Continued Deep Dive Into the nFORM 2.0 Operational Reports

November 8, 2022
nFORM 2.0 Team
Mathematica

OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

OPRE

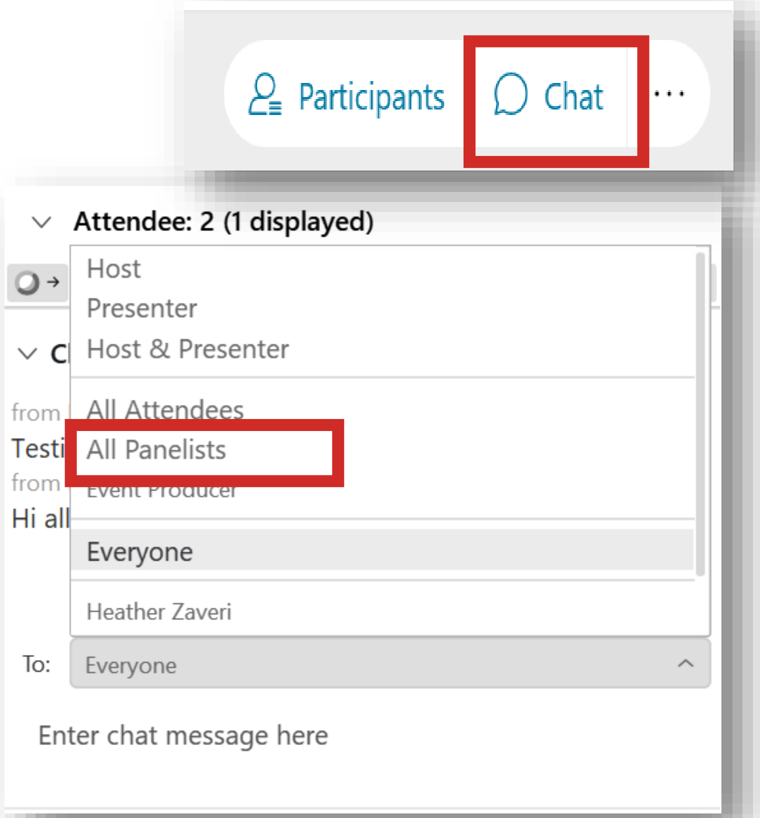
HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

Mathematica
Progress Together

BUILD
Building Usage, Improvement, & Learning with Data in HMRF Programs

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 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

Mathematica

Today's topics

- nFORM survey administration timing
- Continued deep dive into the operational reports
  - Recap of October nFORM office hours
  - Purpose and benefits
  - Data points available
- Feedback on the operational reports
- Upcoming nFORM enhancements

Mathematica

nFORM survey administration

ACF guidance on nFORM survey timing

Applicant Characteristics Survey

- At intake
- Completes enrollment process

Entrance Survey

- At beginning of first workshop session

Exit Survey

- At the end of the last workshop session, OR
- At least two weeks after completing the Entrance Survey for shorter programs

nFORM surveys: special scenarios

- **ACF recognizes that this survey timing may present challenges in some situations**
- **For example….**
  - READY4Life grantees that provide services in school settings may need to conduct the ACS and Entrance Survey in the same session
  - Local evaluation grantees may have an evaluation design that requires adjusting the survey timing
- **Grantees should contact their FPS to request any modifications to the survey administration process**
- **Be sure to update your data collection plan with the process approved by your FPS**
- **Detailed information on survey timing and other logistics can be found in the Performance Measures and Data Collection Logistics Manual and nFORM User Manual on the HMRF Grantee Resources site**

Continued review of the operational reports

Mathematica

As a reminder, the operational reports are designed to provide grantees with efficient access to nFORM data for many purposes including to…

1. **Help manage daily HMRF program operations**
2. **Monitor CQI strategies**
3. **Provide contextual information for the QPR/PPR progress narrative**

Mathematica

In October we reviewed the…

Caseload Summary Report

Client Status Report Summary

Individual Service Contacts Report

Primary Workshop Participation Summary Report

Primary Workshop Participation Detailed Report

Series Session Attendance Report

School Year Performance Report

Phone Number Report

Mathematica

Today we'll walk through…

- Survey Completion Summary
- Survey Report – Refused Survey
- Survey Report – Paper Survey
- Local Evaluation Enrollment Report
- Zip Code Summary Report
- User Account Activity Report
- Maximum Incentives Report

Menti Poll Question: What level of information do you find most helpful from the operational reports?

- **Summary-level information**
- **Detailed client-level information**
- **Both are equally helpful**

Mathematica

Deep dive into operational reports

Mathematica

Survey Completion Detailed/Summary Report

Overview: Provides both summary and detailed information on Applicant Characteristics, Entrance, and Exit Survey submissions by population

- Also displays detailed information on survey completion
- Includes filters for enrollment date and workshop/series

Benefits: Grantees can monitor enrollment and survey completion trends, by location and population (for grantees that serve more than one population)

- Identify clients who require follow up for survey completion

Mathematica

Survey Completion Summary/Detail Report Data

Grantee	Population	Number of Clients					
		Applicant Characteristics		Entrance Survey		Exit Survey	
		Completed	Refused	Completed	Refused	Completed	Refused
Families Connect	**All**	**53**	**1**	**43**	**1**	**17**	**6**
	Adult couple	23	1	22	0	7	4
	Adult individual	30	0	21	1	10	2

Monitor refusal rates by survey, population, and location

Client Grantee Location	Population	Client ID	Client Last Name	Client First Name	Current Client Status	Application Date	Enrollment Date	Survey Completion Date		
								Applicant Characteristics Survey	Entrance Survey	Exit Survey
Dragonstone	Adult individual	10026689	Hightower	Alicent	Active	8/10/2022	8/11/2022	In Progress		
Kings Landing	Adult couple	10025716	Targaryen	Daemon	Completed/Graduated	5/17/2022	5/23/2022	5/23/2022	5/30/2022	Refused
Kings Landing	Adult couple	10025635	Targaryen	Rhaenyra	Completed/Graduated	5/17/2022	5/23/2022	5/23/2022	5/30/2022	8/9/2022

Identify which clients need follow up to complete each of the nFORM surveys

Mathematica

Survey Report – Refused Survey

Overview: Provides the number of clients who refused to complete each of the nFORM surveys by population, location, and the number of days a survey refusal date was backdated

- Detailed information available by client for those who refused a survey
- Includes client enrollment date filter

Benefits: Monitor refusal rates and whether trends differ by population, location, or survey type

- Identify whether targeted strategies are needed to address survey refusals
- Monitor for timely data entry and identify any potential survey data backlogs. Survey refusals can be backdated up to four days from the entry date.

Survey Report – Refused Survey Data

Monitor number of refusals by survey

			Applicant Characteristics Survey						Entrance Survey						Exit Survey					
Grantee	Client Grantee Location	Population	Total	0	1	2	3	4	Total	0	1	2	3	4	Total	0	1	2	3	4
Families Connect	All	All	1	0	0	0	0	1	0	0	0	0	0	0	20	0	0	10	10	0
		Adult couple	1	0	0	0	0	1	0	0	0	0	0	0	15	0	0	8	7	0
		Adult individual	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	2	3	0
	Dragonstone	All	1	0	0	0	0	1	0	0	0	0	0	0	19	0	0	9	10	0
		Adult couple	1	0	0	0	0	1	0	0	0	0	0	0	15	0	0	5	10	0
		Adult individual	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0
	Kings Landing	All	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
		Adult couple	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Adult individual	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0

Client Grantee Location	Population	Client ID	Client Last Name	Client First Name	Current Client Status	Application Date	Enrollment Date	Survey	Date Client Refused Survey	System Entry Date	#Days difference	Reason
Dragonstone	Adult couple	10024571	Dragon	Vermax	Active	3/17/2022	4/29/2022	ACS	4/29/2022	5/2/2022	3	Privacy concerns
Dragonstone	Adult couple	10025677	Snake	Sea	Active	5/17/2022	5/23/2022	Exit	8/8/2022	8/10/2022	2	Not interested

Can be used to understand and create strategies that address refusal reasons

Mathematica

Survey Report – Paper Survey

Overview: Displays the number of clients who completed paper surveys by population, location, and the number of days a survey completion date was backdated

- Detailed information by client for those who completed a survey on paper
- Includes client enrollment date filter

Benefits: Grantees administering paper surveys can monitor data entry and level of paper surveys being completed

- Identify potential issues with data entry timing

Important Reminders

- Grantees administering paper surveys on a regular basis should be sure to discuss their data collection plan with their FPS
- Paper survey completion dates can be backdated up to four days from when responses are entered into nFORM. Grantees should monitor data entry to make sure completed paper surveys are being entered into nFORM before the 4-day window has ended.

Survey Report – Paper Survey Data

			Applicant Characteristics Survey						Entrance Survey						Exit Survey					
Grantee	Client Grantee Location	Population	Total	0	1	2	3	4	Total	0	1	2	3	4	Total	0	1	2	3	4
Families Connect	All	All	1	0	0	1	0	0	0	0	0	0	0	0	4	2	1	0	1	0
		Adult couple	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0
		Adult individual	1	0	0	1	0	0	0	0	0	0	0	0	3	1	1	0	1	0
	Dragonstone	All	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Adult couple	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Adult individual	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Kings Landing	All	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Adult couple	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Adult individual	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Client Grantee Location	Population	Client ID	Client Last Name	Client First Name	Current Client Status	Application Date	Enrollment Date	Survey	Paper Copy Administration Date	System Entry Date	#Days difference
Dragonstone	Adult individual	10026728	Targaryen	Aemond	Temporary Hold	9/16/2022	9/16/2022	ACS	9/16/2022	9/18/2022	2
Dragonstone	Adult individual	10025606	Hightower	Otto	Completed/ Graduated	5/17/2022	5/23/2022	Exit	7/8/2022	7/8/2022	0
Kings Landing	Adult individual	10025402	Cole	Criston	Completed/ Graduated	8/20/2022	8/20/2022	Exit	10/7/2022	10/11/2022	4

Make sure that paper survey completion dates are accurate, especially for the ACS which determines a client's enrollment date

Mathematica

Local Evaluation Enrollment Summary/Detail Report (Local Evaluation Grantees Only)

Overview: Displays the number of clients enrolled into each service assignment for local evaluation grantees, both within and across locations

- Includes a client-level tab with details about each client enrolled into the local evaluation

Benefits: Local evaluation grantees can monitor random assignment across service assignments and locations and identify any potential issues

- For grantees serving couples populations, evaluation teams can monitor whether both members of a couple are being assigned into the same service assignment by using the couple ID variable on the detailed page

Local Evaluation Enrollment Summary/Detail Report Data

Local Evaluation Enrollment* from 4/7/2021 - 9/22/2022

Grantee Name							
Fathers Connect	Site Name	Total	Control (NO Services Provided) Control - NO Services	Control (With Services) Control (With Services)	Control Waitlist (NO Services Provided) Wait for It	Control Waitlist (with Services) Control Waitlist (With Services)	Treatment Treatment Group
	Total	**100**	**20**	**15**	**15**	**25**	**25**
	Camelot	60	10	10	8	14	18
	Disneyland	40	10	5	7	11	7

Fathers Connect Service Assignment Group* from 4/7/2021 - 9/22/2022

Client Grantee Location	Client ID	Couple ID	Client Last Name	Client First Name	Service Name	Service Category	Enrollment Date
Camelot	10091465		Collins	Barnabas	Control - NO Services	Control (NO Services Provided)	9/2/2022
Camelot	10094035		Duck	Donald	Control - NO Services	Control (NO Services Provided)	9/21/2022

Use enrollment date to monitor random assignment within a specific time period

Zip Code Report

Overview: Provides the total number of clients within each zip code by location and population

- Filter by enrollment time period or client status to generate a more targeted list

Benefits: Allows grantees to identify whether they are reaching the geographic areas they intended

- Consider whether changes are needed to recruitment or program resources to increase enrollment from specific areas

ZIP CODE SUMMARY REPORT*

Grantee: Cloud Grantee 3 READY4Life (LE)

Clients Enrolled: 4/7/2021 - 9/22/2022

ClientStatus: All Client Statuses

Client Grantee Location	Population	Zip Code	# Clients
Hogwarts	Youth	07779	1
Hogwarts	Youth	08132	1
Hogwarts	Youth	08536	1
Camelot	Youth	08540	1
Camelot	Youth	08543	10

Mathematica

User Account Activity Report (Site Administrators Only)

Overview: Identifies all nFORM users at the grantee, their account type and permissions, and usage.

Benefits: Site administrators can monitor and manage user account permissions

- Identify how many accounts are currently active and inactive
- Monitor staff activity by reviewing the most recent date a user logged into nFORM

Review for potential changes needed to users' account type and permissions

						Permissions					Date of			
Grantee Name	Location	User Last Name	User First Name	User Type	User Name (email)	Enrollment	Case Manager Assignment	Service Provider Management	Sessions Series Management	Query Tool	Account Creation	Last Login	# Days since Last Login Activity	User Account Status
Fathers Together		Bradshaw	Carrie	Site Administrator	summerbreeze22@yopmail.com	x	x	x	x		8/10/2022	9/22/2022	1	Active
Fathers Together		Jones	Samantha	Case Manager	Jones@email.com	x			x		2/1/2022	5/17/2022	128	Inactive

Follow up with staff who have not logged in lately or designate a new nFORM user

Mathematica

Incentives Report (Revision coming soon)

Overview: Current report focuses on incentives that exceed ACF's previous guidance for maximum incentives by individual client and by category

- Per ACF's updated incentive guidance, the maximum total of incentives an individual client can receive is $350. There are no maximum totals for individual incentive categories (enrollment, participation/client milestone, and survey completion).
- The summary report is being updated to include the number of all incentives provided including those within each category, and the number that exceed the $350 maximum
- The detail report will report total incentive amounts and amounts by incentive category for each client

Benefits: Allows grantees to monitor the provision of incentives according to their FPS-approved incentive plan

- Determine whether there are potential data entry or programmatic issues based on a grantee's program design

Mathematica

Incentives Summary Report Data

Grantee 1							
Incentives Summary Report							
Clients Enrolled [selected date] – [present date]							
Grantee	Client Grantee Location	Population	A Number of clients who received any incentive	B Number of clients with incentives exceeding $350 max	C Number of clients who received an Enrollment incentive	D Number of clients who received a Participation/ Client Milestone incentive	E Number of clients who received a Survey Completion incentive
Grantee 1	*All*	*All*	*30*	*5*	*30*	*20*	*20*
		Community Individual	15	*3*	15	*10*	10
		Community Couple	15	*2*	15	*10*	10
	Location 1	*All*	*30*	*5*	*30*	*20*	*20*
		Community Individual	15	3	15	10	10
		Community Couple	15	2	15	10	10

Review number of clients who have received any incentives and those whose total incentive amounts exceed $350

Mathematica

Incentives Detail Report Data

Client Grantee Location	Population	Client ID	Couple ID	Client Last Name	Client First Name	Current Client Status	Enrollment Date	A Total Incentives	B Enrollment	C Participation/ Client Milestone	D Survey Completion
								Amount Received to date:	Amount Received to date:	Amount Received to date:	Amount Received to date:
Location 1	Community Individual	1212121		Dumpty	Humpty	Active	10/10/2021	$ 400	$ 50	$ 200	$ 150
Location 1	Community Couple	3333333	2222	White	Snow	Drop out	11/13/2021	$ 50	$ 50		

Follow up on total incentives over the allowed maximum

Mathematica

Measuring Incentives Provided to Couples

Scenario	Incentive count in summary report	Incentive amount in detailed report
Minnie receives an incentive. Mickey does not receive an incentive.	One incentive is added in the total and applicable category counts for Minnie	The dollar amount received is reflected in Minnie's row
Minnie and Mickey each receive an individual incentive	2 incentives are added to the total and applicable category counts for Minnie and Mickey	The dollar amount of each incentive is reflected in Minnie's row and Mickey's row
Minnie and Mickey receive an incentive as a couple (i.e. the incentive is given to the couple to share)	2 incentives are added to the total and applicable category counts for Minnie and Mickey	One half of the dollar amount of the incentive is reflected in Minnie's row and one half in Mickey's row

Menti Poll Question: What types of questions would you like to be able to answer using the operational reports?

Mathematica

Upcoming nFORM enhancements

Mathematica

Data export updates

Language variable added to any tab that includes survey completion data to show whether a client completed a survey in English or Spanish

Survey Response Data tab to include the “other-specify” ACS gender response option (“ACS-Gender_4_spec”)

Session Attendance tab will include workshop type (primary, optional, or not in use)

“Issues/Needs – Reminder contact (call/email/text)” variable moved to last column on the Service Contacts tab to allow grantees to more easily identify ISCs that include reminders

Population variable name to reflect whether it refers to a client’s population or the population a workshop is intended for

The Couple ID variable will be removed from READY4Life grantee data exports

nFORM survey passcodes

- **ACS, Entrance, and Exit Survey passcodes will be re-usable up to 10 times within a 96-hour period**
- **Clients (and staff entering paper surveys) will receive a message after they log into a survey with**
  - The number of passcode uses they have left, and
  - When the passcode will expire, regardless of uses left
- **Information on when a passcode will expire will be included on login sheets when survey passcodes are bulk generated**
  - If a survey has not been submitted within that time period, grantees will need to generate new passcodes for those clients
- **Once a survey is submitted, the passcode will no longer be valid**

Updates to recording and reviewing incentives

- **Based on ACF's updated incentive guidance, nFORM will only identify clients who have received more than the total maximum incentive amount ($350) and no longer track incentive category maximums**
  - nFORM users will receive a message if they record an incentive amount that results in a client receiving a total incentive amount over the maximum
  - Client profiles will display a warning message when the value for all incentives for a client is over $350

Service Summary

Type	# Provided	Most Recent
Service Contacts	0	--
Referrals	0	--
Incentives/Program Supports ⚠ Maximum Exceeded	3	7/13/2022

Updates to recording and reviewing incentives (cont.)

- **The incentive category previously labeled “Incentives: Survey Participation” will be updated to “Incentives: Survey Completion”**
  - Updated wording will be reflected in client profiles, operational reports, the query tool, and the data dictionary
- **As described, the current maximum incentives report is being revised so that grantees can monitor all incentives provided to clients**

Mathematica

Appendix: Key Slides from October 2022 nFORM Office Hours

Mathematica

Accessing the operational reports

- **nFORM's Operational Reports screen (R2), under Reports tab, displays all reports that an nFORM user has permission to access**
  - Table VIII.2 in the user manual describes each report and the nFORM users who have access to it
- **Reports can be opened on-demand in different formats such as PDF or Excel, if grantee staff want to sort and filter data**
- **Many reports require grantees to enter specific start and end date filters**
  - Filters based on enrollment date, workshop series start date, or other dates depending on report content
- **Some reports include other filter options, such as Workshop and Series for which clients are registered**
- **Some reports include both summary and individual client level data**

Mathematica

Tips for using operational reports (1)

- Remember that the data in the reports will reflect the time you run the reports and the filters that you select
- Review the headings and footnotes as a reminder of the types of data included and excluded from each report
- Use client and couple ID, workshop ID, series ID, and session ID to link data across multiple operational reports and the data export

Mathematica

Tips for using operational reports (2)

- **For grantees serving couples, remember that both members of a couple**
  - Must have enrolled together to count towards a grantee's enrollment target
  - Attended or made up the same workshop sessions for their attendance to count towards primary workshop participation targets
- **Follow best practices to keep data secure**
  - Most of the operational reports include client names, which are personally identifiable information
  - When opening a report in Excel, delete client names if they are not needed
  - Check out the training video titled "Keeping Data Secure" and Appendix A in the Performance Measures and Data Collection Logistics Manual on the Grantee Resource Site for more information on protecting personally identifiable information

Mathematica