

What's New With nFORM? Introducing New Enhancements and Resources

December 12, 2023
nFORM 2.0 Team
Mathematica

OFFICE OF FAMILY ASSISTANCE

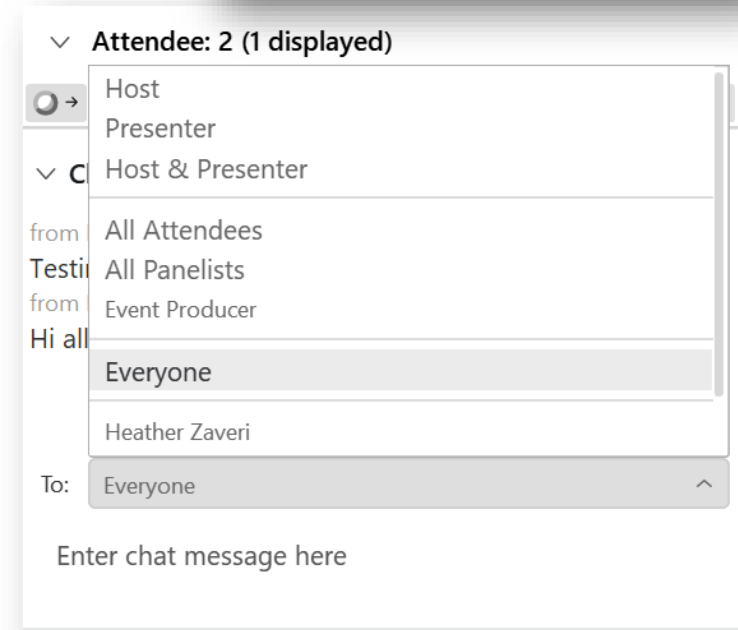
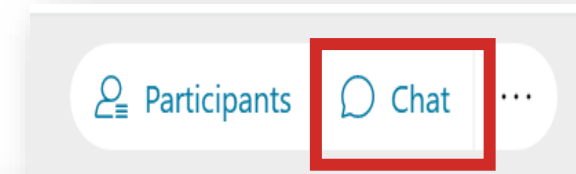
An Office of the Administration for Children & Families





Housekeeping

- / **Use the chat to ask 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 resources site
 2. Review the Performance Measures and Data Collection Logistics Manual on the resources site for more information on keeping data secure



Today's topics

- / **Updated progress narrative templates**
- / **Automatic email alerts about user account deactivation**
- / **New resources!**
 - Survey administration infographic
 - Leveraging nFORM data on economic stability
 - nFORM data snapshot on economic stability services
- / **nFORM TTA feedback**
- / **Announcements**



Updated progress narrative templates



QPR and PPR progress narrative template update

- / New question on equity-related activities that took place during the reporting period added to both the HM and RF versions of the QPR/PPR progress narrative templates**
- / Grantees must use the updated version to submit all future quarterly reports**
 - For instance, grantees will use the updated template to complete the first grant year 4 QPR (due on January 30, 2024)
- / Updated versions of all templates available in nFORM and the HMRF Grantee Resources site**
 - Links to progress narrative templates available in the email sent to all nFORM users on December 12



Word versions of the progress narrative templates now available

- / Option to download a Word template from the HMRF Grantee Resources site to enter responses
- / Before uploading to Grant Solutions, grantees must save the file as a PDF

HM QPR/PPR and Progress Narrative Templates

These are PDFs and Word versions of the HM QPR and PPR quantitative data and progress narrative templates. If using the Word template, it must be converted to a PDF by clicking "File", then "Save As", then selecting "PDF" from the drop-down menu of available file formats. Only PDF versions of the completed progress narrative can be uploaded into Grant Solutions. If using the PDF templates, **the file must be saved on your computer first before opening them in Adobe** in order to view and edit. You should also add the reporting date (i.e. the due date for the applicable report) to the file name before selecting "Save". For example, if you are submitting the Grant Year 3 PPR, it is recommended to save the file with "10.30.2023" in the file name. Please follow the steps below to download the contents of the file:



Accessing the PDF versions of the progress narrative template

/ Grantees can now open the PDF versions of the template by clicking on the link

- Users no longer need to save the file first to their computer to access the template

/ The [Tips for Completing the Progress Narrative](#) resource and the nFORM User Manual will be updated to reflect changes to completing the progress narrative





Automatic email alerts



Upcoming nFORM enhancement – automated email alerts

- / nFORM automatically deactivates a user account if the user has not logged in for 60 days**
- / Coming soon, users will receive up to three automatic emails if they are at risk of having their account deactivated due to inactivity**
- / Automated emails will only be sent to confirmed accounts**



An automatic email will be sent...

- / **Two weeks before the deactivation date**
- / **If the user has still not logged in, one week before the deactivation date**
- / **One day before the deactivation date if the user has not logged in**

FROM: nFORM 2.0 Web Help Desk (nform2helpdesk@mathematica-mpr.com)
SUBJECT: ACTION NEEDED: Your nFORM account will be deactivated soon



Hello,

Due to inactivity, your nFORM account will be automatically deactivated in **2 weeks**. Please [sign in](#) as soon as possible to keep your account active. Accounts that are inactive for more than 60 days are automatically deactivated as a security measure.

If your account is automatically deactivated, please reach out to a site administrator at your grantee for assistance with re-activating your account.

Thank you,

The nFORM 2.0 Team



User account reminders

- / Set a reminder to log into nFORM each month to avoid deactivation due to inactivity**
 - Remember to log in before taking time off for the holidays
- / If an account is deactivated, a site administrator can reactivate the account**
- / If an account is locked and should be unlocked, site administrators should contact the help desk for support**



Survey administration infographic



Examining survey administration with nFORM infographic: now available!

/ **Expands on the topics covered in the October 2023 nFORM office hours**

/ **Located on the HMRF Grantee Resources site:**

<https://www.hmrfgrantresources.info/resource/examining-survey-administration-nform-october-2023-office-hours-and-infographic>

Examining Survey Administration with nFORM: October 2023 Office Hours and Infographic

During the October 2023 nFORM office hours, the nFORM team provided a tutorial on survey completion and refusal rates, along with techniques to identify potential data quality concerns and enhance survey response and completion rates. The infographic expands on the information provided during the October 2023 nFORM office hours, and includes additional examples of how to monitor and understand survey data.

Nov 2023



Survey administration infographic layout

/ Includes common questions about survey administration and how grantees can use data tools to review and better understand their efforts



Examine Survey Administration with nFORM

The Healthy Marriage and Responsible Fatherhood (HMRF) performance measures surveys are an essential data source for HMRF grantees and the Administration for Children and Families (ACF). Grantees' ability to effectively administer the HMRF applicant characteristics survey (ACS), entrance survey, and exit survey is critical to ensuring these data are consistent, timely, and high quality and therefore useful for program operations, performance monitoring, continuous quality improvement (CQI), and evaluation. nFORM's data tools and reports can help grantees identify their strengths and challenges by providing information on survey administration trends and progress to date. These tools allow grantees to calculate survey response and completion rates and assess the quality of survey data.¹

For detailed information on survey administration processes, see the [nFORM 2.0 User Manual](#) and the [Performance Measures and Data Collection Logistics Manual](#) on the nFORM 2.0 page of the [HMRF Grantee Resources site](#). Grantees should also use the [Data Collection Plan template](#) to document and train staff on their program's specific survey administration processes. For in-depth tutorials on reviewing survey data in the operational reports and data export, check out the [November](#) and [December 2022](#) nFORM office hours presentations. Grantees conducting local evaluations should consult the manual on [Using nFORM 2.0 for Local Evaluations](#) and their evaluation technical assistance partner (ETAP).

Consider the following common questions and how your grant team can use nFORM's query tool, operational reports, and data export to review and better understand your survey administration efforts.

Are the expected number of clients completing each survey? ACF guidelines indicate that, in general, grantees should administer the ACS at enrollment, the entrance survey at the client's first workshop session, and the exit survey at the client's last workshop session.² You can monitor survey completions in the Grant Year Overview tab of the query tool or the Survey Completion Summary operational report. See [Page 2](#) for more information on how to use each of these data tools to understand progress on clients' survey completion.

How can we monitor survey refusals? Grantees should monitor refusal rates to identify potential challenges with survey administration and develop strategies to encourage more clients to take the nFORM surveys. The Survey Report – Refused Survey operational report and data export provide detailed information on which clients refuse to complete a survey. More information on how to monitor refusals is available in [Page 4](#).

How can we identify other data quality issues? By monitoring clients' survey responses, grantees can identify other challenges with survey administration and develop strategies to collect more complete and high-quality data. The data export provides detailed information on which clients submit a survey without answering all the questions. More information on how to monitor data quality issues is available in [Page 5](#).

How can we improve survey response rates, completion rates, and survey data quality? Grantees should develop survey scripts to help clients understand the purpose of each survey and how to complete them and address beforehand any concerns clients might have with the surveys. Programs can also explore alternative modes for administering each survey. See [Page 7](#) for more information on how to improve survey response and completion rates and encourage complete and accurate responses.

¹ Survey response rates tell grantees how many clients who had the opportunity to take the surveys actually did. Survey completion rates tell grantees how many clients who started surveys finished and submitted them. Both metrics are important indicators of data quality.

² Clients are considered enrolled when they complete the ACS. Local evaluation grantees using the service assignment feature in nFORM must record a service assignment for a client to be enrolled.



Example: Are the expected number of clients completing each survey?

Are the expected number of clients completing each survey?

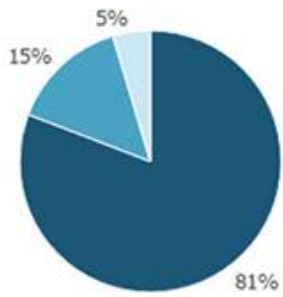
Grantees can review survey administration progress on the Grant Year Overview tab of the query tool. The Data Quality panel at the bottom of this tab shows two pie charts that indicate, for entrance and exit surveys, the counts and percentages of clients enrolled in the current grant year who have completed, refused, or not yet started or submitted each survey. When reviewing each pie chart, remember that enrollees who are not yet eligible to take each survey are included in the incomplete survey counts. Using these pie charts, grantees can identify whether the anticipated number of clients have completed each of the nFORM surveys. For example, if a grantee enrolled 172 clients this year who should have all completed workshop programming by this point, these illustrative pie charts indicate that, so far this year, a majority of clients are completing entrance surveys but less than a quarter are completing exit surveys on the expected timeline. This would suggest that the grantee should closely review their survey administration data and processes to identify how to improve exit survey completions and thus the quality and consistency of their data.

To review survey completion data for all clients or a specific cohort, grantees can review the summary tab of the Survey Completion Summary operational report that displays the total number of clients by population that have completed or refused the applicant characteristics survey, entrance survey, and exit survey. Grantees can generate this report for specific client enrollment date ranges and workshop/series to monitor survey administration progress for a specific cohort. In this example, the Families Connect grantee has filtered the operational report to show survey completion status only for clients enrolled between May and August 2022 (n = 53).

Query Tool Grant Year Overview Tab

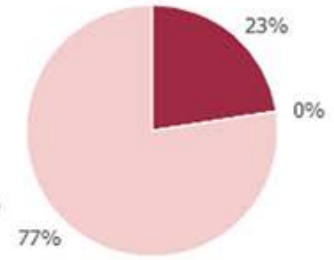
Entrance Survey Completion

- Completed entrance survey (139)
- Refused entrance survey (25)
- Incomplete entrance survey (8)



Exit Survey Completion

- Completed exit survey (37)
- Refused exit survey (0)
- Incomplete exit survey (127)



Survey Completion Summary Operational Report

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



Other nFORM survey administration resources

October 2023 nFORM Office Hours

Check out the slides and recording from the [October 2023 nFORM office hours](#) on monitoring survey administration

Tips for Survey Scripts

Review “[Tips for Survey Scripts](#)” for ideas on how to develop and tailor scripts for clients

Client Survey PDFs

Access the PDF versions of the English and Spanish versions of the Applicant Characteristics, Entrance and Exit Surveys



Resources on nFORM data related to economic stability



New economic stability nFORM resources

- / A tip sheet on leveraging nFORM data on economic stability expands on the July nFORM office hours tutorial**
- / An nFORM data snapshot on economic stability services across grantees**
- / Both resources now available on the HMRF Grantee Resources site**

<https://www.hmrfgrantresources.info/resource/july-2023-nform-office-hours-leveraging-nform-data-economic-stability>



Tip sheet on leveraging nFORM data on economic stability

/ Provides information on the types of economic stability data available in nFORM and the tools grantees can use to monitor information

/ Tip sheet includes sections on client surveys, individual services, workshop setup and attendance, and program-level data



Workshop setup and attendance

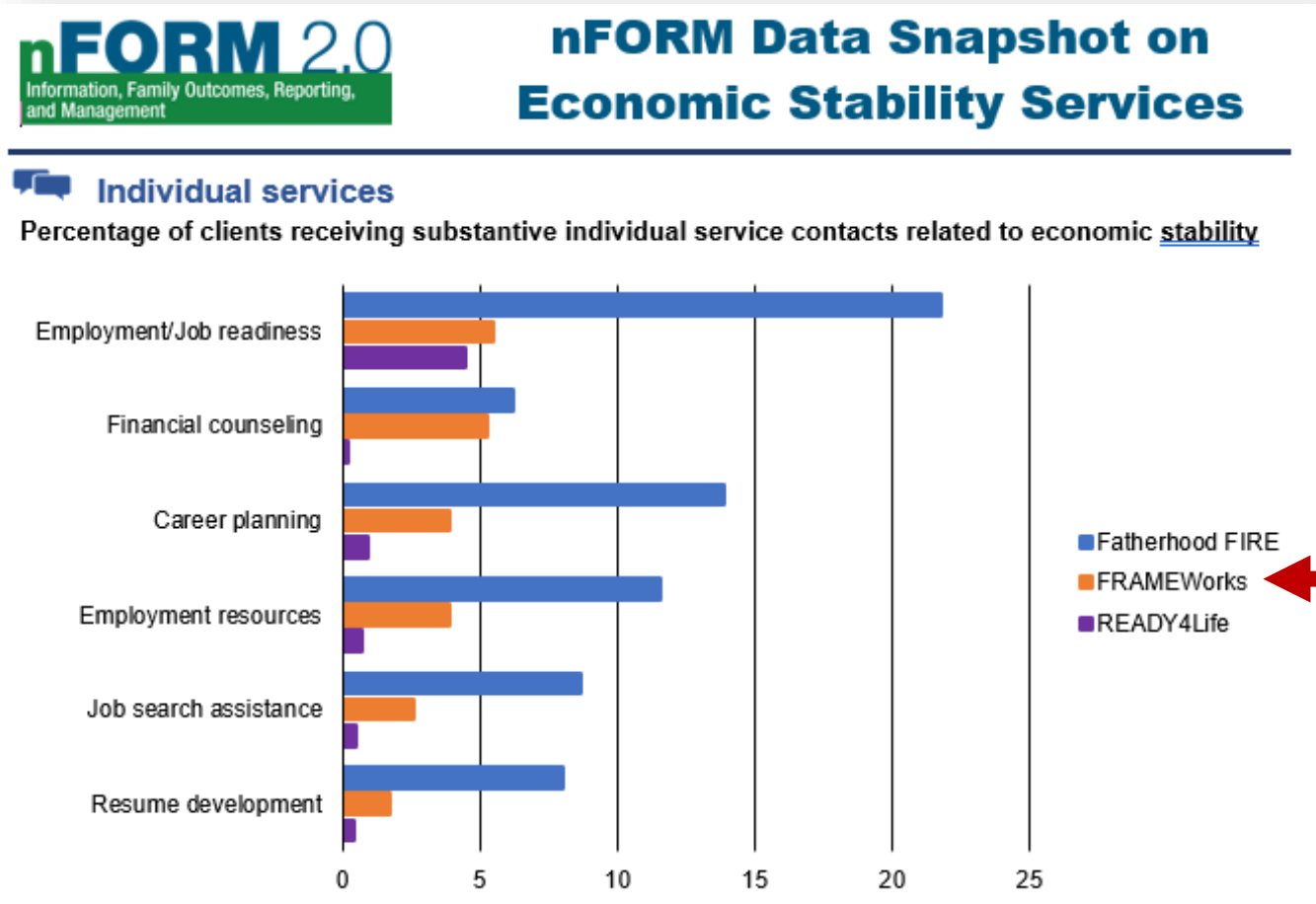
Grant recipients can set up workshops that include activities and elements and curricula related to economic stability. Fatherhood FIRE grant recipients can select “economic stability” as one of the activities offered in a workshop; FRAMEWorks and READY4Life programs can select “financial management” or “job and career advancement” [elements](#).^{*} Grant recipients also record in nFORM all curricula offered during a workshop. Programs can analyze participation in workshops that offer economic stability content along with client outcomes to understand how clients may benefit from these workshops.

Which nFORM data tools include information on workshops with economic stability-related content?

- **QPR Section B-02.2a and PPR Section C-04.2a (Attendance at workshops):** Review attendance in workshops that offer economic stability activities, elements, or curricula.
- **Query Tool All Workshops and Primary Workshops tabs:** Filter by workshops that offer economic stability activities, elements, or curricula.
- **Series Session Attendance operational report:** To generate the report, filter by workshops that offer economic stability activities, elements, or curricula.
- **Data Export:** The **Workshop Characteristics tab** includes relevant activities, elements, and curricula by workshop; the **Session Attendance tab** provides client-level data on attendance.



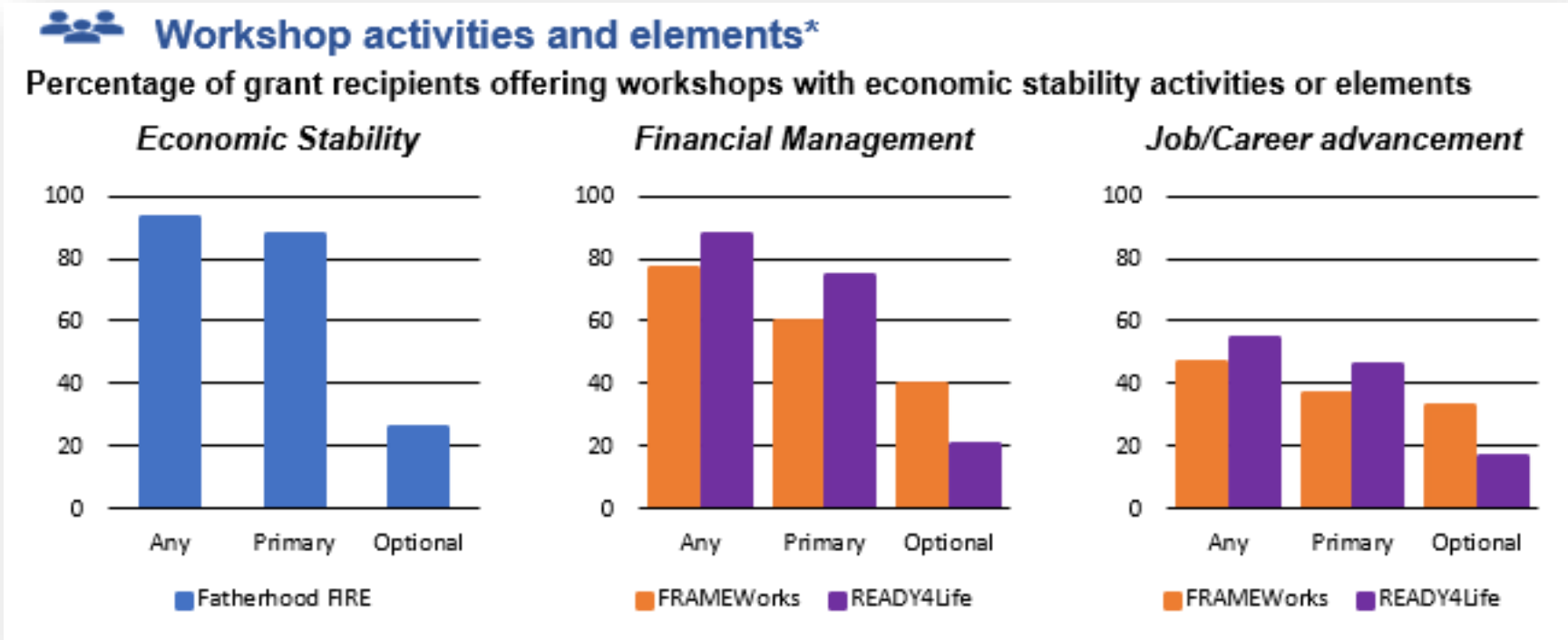
nFORM Data Snapshot on Economic Stability Services



Shows aggregate information about services provided by Fatherhood FIRE, FRAMEWorks, and READY4Life grantees



nFORM Data Snapshot on Economic Stability Services (cont.)



Activity and element options differ by grant type based on requirements in the funding opportunity announcement



nFORM TTA feedback



Looking back over the past year, the nFORM TTA team has developed...



Monthly nFORM office hours that included in-depth tutorials on using data tools to answer questions

Updated detailed guidance in the nFORM 2.0 user manual and logistics manual

New tip sheets on monitoring performance measures

New and updated tools and templates (for example, the data export template)



We want to hear your feedback using Menti!

/ Click on the link in the chat or go to Menti.com and enter the code 61488151



What word comes to mind when you think about nFORM TTA?

/ This Menti question will be a Word cloud and allow respondents to enter more than one word if they choose



What types of nFORM TTA have you found helpful over the past year? Select all that apply

/ Multiple choice question includes these response options:

- Detailed guidance (for example, the nFORM user manual and performance measures and logistics manual)
- Training videos
- Tip sheets (for example, Recording Makeup Attendance and Using nFORM to Monitor Performance Measures)
- nFORM office hours presentation slides and recordings
- Survey and report templates (for example, the QPR/PPR and data export templates)
- Individual support from the nFORM help desk team



Please indicate how much you agree or disagree with the following statements:

/ This Menti question will allow respondents to respond using a sliding scale

/ The statements they will respond to include:

- In the past year, nFORM tip sheets and detailed guidance have addressed my nFORM questions
- In the past year, nFORM office hours have improved my understanding of how to use data tools for program monitoring and improvement



What topics covered in the nFORM office hours, tip sheets and other resources have you found the most helpful?

/ This Menti question will be open-ended and allow respondents to enter more than one word if they choose



Looking ahead, what topics should we address in nFORM office hours or other resources?

/ This Menti question will be open-ended and allow respondents to enter more than one response if they choose



Announcements



Keep an eye out for these emails:

/ **Announcements about**

- Updated progress narrative templates
- nFORM access on Thursday, December 14
- Automated user account emails

/ **Office hours registration**

- nFORM office hours on Tuesday, January 9 from 2-3pm ET
- CQI office hours on Tuesday, January 30 from 2-3pm ET





Questions?

