

Using nFORM 2.0 to Monitor Client Receipt of Individual Service Contacts

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nFORM 2.0 Team
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OFFICE OF FAMILY ASSISTANCE

An Office of the Administration for Children & Families

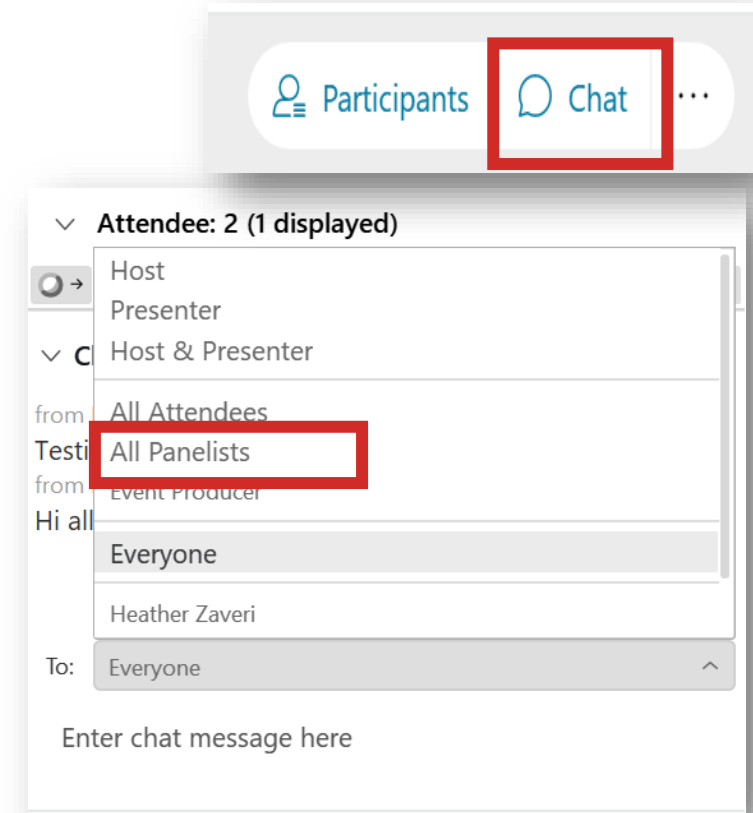


Housekeeping

/ 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 help page
 2. Review the Performance Measures and Data Collection Logistics Manual on the help page for more information on keeping data secure



New URLs for nFORM 2.0

- To meet new requirements for federal systems, nFORM 2.0 URL addresses have changed

nFORM 2.0 component	Old URL	New URL as of 2/20/2022
Log-in page	hmrf-nform.com/nFORM	hmrf-nform.acf.hhs.gov/nFORM
Survey	hmrf-nform.com/Survey	hmrf-nform.acf.hhs.gov/Survey
Help page	hmrf-nform.com/nFORM/Contact	hmrf-nform.acf.hhs.gov/nFORM/Contact

Today's tutorial

- / Overview of individual service contacts (ISCs) and substantive ISCs**
- / Using nFORM 2.0 data tools to monitor client receipt of ISCs and substantive ISCs**
 - / PPR: Updated substantive ISC tables coming soon**
 - / ISC operational report: Substantive ISCs and reminder-only ISCs**
 - / Query tool: All ISCs combined**



ISCs and substantive ISCs

- / **Grantees use nFORM 2.0 to document ISCs and substantive ISCs provided to clients**
- / **ACF defines substantive ISCs as service contacts that (1) last 15 minutes or longer, (2) involve direct contact with the client, (3) cover client issues and needs beyond just reminder contacts, and (4) are recorded in nFORM 2.0**
- / **ACF requires Fatherhood FIRE grantees to provide each client with at least 8 substantive ISCs**
- / **ACF does not have a minimum requirement for FRAMEWorks and READY4Life grantees**
- / **Grantees should contact their FPS with questions about how ACF's requirements might apply to their program**

PPR substantive individual service contact updates

Monitoring ISCs using the PPR

- / In grant year 1, Section C-04.3 of the PPR reported client receipt of all ISCs**
- / Beginning in grant year 2, PPR Section C-04.3 will report on client receipt of substantive ISCs only**
- / These updates are designed to help Fatherhood FIRE grantees monitor progress towards ACF's requirement**
 - / These updates will also help FRAMEWorks and READY4Life grantees that offer substantive ISCs to clients**
- / The QPR does not include ISC or substantive ISC data**

PPR Section C-04.3 – New Table 3a

Table 3a identifies how many clients in each population have received different levels of substantive ISCs since program enrollment began.

This shows the extent to which grantees are providing the expected level of substantive ISCs to clients. These are cumulative counts which should increase over time.

3. Substantive Individual Service Contacts

3a. Client receipt of substantive individual service contacts (ISCs) Cumulative number of substantive ISCs received	Community couples		Community individuals		Reentering individuals	
	#	%	#	%	#	%
None	5	45.5%	37	68.5%	18	90.0%
One to four	6	54.5%	15	27.8%	2	10.0%
Five to seven	0	0.0%	2	3.7%	0	0.0%
Eight or more	0	0.0%	0	0.0%	0	0.0%

Note: The numerator for percentage calculations of substantive individual service contacts received (and the value in the # column(s)) is the count of clients/couples who have received the specified range of substantive individual service contacts since enrollment. The denominator for percentage calculations is all clients/couples in the identified population enrolled since April 7, 2021, whether or not they have received substantive individual service contacts.

PPR Section C-04.3 – New Table 3b

Table 3b identifies how many substantive ISCs clients receive on average, by the grant year in which clients were enrolled.

This shows the extent to which grantees are providing the expected levels of substantive ISCs to clients, by the grant year in which clients enrolled.

3b. Average cumulative number of substantive ISCs received per client/couple through end of reporting period	Community couples	Community individuals	Reentering individuals
Average cumulative number received per client/couple through end of reporting period	Average #	Average #	Average #
Enrolled across all grant years	4.4	5.1	7.1
Enrolled in grant year 5	8.0	6.8	8.4
Enrolled in grant year 4	7.8	5.2	7.6
Enrolled in grant year 3	5.7	6.0	8.0
Enrolled in grant year 2	3.8	3.2	6.4
Enrolled in grant year 1	2.4	4.7	6.6

Note: The numerator for calculations of average substantive individual service contacts received is the cumulative count of substantive individual service contacts received by all clients/couples in the specified population who were enrolled in the specified grant year. The denominator for average calculations is all clients/couples in the identified population enrolled in the specified grant year, whether or not they have received substantive individual service contacts.

PPR Section C-04.3: Other considerations

- / Counts only substantive ISCs; reminder contacts are no longer counted on the PPR**
- / Counts all substantive ISCs regardless of when clients enrolled**
- / For couples, substantive ISCs received by both partners together as well as by each partner on their own are counted**
- / The denominators in both tables include all enrolled clients except those with a status of Duplicate pending or confirmed, or a service assignment of Control (NO Services) or Control Waitlist (NO services)**

Individual service contacts operational report

Individual Service Contacts operational report

- / Separately presents summary and client level information
- / Both presentations distinguish between substantive and reminder-only ISCs
- / Helps regularly monitor data on ISCs provided by:
 - Population type
 - Location
 - Enrollment date
 - Assigned case manager

[QPR/PPR](#)

[Operational Reports](#)

[Query Tool](#)

[Data Export](#)

Operational Reports

- [Caseload Summary](#)
- [Client Status Report Summary](#)
- [Individual Service Contacts](#) ←
- [Local Evaluation Enrollment](#)
- [Maximum Incentives Report](#)
- [Phone Number Report](#)
- [Primary Workshop Participation Detail Report](#)
- [Primary Workshop Participation Summary](#)
- [Series Session Attendance](#)
- [Survey Completion Summary](#)
- [Survey Report - Paper Survey](#)
- [Survey Report - Refused Survey](#)
- [User Account Activity](#)
- [Zip Code Report](#)

ISC operational report – summary tab

Cloud Grantee 3 RF (LE)
 Individual Service Contacts - Summary Report*
 Clients Enrolled 4/1/2021 - 2/23/2022

Grantee	Client Grantee Location	Population	Number of Clients/Couples	Average Number of Substantive Service Contacts@	Average Number of Reminder Only Service Contacts
Cloud Grantee 3 RF (LE)	All	All	100	5.5	3
		Community couple	40	4	2
		Community individual	60	7	4
	Northside	All	50	5.5	2
		Community couple	25	5	1
		Community individual	25	6	3
	Southside	All	50	5	4
		Community couple	15	2	2
		Community individual	35	8	2

*This report does not include clients with a client status of "Consent revoked," clients with a "Control (NO Services Provided)" or "Control Waitlist (NO Services Provided)" service assignment, or clients with a case status of "Non program." In addition, couples where only one client is enrolled are excluded from this report.

@Substantive individual service contacts are service contacts that (1) last 15 minutes or longer, (2) result in direct contact with the client, and (3) cover client issues and needs beyond just reminder contacts.

ISC operational report – detailed tab

Cloud Grantee 3 RF (LE) Individual Service Contacts - Detail Report*

Clients Enrolled 4/1/2021 - 2/23/2022

Client Grantee Location	Population	Client ID	Couple ID (if applicable)	Client Last Name	Client First Name	Current Client Status	Enrollment Date	Client's Case Manager(s)	Most Recent Substantive Service Contact Date	Total Number of Substantive Service Contacts@	Total Number of Reminder Only Service Contacts
Northside	Community couple	10022450	11111	Cake	Carrot	Active	10/5/2021	McInerney, Hannah	10/15/2021	6	2
Northside	Community couple	10022462	11111	Cake	Chocolate	Active	10/5/2021	McInerney, Hannah	10/15/2021	6	2
Southside	Community individual	11023434		Shine	Sun	Active	1/5/2022		1/10/2022	3	3
Southside	Community individual	1114321		Cloud	Rain	Active	4/22/2021		4/23/2021	1	4

*This report does not include clients with a client status of "Consent revoked," clients with a "Control (NO Services Provided)" or "Control Waitlist (NO Services Provided)" service assignment, or clients with a case status of "Non program." In addition, couples where only one client is enrolled are excluded from this report.

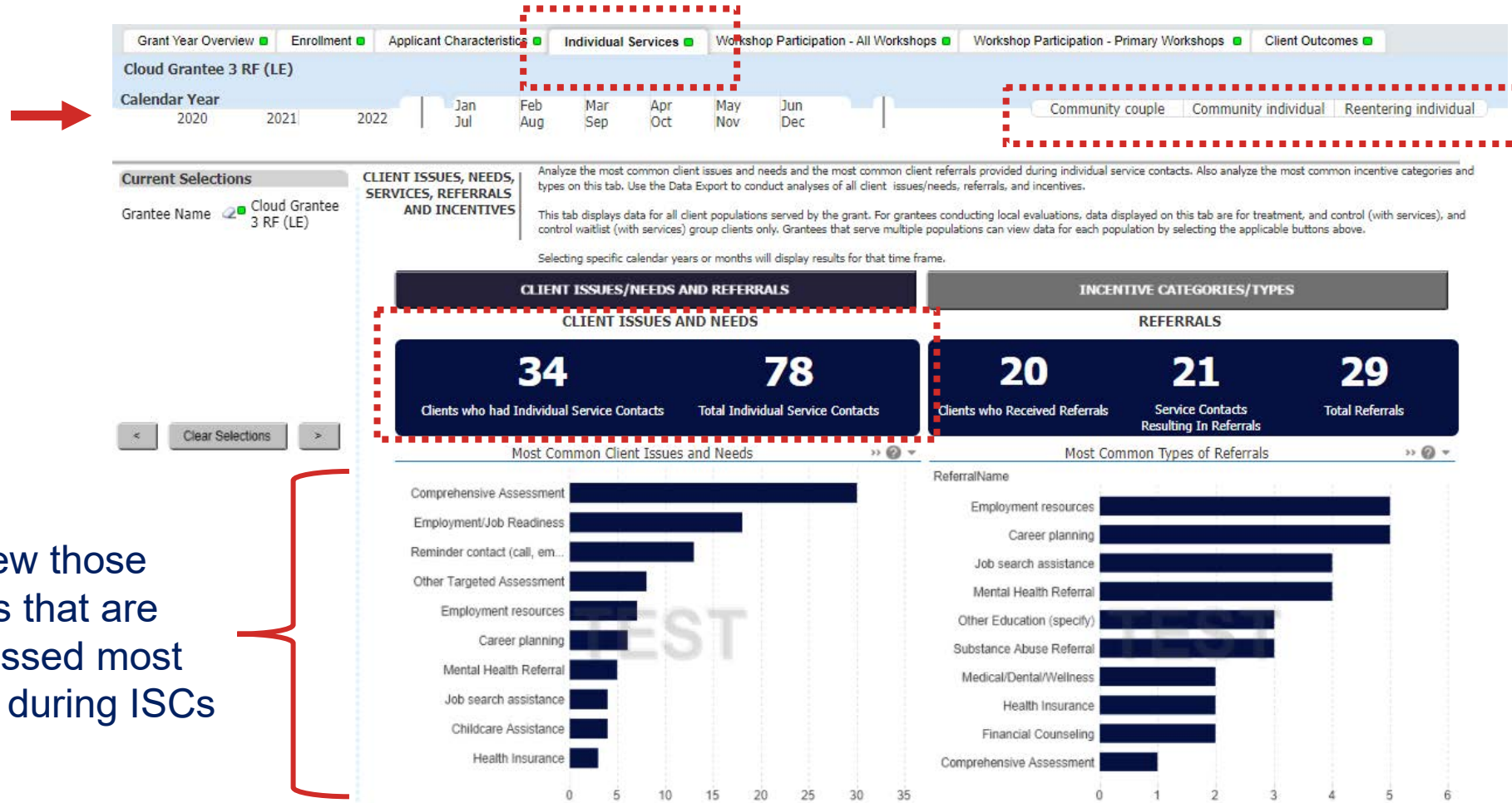
@Substantive individual service contacts are service contacts that (1) last 15 minutes or longer, (2) result in direct contact with the client, and (3) cover client issues and needs beyond just reminder contacts.

Query tool individual services tab

Query tool individual services tab

- / Counts all service contacts**
 - / Substantive ISCs that meet ACF's definition**
 - / Reminder-only contacts**
 - / ISCs that cover issues and needs beyond reminders, but do not otherwise meet ACF's definition**
- / Counts all ISCs regardless of when clients enrolled to provide an overall view of service contacts received by clients**
- / Grantees can also view data on referrals and incentives on this tab**
- / Select date filters to view information based on when clients received service contacts, referrals, and incentives**
- / Select population filter to view service contacts, referrals, and incentives received by each population for which you have enrollment and participation targets**







Using the query tool to monitor ISCs



Review those topics that are discussed most often during ISCs

nFORM 2.0 local evaluation resources

nFORM 2.0 resources for local evaluations

nFORM 2.0 resources for local evaluations	
	Using nFORM 2.0 for Local Evaluations : This resource addresses common questions on topics such as setting up and editing service assignments, monitoring participants by service assignment, and using nFORM 2.0 survey data for local evaluations.
	HMRF Performance Measure Sources : The manual describes the performance measures developed for the 2020 grantee cohort, measure selection criteria, and the performance measure surveys in nFORM 2.0. Detailed appendices list each question and its source for every survey.
	Data collection plan template : The template includes considerations for grantee data collection procedures related to local evaluations, such as entering and monitoring study enrollment and services in nFORM 2.0.
	nFORM 2.0 user manual : The manual provides detailed information on all aspects of using nFORM 2.0, including how to add, record, and edit local evaluation service assignments.
	Adding Service Assignments for Local Evaluations : This training video provides step-by-step guidance on adding service assignments in nFORM 2.0.
	Overview of the Institutional Review Board Process for Healthy Marriage and Responsible Fatherhood Grantees : This resource covers information on obtaining IRB approval for local evaluations.