- **Query tool only counts clients who are enrolled in populations for which your grantee has enrollment/participation targets**
 - Other nFORM 2.0 data tools include all clients
 - Query tool counts do not include applicants pending enrollment, duplicates, or local evaluation clients assigned to Control (NO Services) or Waitlist Control (NO Services) groups

Overview of nFORM 2.0 query tool (cont.)

- **Data lag by one day so visuals can be quickly generated**
- **Filters on each tab help users drill down on the data to monitor their performance and progress on CQI goals**
 - Use the query tool to identify priority challenges, help explore root causes, and develop and monitor CQI SMART goals

Overview of query tool tabs

- **Separate tabs summarize a grantee's progress on client enrollment, characteristics, participation, and outcomes**
 1. Grant Year Overview
 2. Enrollment
 3. Applicant Characteristics
 4. Individual Services
 5. Workshop Participation – All Workshops
 6. Workshop Participation – Primary Workshops
 7. Client Outcomes



Deep dive on nFORM 2.0 query tool

nFORM 2.0 query tool filters

| Tab | Client population | Applicant characteristics | Date | Services |
|--|-------------------|---------------------------|------|----------|
| Grant Year Overview | √ | n/a | n/a | n/a |
| Enrollment | √ | n/a | √ | n/a |
| Applicant Characteristics | √ | √ | √ | n/a |
| Individual Services | √ | n/a | √ | √ |
| Workshop Participation – All Workshops | √ | n/a | n/a | √ |
| Workshop Participation – Primary Workshops | √ | n/a | √ | √ |
| Client Outcomes | √ | √ | √ | n/a |

Grant Year Overview

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

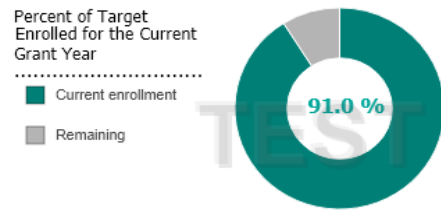
2022 GRANT YEAR

This dashboard highlights key grantee indicators for the current grant year for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons to the right. For grantees conducting local evaluations, data displayed on this tab are for treatment and control (with services) group clients only. To explore additional aspects of grantee and client performance, click on the Enrollment Overview, Applicant Characteristics, Individual Services, Workshop Participation, or Client Outcomes tabs.

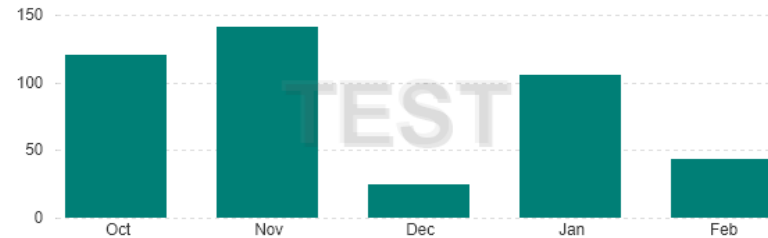
Community individual | Community couple | Reentering individual

← Filter by population type

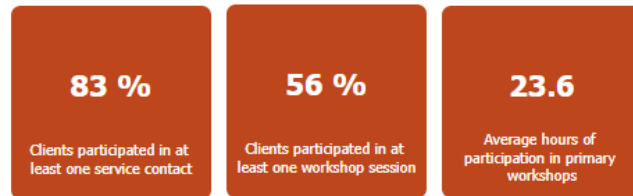
ENROLLMENT



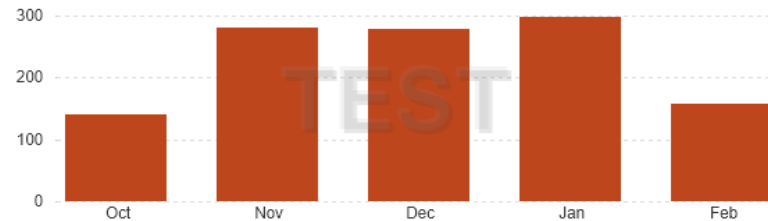
Number of Clients Enrolled by Month



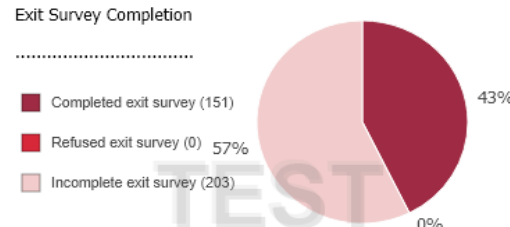
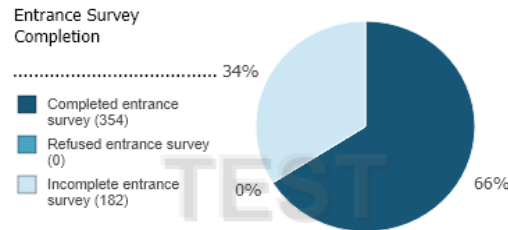
CLIENT PARTICIPATION



Number of Clients Who Participated in Any Service by Month



DATA QUALITY



Enrollment

Grant Year Overview | **Enrollment** | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

Calendar Year: 2020 | 2021 | 2022 | Jan Jul | Feb Aug | Mar Sep | Apr Oct | May Nov | Jun Dec

Community individual | Community couple | Reentering individual

Current Selections

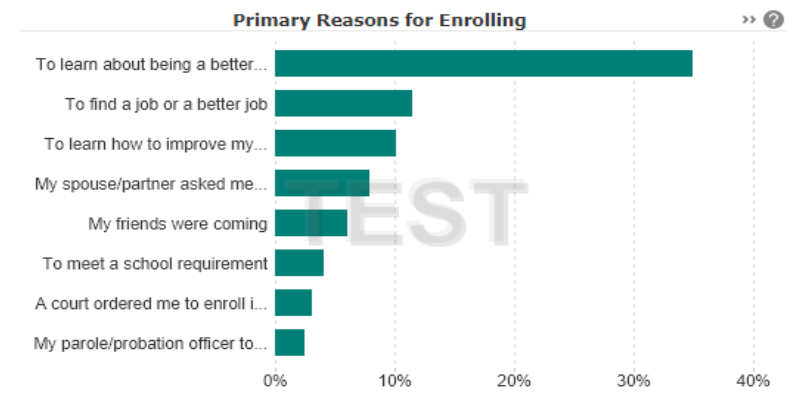
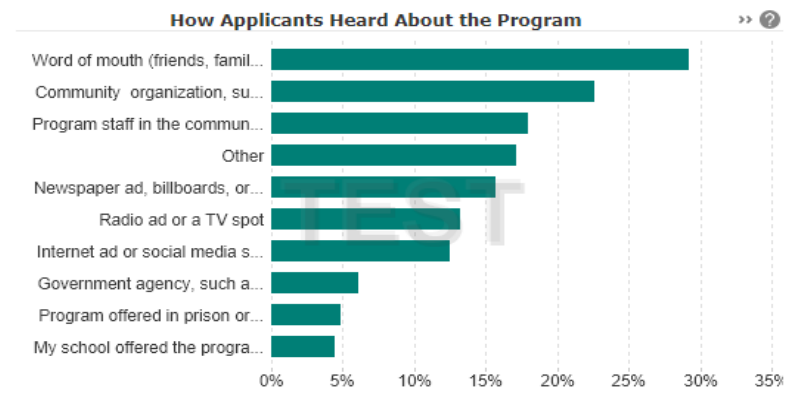
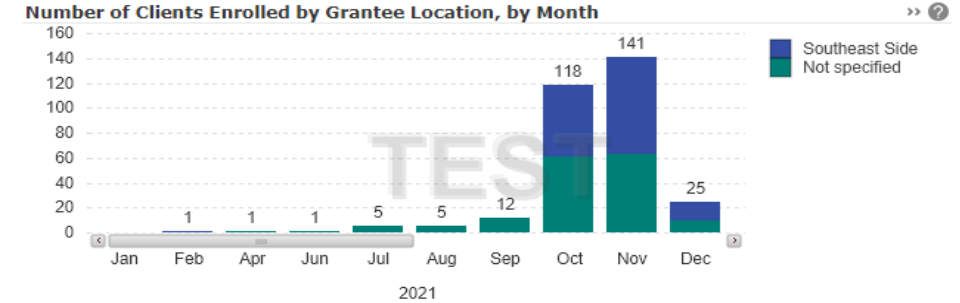
Grantee Name: Cloud Grantee 1 RF (LE)

< Clear Selections >

Analyze enrollment trends by grantee location, how enrollees heard about services, reason for enrolling, and selected time frames. This tab displays data for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above. Selecting specific years or months will display characteristics for that time frame.

For couple populations, enrollment by grantee location is counted for the couple; how applicants heard about services and their reasons for enrolling are counted by individuals. For grantees conducting local evaluations, data displayed on this tab are for treatment, control (with services), and control waitlist (with services) group clients only.

| Grant Year | Enrollment Target | Enrollment to Date | Percent of Target Enrolled |
|------------|-------------------|--------------------|----------------------------|
| 2022 | 480 | 437 | 91.0% |
| 2021 | 450 | 22 | 4.9% |



Filter by enrollment date

Filter by population type

Filter by location, which adjusts all three bar charts

Applicant Characteristics Tab

Grant Year Overview | Enrollment | **Applicant Characteristics** | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

Calendar Year: 2020 | 2021 | 2022 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec

Community individual | Community couple | Reentering individual

Filter by population type

Filter by enrollment date

Current Selections

Grantee Name Cloud Grantee 1 RF (LE)

PopulationName Community individual

Characteristic Age

< Clear Selections >

Characteristic

Age

Employment Status

Ethnicity

Gender

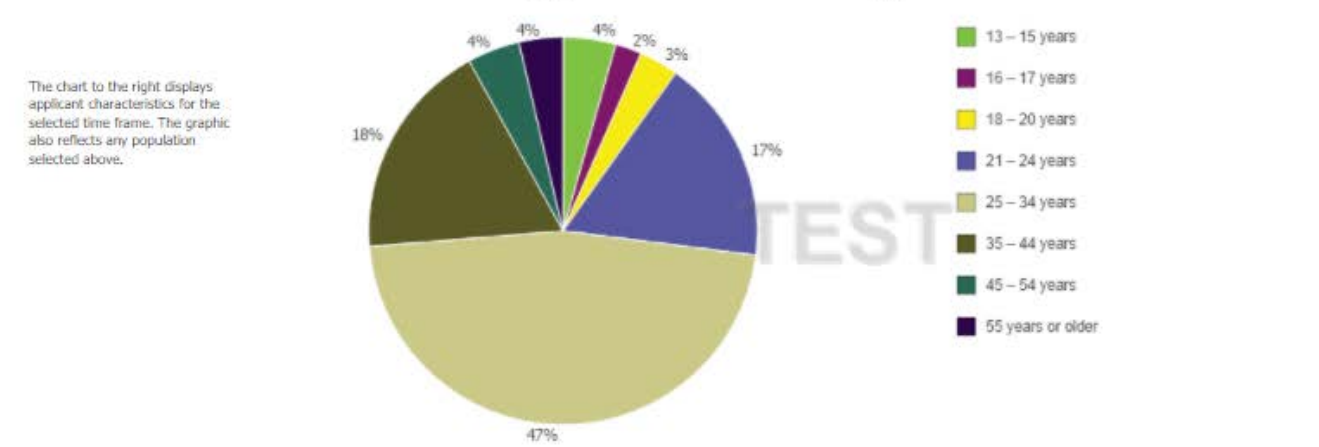
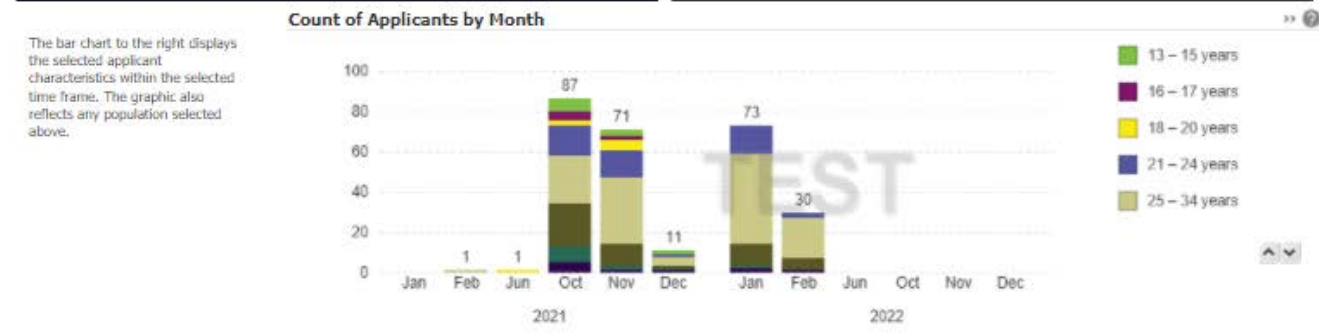
Partner Status

Race

Filter by applicant characteristic (as reported from ACS responses)

Analyze applicants by selected characteristics and time frames. Select characteristics of interest from the menu at left. Select specific calendar years or months above to display characteristics for that time frame. This tab displays data for all client populations served by the grant. Each partner in a couple is counted separately on this tab since data are based on individual survey completion. For grantees conducting local evaluations, this tab displays data for clients in all service assignments; other tabs in the query tool only display data for treatment, control (with services), and control waitlist (with services) group clients. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above.

APPLICANT CHARACTERISTICS | **APPLICANT CHARACTERISTICS BY SERVICE ASSIGNMENT**



Filter by enrollment date

Current Selections
 Grantee Name: Cloud Grantee 1 RF (LE)
 PopulationName: Community individual
 Characteristic: Age

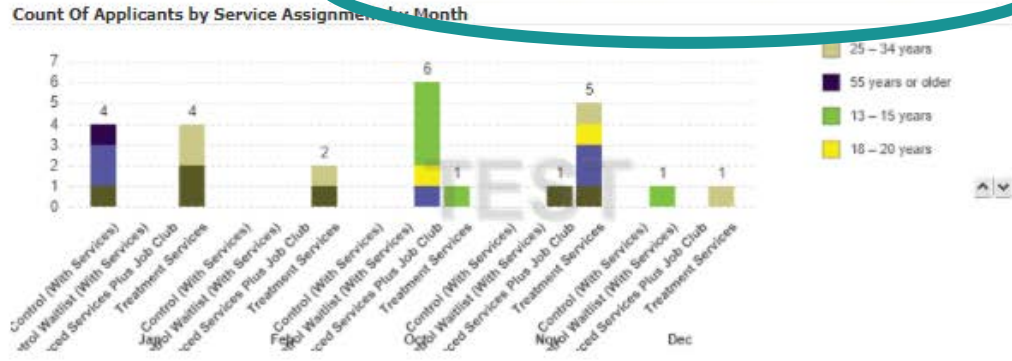
Characteristic
 Age
 Employment Status
 Ethnicity
 Gender
 Partner Status
 Race

Filter by applicant characteristic (as reported from ACS responses)

Applicant Characteristics by Service Assignment

Analyze applicants by selected characteristics and time frames. Select characteristics of interest from the menu at left. Select specific calendar years or months above to display characteristics for that time frame. This tab displays data for all client populations served by the grant. Each partner in a couple is counted separately on this tab since data are based on individual survey completion. For grantees conducting local evaluations, this tab displays data for clients in all service assignments; other tabs in the query tool only display data for treatment, control (with services), and control waitlist (with services) group clients. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above.

APPLICANT CHARACTERISTICS | **APPLICANT CHARACTERISTICS BY SERVICE ASSIGNMENT**



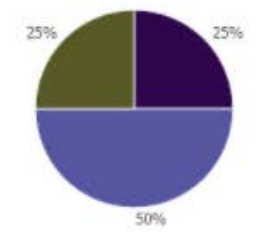
Filter by population type

Filter to view by service assignment

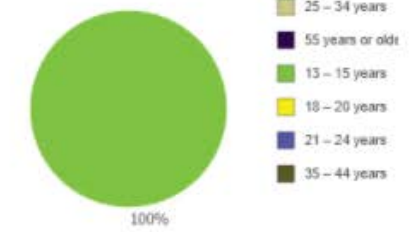
Use information on this tab to assess whether characteristics of treatment and comparison group clients appear similar. Use the Data Export function to produce a data file for statistical testing. **The information on this tab cannot be used to determine baseline equivalence because it has not been tested for statistical significance.** The bar chart to the right displays applicant characteristics by service assignment within the selected time frame; the graphics also reflect any population selected by the grantee above.

The charts to the right display selected applicant characteristics by service assignment for the selected time frame. The graphics also reflect any population selected by the grantee above.

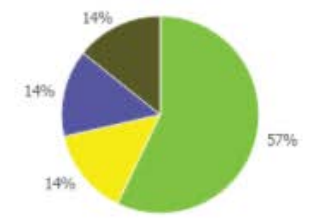
Control (With Services)



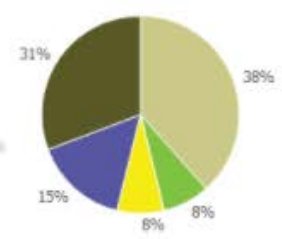
Control Waitlist (With Services)



Enhanced Services Plus Job Club



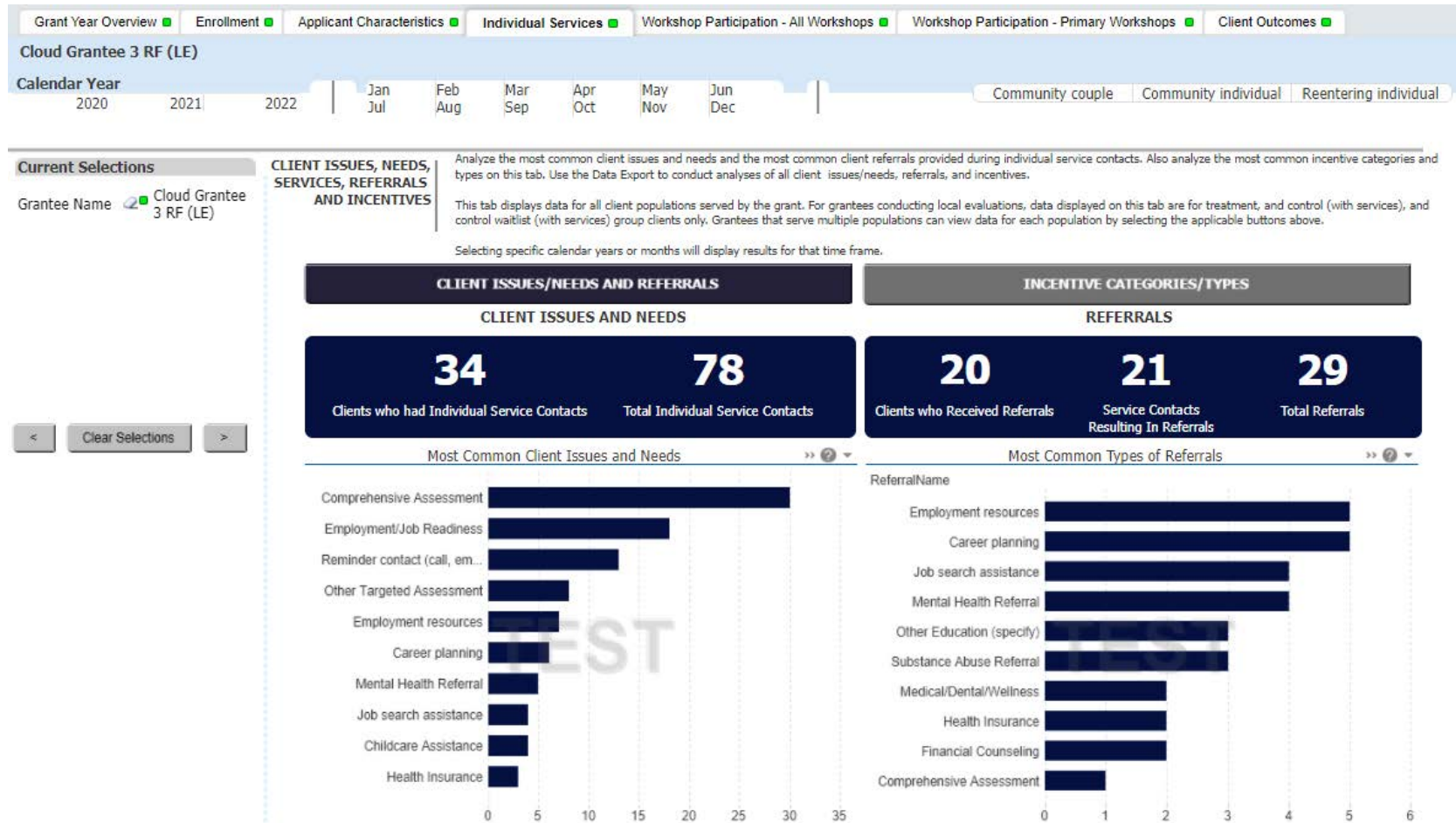
Treatment Services



Individual service contacts and referrals



Filter by dates service contacts or referrals were provided



Filter by population type

Filter to view service contacts and referrals, or to view incentives

Incentives

Grant Year Overview | Enrollment | Applicant Characteristics | **Individual Services** | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

Calendar Year: 2020 | 2021 | 2022 | Jan Jul | Feb Aug | Mar Sep | Apr Oct | May Nov | Jun Dec

Community individual | Community couple | Reentering individual

Current Selections
Grantee Name: Cloud Grantee 1 RF (LE)

CLIENT ISSUES, NEEDS, SERVICES, REFERRALS AND INCENTIVES
Analyze the most common client issues and needs and the most common client referrals provided during individual service contacts. Also analyze the most common incentive categories and types on this tab. Use the Data Export to conduct analyses of all client issues/needs, referrals, and incentives.
This tab displays data for all client populations served by the grant. For grantees conducting local evaluations, data displayed on this tab are for treatment, and control (with services), and control waitlist (with services) group clients only. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above.
Selecting specific calendar years or months will display results for that time frame.

CLIENT ISSUES/NEEDS AND REFERRALS | **INCENTIVE CATEGORIES/TYPES**

INCENTIVE TYPES AND REASONS

| | | | |
|---|-----------------------------------|-----------------------------------|--|
| 315 Clients Received Incentives | 511 Incentives Received | \$42 Average Incentives | \$3 - \$777 Incentives Range |
|---|-----------------------------------|-----------------------------------|--|

Categories of Incentives | **Types of Incentives**

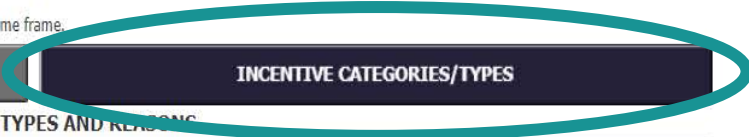
| Category | Count | Type | Count |
|----------------------------------|-------|----------------------------|-------|
| Incentives: Enrollment | ~210 | Gift card | ~450 |
| Incentives: Survey Participa... | ~200 | Direct payment to a vendor | ~10 |
| Incentives: Participation/Cli... | ~100 | In-kind | ~10 |



Filter by dates incentives were provided



Filter by population type



Filtered to view incentives

Workshop participation – all workshops tab

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | **Workshop Participation - All Workshops** | Workshop Participation - Primary Workshops | Client Outcomes

Cloud Grantee 1 RF (LE)

Analyze client participation in workshops since the beginning of the grant by selecting specific workshops from the list below. This tab displays data for all client populations served by the grant; grantees that serve multiple populations can view data for each population by selecting the applicable buttons to the right. Healthy Marriage grantees can analyze workshop attendance by gender and race. Responsible Fatherhood grantees can analyze workshop attendance by age and race. Individual make-up sessions of workshops are excluded from these analyses. For couple populations, attendance is counted only if both partners attend. Key characteristics are counted for individual attendees. For grantees conducting local evaluations, data displayed on this tab are for treatment, control (with services), and control waitlist (with services) group clients only.

Community individual | Community couple | Reentering individual

Filter by population type

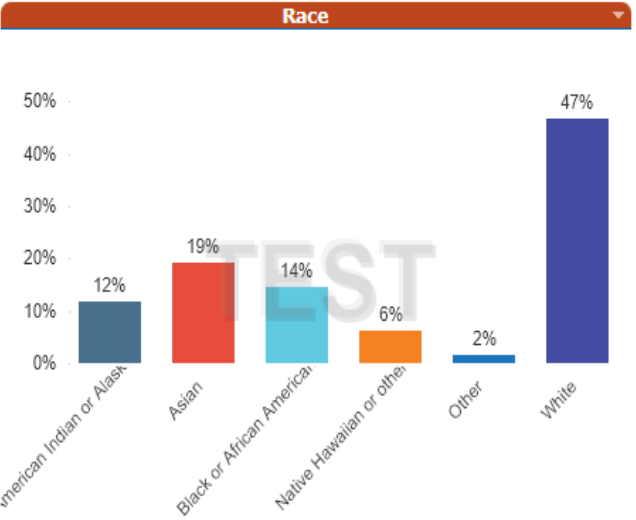
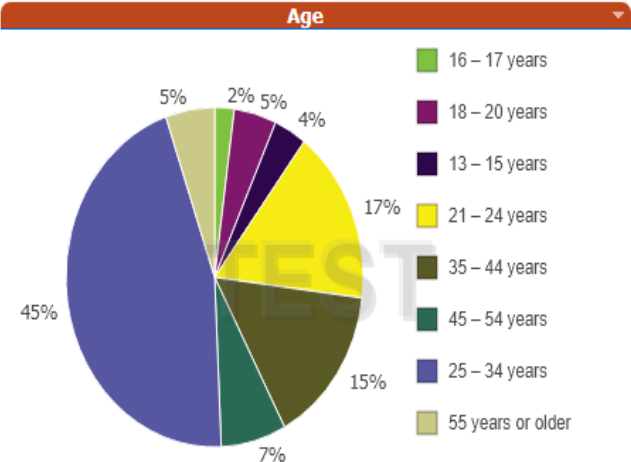
Current Selections
 Grantee Name Cloud Grantee 1 RF (LE)

267 Clients Attended at Least One Workshop Session

9 Average Number of Clients in Each Workshop Session

37.6 hours Average Number of Hours Clients Attend Workshops (Of Clients Who Attended Workshops)

KEY CHARACTERISTICS OF ATTENDEES
 (For Workshop Attendees Who Reported These Characteristics)



< Clear Selections >

Workshop Series



Filter by workshop and session series

Workshop participation – primary workshops tab

Navigation bar: Clear, Select Bookmark, Select Report, More

Menu: Grant Year Overview, Enrollment, Applicant Characteristics, Individual Services, Workshop Participation - All Workshops, **Workshop Participation - Primary Workshops**, Client Outcomes

Grantee 1 HM (LE)

Calendar Year: 2020, 2021 | Jan Jul, Feb Aug, Mar Sep, Apr Oct, May Nov, Jun Dec

Population Filter: **Adult couple**, Adult individual

Filter by population to set correct targets

Filter by enrollment date

Current Selections

Grantee Name: Grantee 1 HM (LE)

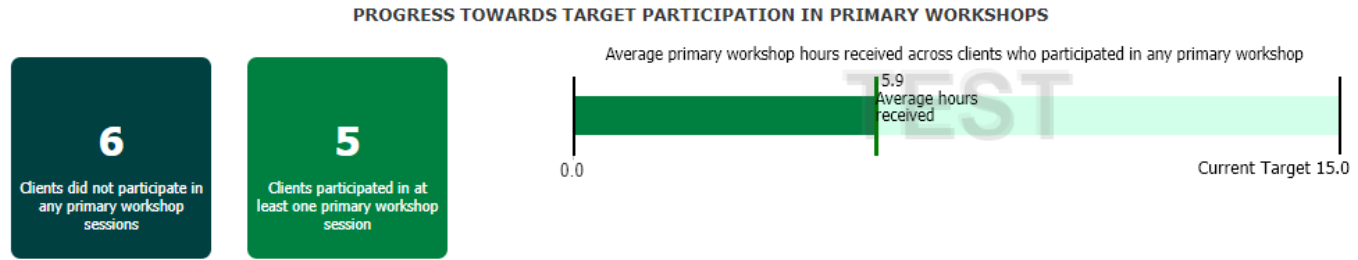
Population: Adult couple

Analyze primary workshop participation by client population, date range, workshop, and session series. Grantees serving multiple populations should select a population of interest to view progress toward the population-specific primary workshop participation target. Selecting specific calendar years and months filters the data to clients who enrolled during the selected timeframes. Note that data for this tab are only available for clients who were assigned to populations for which the grantee has enrollment targets.

Filter by workshops and series; overrides other filters

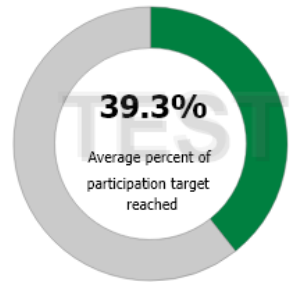
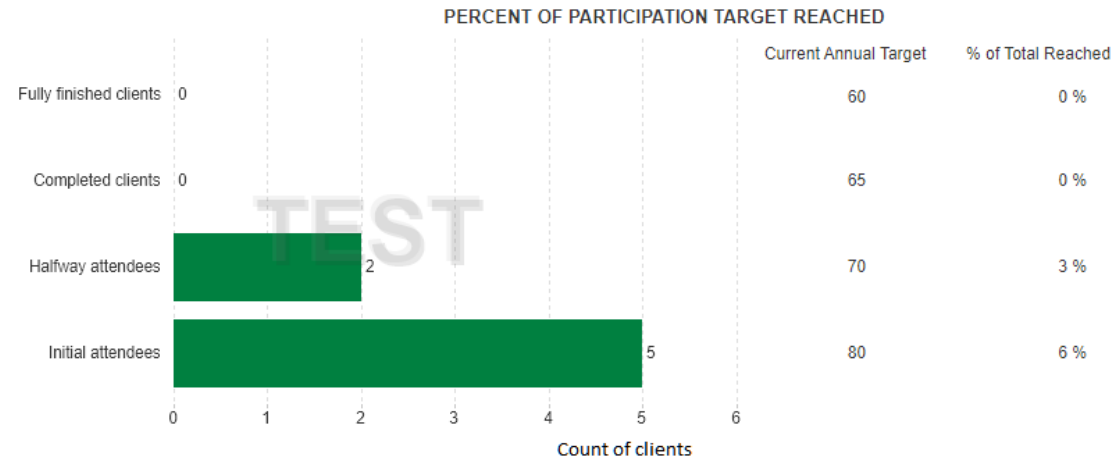
Workshop Series: [Dropdown menu]

Clear Selections



Compares average cumulative hours received to current target

Shows progress towards current year targets based on cumulative participation; targets do not filter to other grant years



Average hours of participation as a percent of target hours

The bar chart displays the count of clients who reached each of the listed participation targets. Initial attendees are clients who attended at least one primary workshop session. Halfway attendees are clients who completed 50 percent of the planned primary workshop hours. Completed clients are those who completed 90 percent of the planned primary workshop hours. Fully finished clients are those who completed 100 percent or more of the planned primary workshop hours.

Client outcomes tab

Grant Year Overview | Enrollment | Applicant Characteristics | Individual Services | Workshop Participation - All Workshops | Workshop Participation - Primary Workshops | **Client Outcomes**

Cloud Grantee 1 RF (LE)

Calendar Year: 2020 | 2021 | 2022 | Jan Jul | Feb Aug | Mar Sep | Apr Oct | May Nov | Jun Dec

Community individual | Community couple | Reentering individual

Filter by population type

Filter by survey completion date

Current Selections

Grantee: Cloud Grantee 1 RF (LE)

CLIENT OUTCOMES AT SERVICE ENTRANCE AND EXIT

Analyze clients' program entrance or program exit outcomes by selected characteristics and time frames. This tab displays outcomes that appear on the Program Performance Report, for clients who have completed their entrance or exit surveys in the selected time frame. This tab displays data for all client populations served by the grant. Grantees that serve multiple populations can view data for each population by selecting the applicable buttons above. Selecting specific calendar years or months above will display results for that time frame. Selecting characteristics from the menu at left will display average results based on those characteristics, in addition to overall results. For grantees conducting local evaluations, data displayed on this tab are for treatment, control (with services), and control waitlist (with services) group clients only. **Grantees may use the information on this tab to assess whether their clients' experiences in the program are trending in the anticipated directions. The information on this tab does not show effects of the program, which can only be determined with a rigorous evaluation.**

Filter to view client outcomes at program entrance or exit

Characteristic

- Age
 - 13 - 15 years
 - 16 - 17 years
 - 18 - 20 years
 - 21 - 24 years
 - 25 - 34 years
 - 35 - 44 years
 - 45 - 54 years
 - 55 years or older
- Employment Status
 - Employed, but number of hou
 - Full-time employment (usually
 - Not currently employed
 - Part-time employment (usually

Filter by applicant characteristic

PROGRAM ENTRANCE | **PROGRAM EXIT**

| ENTRANCE OUTCOME | RANGE | NUMBER OF INDIVIDUAL CLIENTS | Average Score/Percent |
|--|---|------------------------------|-----------------------|
| How often accepts child the way he or she is | 1 (always) to 5 (never) | 189 | 1.7 |
| Feels they and their child understand each other | 1 (always) to 5 (never) | 186 | 2.6 |
| Hits, spansks, grabs, or uses physical punishment | 1 (yes); 0 (no) | 172 | 12.8 |
| Yells, shouts, or screams at child when he/she is mad at him/her | 1 (yes); 0 (no) | 172 | 37.8 |
| Talks about what child did wrong | 1 (yes); 0 (no) | 173 | 63.6 |
| In past month, saw child every day or almost every day (%) | 0 - 100 | 1 | 5.9 |
| In past month, saw child one to three times a week (%) | 0 - 100 | 6 | 35.3 |
| In past month, saw child one to three times a month (%) | 0 - 100 | 10 | 58.8 |
| I would like to learn new job skills | 1 (strongly agree) to 4 (strongly disagree) | 286 | 1.9 |
| I feel confident in my ability to conduct an effective job search for a job I want | 1 (strongly agree) to 4 (strongly disagree) | 290 | 2.1 |
| Believes that it is better for children if their parents are married | 1 (strongly agree) to 4 (strongly disagree) | 302 | 1.7 |
| Believes that living together is just the same as being married | 1 (strongly agree) to 4 (strongly disagree) | 306 | 2.5 |
| Satisfaction with current relationship | 1 (very satisfied) to 3 (not satisfied) | 203 | 1.4 |
| In past month, spoke to child on phone every day or almost every day (%) | 0 - 100 | 4 | 25.0 |
| In past month, spoke to child on phone one to three times a week (%) | 0 - 100 | 6 | 37.5 |
| In past month, spoke to child on phone one to three times a month (%) | 0 - 100 | 2 | 12.5 |

Considerations for reviewing the query tool

- **When using filters:**

- You can view data across multiple months in a year by holding the ctrl key
- Remember that date filters are based either on clients' enrollment date or service date
- Be sure to select a population type before reviewing data
- Clear filters after reviewing data

- **When mapping query tool data to other reports:**

- Consider the timeframe and filters included
- Remember that participation data in the query tool and QPR/PPR includes information only for those sessions where every client who was registered to attend has been recorded as being present or absent

Updated guidance from OFA

Updated incentive and program support guidance

- / **HMRP Program Office issued new guidance on June 8th—see FastTRAC**
- / **The total incentive amount per individual client (not by couple) still cannot exceed \$350, but specific maximum amounts by category no longer apply**
- / **Survey-related incentives will apply to survey completion rather than participation**
- / **nFORM will be modified so that specific maximum amounts are no longer tracked for each of the incentive categories (enrollment, participation/client milestones, and survey completion)**
- / **Grantees should discuss with their FPS whether updated guidance will affect their approach to providing incentives**

