nFORM 2.0 and Data Collection Practices: Webinar for Project Leaders, Data Managers, and Evaluators

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Mathematica
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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

Today's speakers

Grace Roemer

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Mathew Stange

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Today’s agenda

- Data collection overview
- Introduction to nFORM 2.0
- Getting organized to collect data
- Enrolling clients and managing client profiles
- Administering client surveys
- Recording participation data
- Monitoring data collection
- Training staff

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Data collection overview

Performance measure requirements

- **Grantees use nFORM 2.0 to enter performance measures data and produce the required reporting to ACF**
- **Client characteristics and outcomes**
  - Applicant Characteristics Survey
  - Entrance Survey
  - Exit Survey
- **Enrollment and participation (service delivery)**
- **Program operations**

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Performance measures come from multiple sources

What is the source?	Who enters data?	What is the timing of data collection?	Where are data stored?
Applicant Characteristics Survey	Client	Intake	nFORM 2.0
Entrance Survey	Client	First workshop	
Exit Survey	Client	Last workshop	
Enrollment and participation data	Program staff	Ongoing	
Grantee program operations data	Program staff	Quarterly	

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High quality performance data are essential

- Track programming outputs and outcomes
- Inform continuous quality improvement (CQI)
- Cross-site analysis

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Aspects of high quality data

Timely

Accurate

Complete

Secure

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A data collection plan is key to collecting high quality data

- Consider the client population(s) you serve and the locations where you will enroll and serve clients
- Outline each step of the data collection process
- List and describe data collection steps in as much detail as possible
- Ensure grantee setup activities are complete and accurate in nFORM
- Include optimal timing for each step, responsible staff person, and backup staff
- Summarize roles and responsibilities so staff know which parts of the plan they oversee
- Coordinate with your local evaluation and institutional review board (IRB) or research board, if applicable

Data collection plan template and resources

- **The template will guide you through the key stages of data collection to help plan and train staff so data collection runs smoothly**
- **Data Collection Logistics Manual and nFORM 2.0 User Manual will provide more information on processes**

A. Data collection overview

Before you develop a plan for each stage of data collection, use this table to document key considerations that will inform your plan.

Data collection overview	
What client population(s) is/are covered in this plan? *(Check all that apply)*	FRAMEWorks: ☐ Adult individuals ☐ Adult couples READY4Life: ☐ Youth in schools ☐ Youth in the community ☐ At-risk youth (including homeless youth and those in or aging out of foster care) Fatherhood FIRE: ☐ Reentering fathers ☐ Fathers in the community ☐ Couples
In which settings will you enroll clients and administer surveys? *(Check all that apply)*	☐ Virtual ☐ In grantee offices ☐ In schools ☐ In correctional facilities ☐ Other *(please specify)* Click or tap here to enter text.
If you are conducting data collection in person, list each physical location and its street address, the point of contact at each location, and their contact information (phone number and email). Include all locations and contacts and clearly distinguish them from each other.	Click or tap here to enter text.

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Introduction to nFORM 2.0

nFORM 2.0

Information, Family Outcomes, Reporting, and Management

- **nFORM = Information, Family Outcomes, Reporting, and Management**
- **A web-based management information system designed for the Office of Family Assistance (OFA) Healthy Marriage and Responsible Fatherhood (HMRF) grantees**
  - Can collect and store all data required for reporting to OFA
  - Produces report calculations with one click
  - Includes data tools, reports, and data export

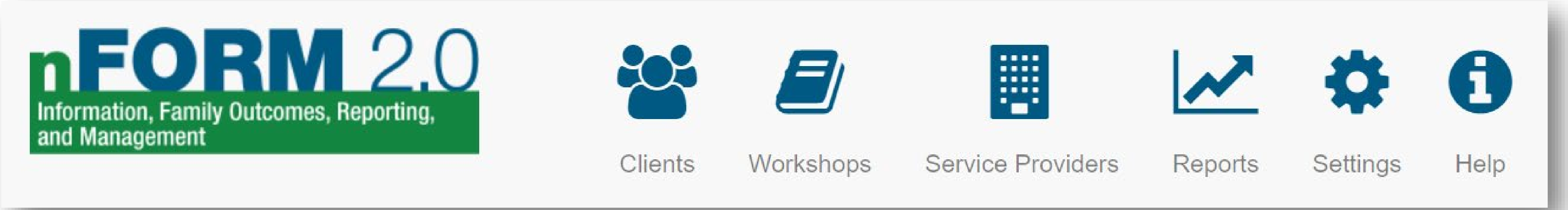
Accessing nFORM 2.0

- Web-based, no download or programming required
- Available anywhere with an Internet connection
  - Use mobile hotspots in places without Internet
- Real-time data collection and access to reports and data tools
- Free to OFA-funded grantees
- Section 508 compliant

nFORM 2.0 works on multiple platforms

- Compatible with desktop computers, laptops, or tablets
- Tested with PC, iPad, and Samsung Galaxy tablet
- Optimized for Google Chrome and Microsoft Edge

Features organized by tab



Today we will look at some of the features you will find under each tab

nFORM 2.0 has new features

- **Feedback from stakeholders and best practices in data collection informed enhancements to nFORM**
- **Changes made to improve user experience, access to data and reports, and data quality while adhering to security requirements**
- **Highlights include:**
  - Revised survey measures
  - More bulk update functions to make data entry and survey administration easier and faster
  - New and improved operational reports and data export

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Security and user accounts

nFORM 2.0 is a secure system

- **Compliance with Federal Information Security Management Act**
- **nFORM cannot be connected to another data system**
  - Data cannot be imported to or from another data system
- **Grantees may only access the nFORM 2.0 “production” environment**
  - Do not enter any test data or fake data
- **Data sharing agreements are being executed between Mathematica and each grantee**

Secure access through user accounts

- User access limited by number of accounts and account types
- User name is email address; one account per email address
- Multifactor authentication: password + text or phone call
- Strong passwords (at least 8 characters, letters, numbers, special characters)
- Change password every 60 days
- Limited number of log-in attempts
- User must log in again after 15 minutes of inactivity

A new pop-up message will tell you when you have 1 minute left!

Types of user accounts

- **Site administrators**
  - Overall responsibility for managing nFORM for grantee
  - Full access to all nFORM functionality
  - Typically, a program’s data manager and other key staff have site administrator accounts
- **Case managers**
  - Responsible for client and workshop management
  - Can input data and view client-level data
  - Case managers and other frontline staff, such as those who conduct enrollment and administer surveys, often have this user account type
- **General users**
  - Responsible for welcoming clients and attendance
  - Have the most restricted access to nFORM functionality; can input data and view limited client-level data

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Access based on user account types and permissions

User type	Capabilities			
	Input data	View client-level data	Use query tool*	Administrative functions
Site administrator	✓	✓	✓	✓
Case manager	✓	✓	✓	None
General user	✓	Limited	✓	None

*Limited to 3 users at each grantee.

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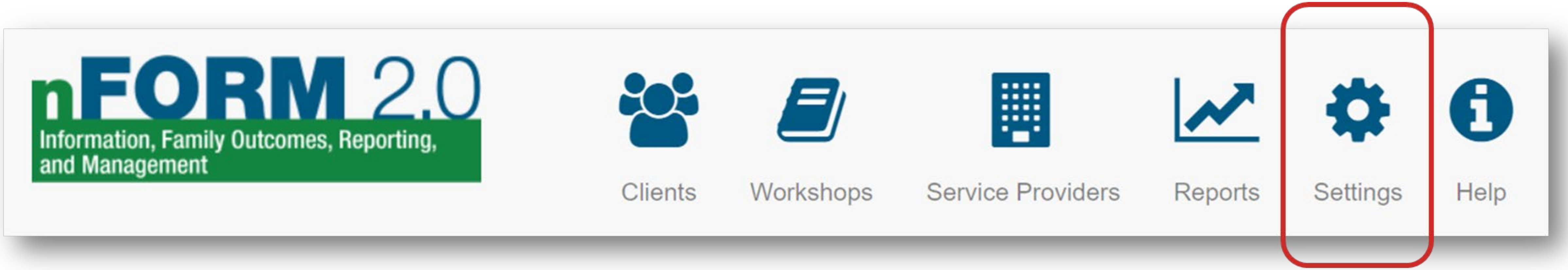
Getting organized to collect data

Complete nFORM setup activities

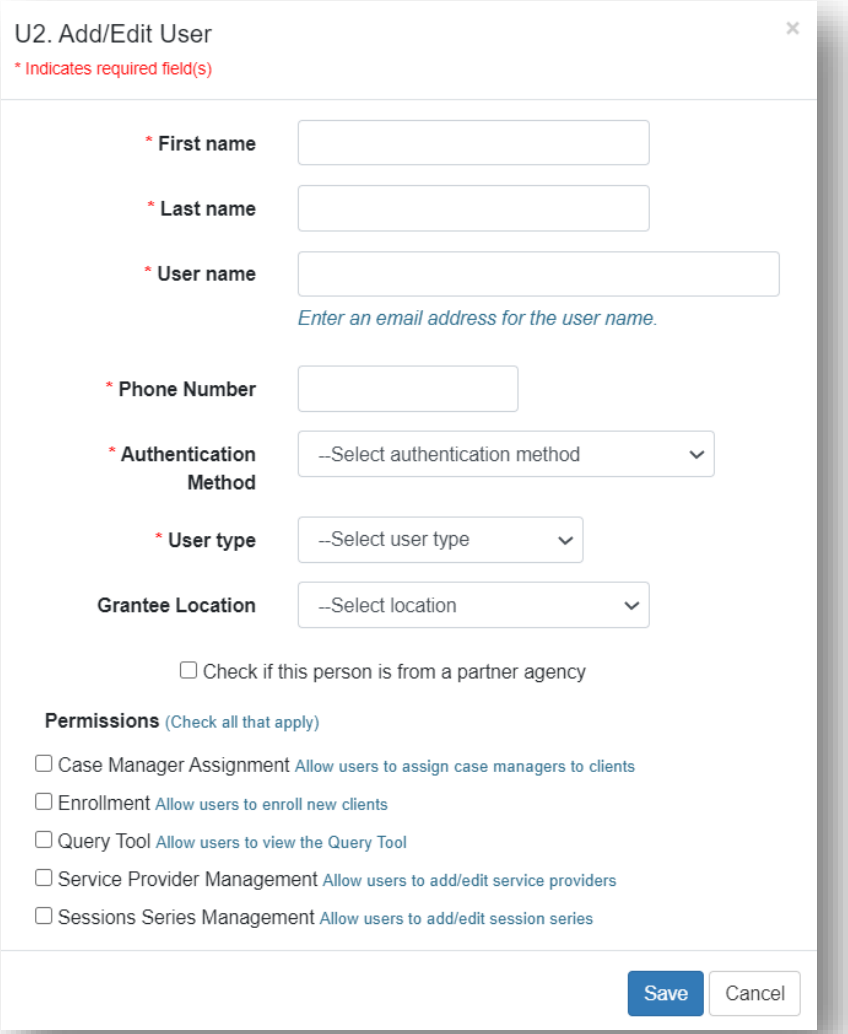
- **Grantees will complete setup activities before using nFORM 2.0 to collect data on April 1, 2021**
  - Create user accounts
  - Add grantee locations and service assignments (if applicable)
  - Enter service provider information
  - Set up workshops following nFORM's Workshop-Session Series-Session Occurrence hierarchy
- **"Welcome to nFORM 2.0" week from March 22nd to 26th will walk through these steps in detail**
- **The nFORM 2.0 help desk team is here to help you with the setup activities**

Grantee administrative functions



Create and manage user accounts

- Initial site administrator creates user accounts for other staff
- ACF affirms the number of user accounts for each grantee
- Site administrators reset passwords if staff get locked out of nFORM



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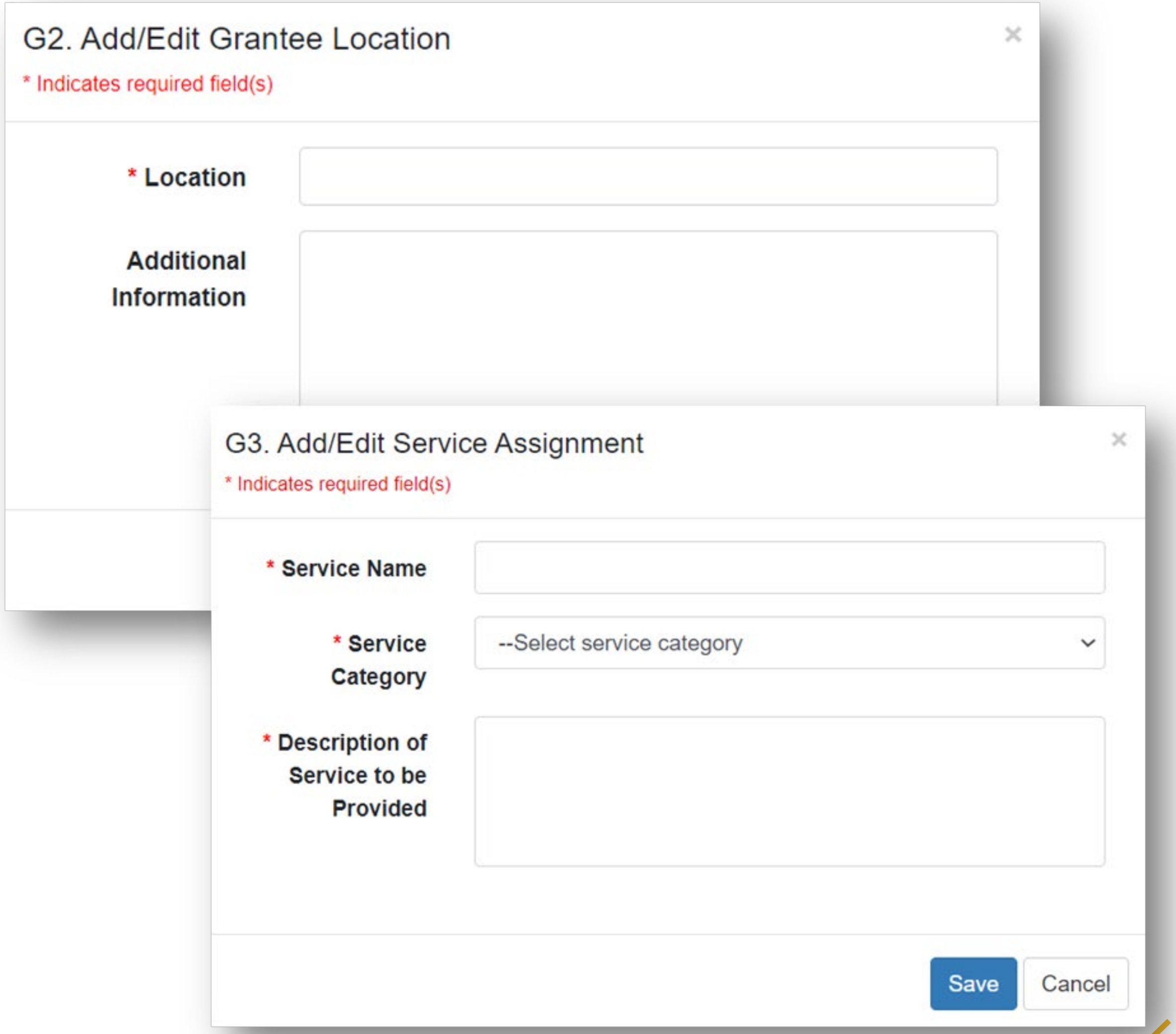
Enter grantee locations and service assignments

- **Add grantee locations to track enrollment and participation by location**
  - Multiple office sites
  - Schools
- **Enter the name and type of service assignments for your local evaluation**
  - Treatment, Control (WITH services), Control (NO services), Waitlist Control (WITH services), Waitlist Control (NO services)



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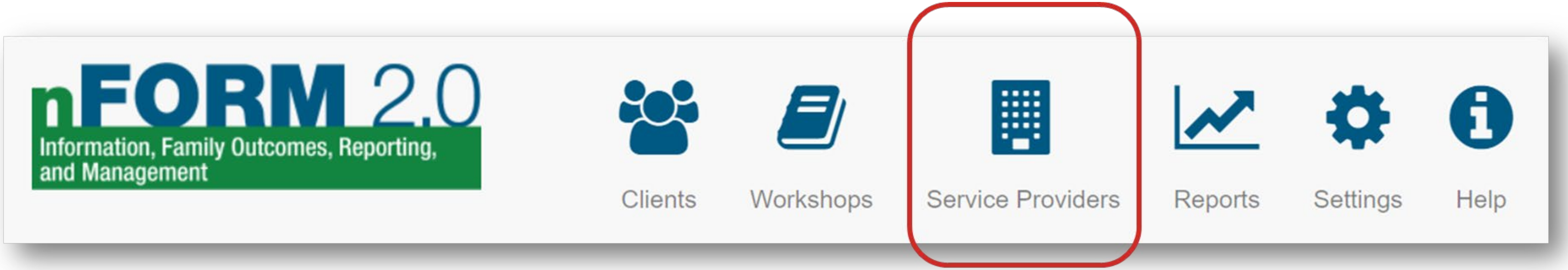
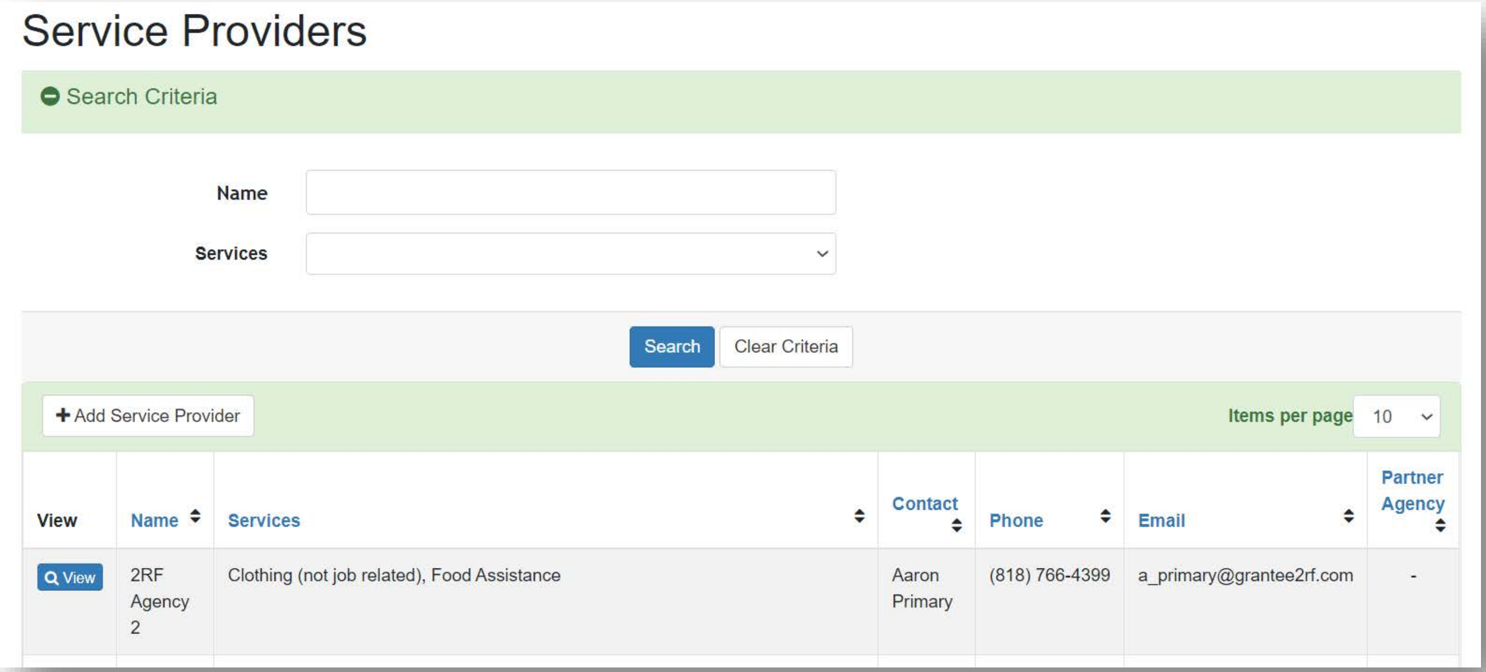
Service provider directory



Create and manage the service provider directory



- Searchable directory of service providers and partner agencies
- The service providers entered populate the form for recording referrals given to clients

Consider where you will enroll and serve clients

- Grantee offices, schools, correctional facilities, community organizations, virtually—there are unique considerations for your plan at each location!
- Identify points of contact at each location
- Work with these points of contact in creating your data collection plan

Consider the unique needs of your client population

- **Develop a plan to have surveys and other materials professionally translated if your client population speaks languages other than English or Spanish**
- **Address the needs of differently-abled clients, such as assistance to use tablets or computers for completing surveys**
- **Tailor how you introduce technology for the surveys based on the experience your clients have with tablets and computers**

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Obtain equipment for in-person services

Determine the number of laptops or tablets you will need for data collection

Identify how many earbuds you will need for each survey administration

Obtain wipes approved for cleaning all devices and earbuds after each client use

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Ensure sufficient Internet access

- **Check the Internet connection at each location where clients will be completing surveys**
- **Determine whether you can use the site's Internet connection**
  - This use might not be allowed in schools or correctional facilities
- **Check whether the Internet speed is sufficient to support your data collection – including if providing services virtually**
  - Google to find a simple speed test
  - Obtain Jetpacks or mobile hotspots if the Internet is not available or the connection is not strong enough
- **Ensure there are security protections in place to prevent unauthorized access to nFORM**

Determine whether you need to administer surveys on paper

- **Speak to your FPS to obtain approval for using paper surveys in specific (rare) situations**
- **Document plans for printing and administering the paper surveys and entering the responses**
  - Consider how often you will need to administer paper surveys and in what languages
- **Identify how you will securely transport, administer, store, and ultimately destroy the paper surveys to protect client confidentiality**

Enrolling clients and managing client profiles

Planning for enrolling clients

- **Determine your program's eligibility criteria**
- **Write a script for staff to explain to applicants what information is needed**
  - Read the Privacy Act statement
  - Discuss applicable confidentiality and consent procedures
  - Answer questions applicants ask

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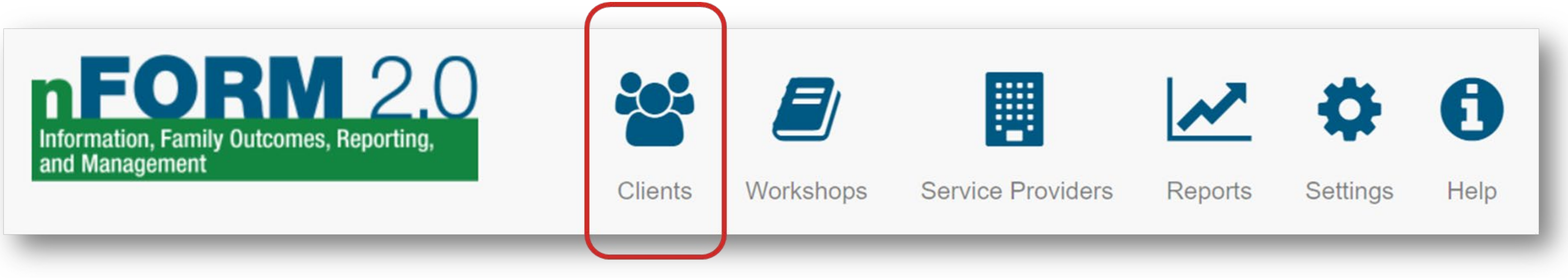
Enrolling clients and recording participation in services

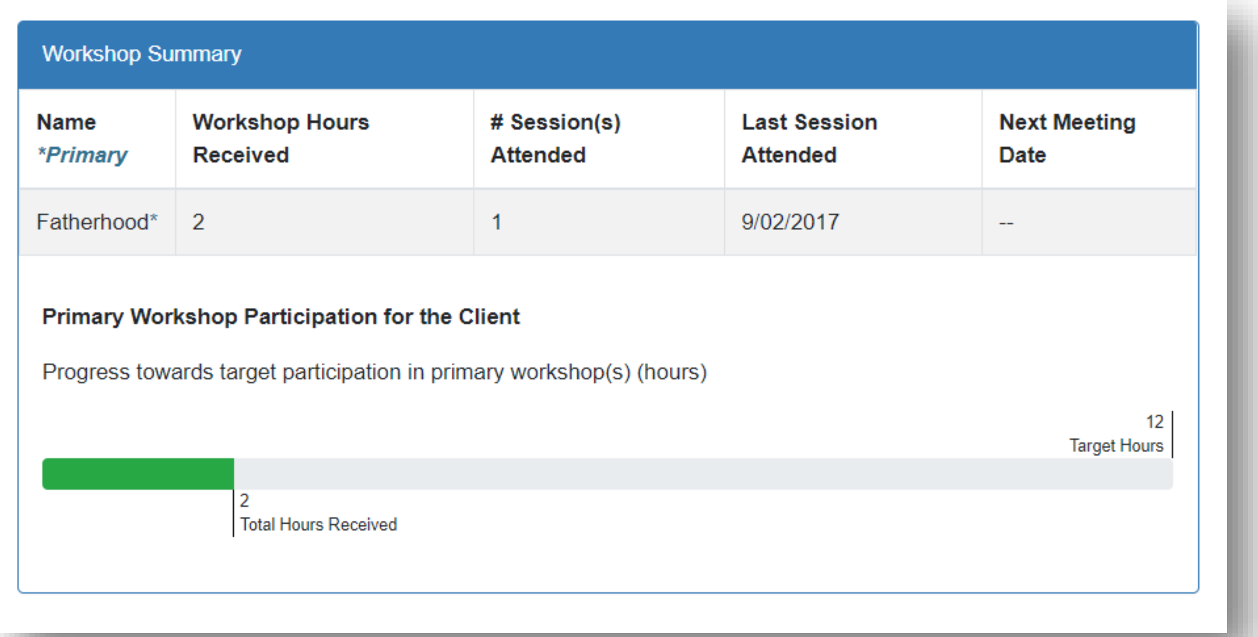


Steps for enrolling clients in nFORM

1. Determine whether the applicant is eligible for your program
2. Confirm they are not already enrolled in nFORM
3. Complete the application form in nFORM
4. Administer the Applicant Characteristics Survey
5. Save the client's service assignment (if applicable)

Use the client profile as a dashboard for case management

- Review the client’s participation in workshops and individual services
- Monitor the client’s progress toward primary workshop participation targets
- Keep case manager assignments, client statuses, and contact information up to date
- Make sure clients complete their surveys


Workshop Summary

Name *Primary	Workshop Hours Received	# Session(s) Attended	Last Session Attended	Next Meeting Date
Fatherhood*	2	1	9/02/2017	--

Primary Workshop Participation for the Client

Progress towards target participation in primary workshop(s) (hours)

Use the bulk update features to make data entry easier

Survey passcodes	Case manager assignment
Client statuses	Reminder contacts and assessments

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Administering client surveys

Clients complete three surveys

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
- A few weeks after completing the Entrance Survey for shorter programs

Survey data collection is designed to be easy for staff and clients

Self-administered web surveys

- Surveys are accessed by the same URL and only become available in their intended order and timing
- Can be completed on computer, laptop, or tablet
- Automatic skip patterns
- Clients can skip any questions they do not want to answer

Audio computer-assisted self-interview (ACASI) technology

- Client has the option to listen to questions rather than reading them, thus reducing literacy concerns
- Available in English and Spanish

Content tailored to specific populations

- HM: Adults and youth
- RF: Reentering fathers, fathers in the community, and mothers enrolled as part of couples

General survey process

1. Open the survey URL on the laptop or tablet for the client
2. Provide the client with the client ID and passcode for the survey
3. Introduce the survey and answer the client's questions
4. Ask the client to complete the survey
5. Confirm that the client submits the survey

New survey administration features for nFORM 2.0

- **Generate survey passcodes in bulk for administering surveys to clients in groups**
- **Survey passcodes to expire after 96 hours**
- **Record when clients refuse survey and reason why**
- **Record paper surveys and data from paper survey completion (if approved)**
  - Data from paper surveys should be entered within 4 days of completion
  - Completion date of Applicant Characteristics Survey can be back dated 4 days for setting the correct enrollment dates clients

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Plan survey administration logistics well in advance

- **Where will you administer each survey?**
  - Identify points of contact if administering surveys off site (e.g., at schools)
- **How many clients will be taking each survey at the same time?**
  - Determine how many laptops or tablets and earbuds are needed
- **How will you maintain data security and client confidentiality throughout the process?**
  - Provide adequate space to ensure clients have privacy when completing surveys

Set up devices in advance

- Test that each device is connected to the Internet
- Open the bookmarked survey URL on each device
- Plug earbuds into each device
- Clean all equipment with disinfecting wipes before and after each survey
- Make sure to charge devices in between uses

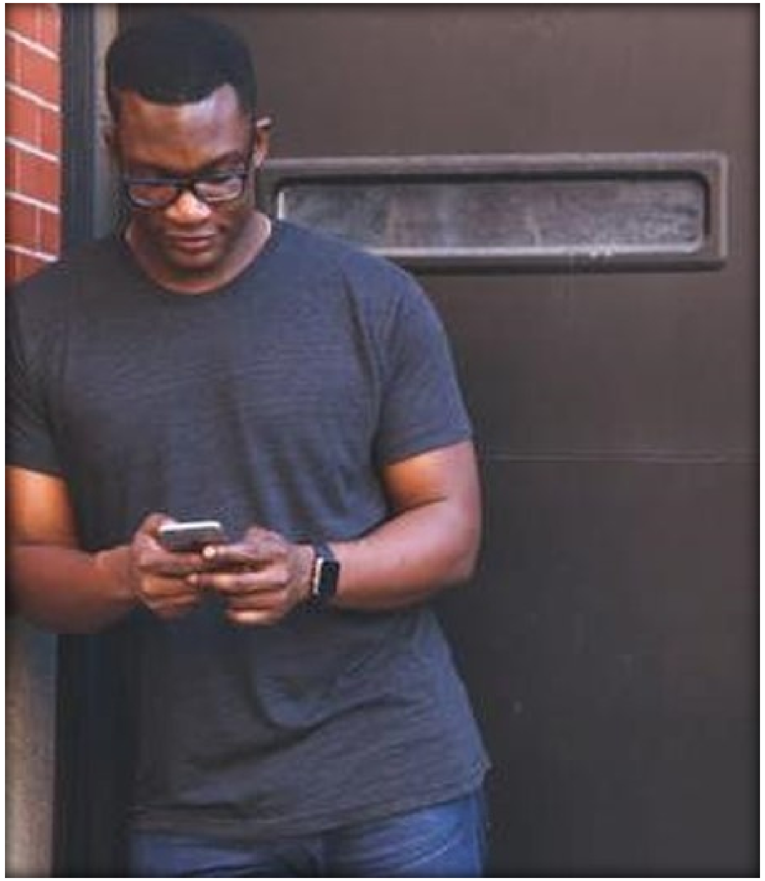
Develop scripts for staff to follow when administering surveys

- Introduce the surveys and explain their purpose and importance
- Ask clients whether they have any questions about the surveys
- Demonstrate how to use the laptops or tablets
- Thank clients in advance for helping
- Don’t refer to the surveys as “tests” or “exams”

Tailor the scripts to your program and your clients!

Plan to follow up with clients who need to complete their surveys

- **Consider how you will reach out to clients to ask them to complete the surveys**
- **Contact clients in multiple ways**
  - Call, text, email, or in person
- **For exit surveys specifically, attempt to complete surveys even with clients who have left the program**



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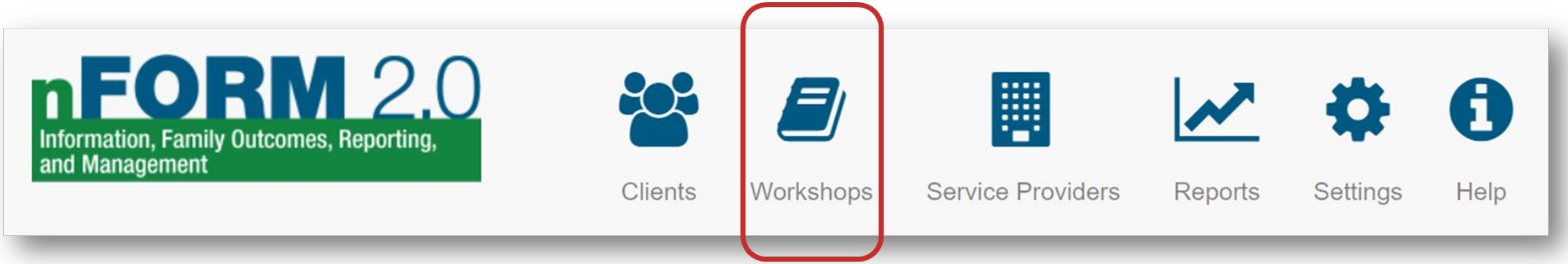
Three ACF-approved ways to administer surveys during the public health emergency

- **Option 1: Call clients to administer surveys over the phone and enter their responses into nFORM**
  - Make sure clients are not driving or otherwise distracted
  - Ensure clients are somewhere private
- **Option 2: Video call clients to ask the survey questions and enter their responses into nFORM**
- **Option 3: Email clients the links to the surveys**
  - Follow the practices outlined in the tip sheet
  - Surveys are not optimized for completion on smart phones

A tip sheet emailed earlier in January outlines these methods

Recording participation data

Manage workshops



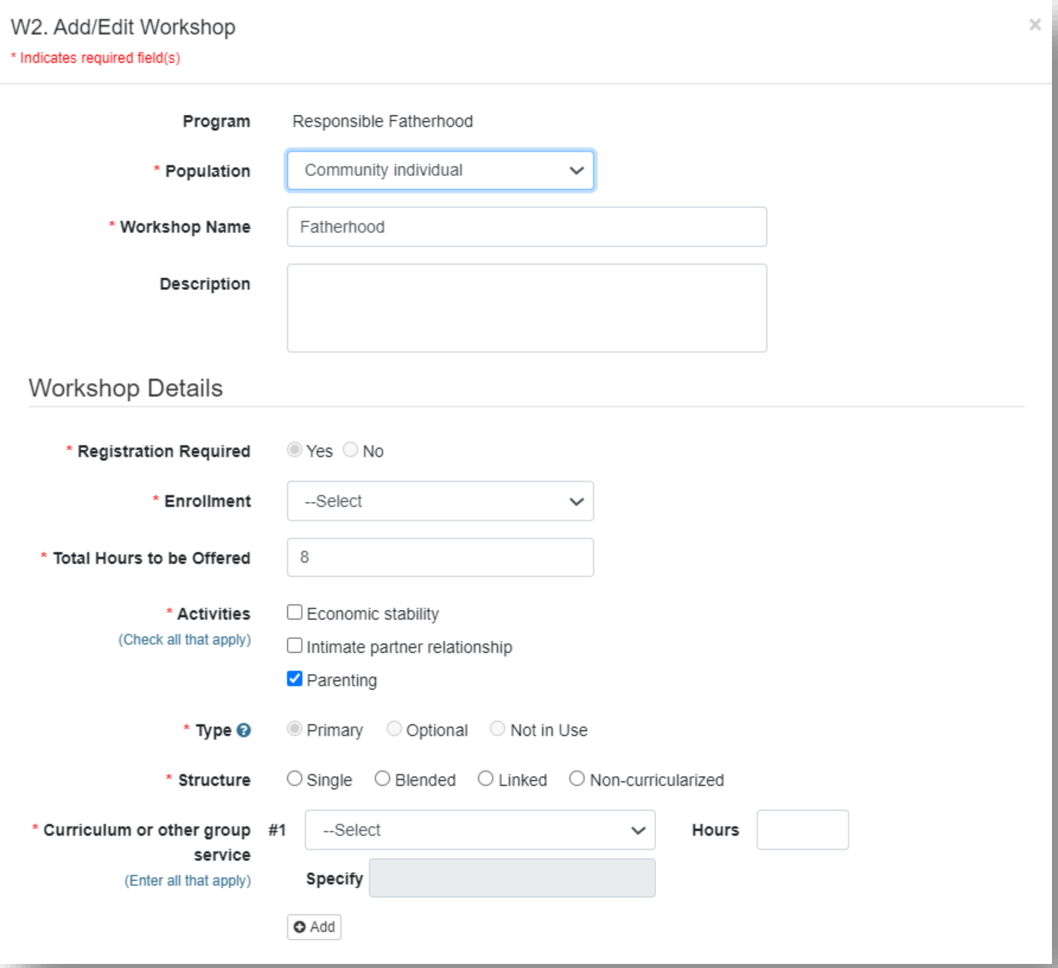
Workshops are group-based services

Primary workshops

- Curriculum-based workshops that all participants are expected to attend and ultimately complete

Optional workshops

- Group-based services that the program offers but are not considered a "core" part of programming


W2. Add/Edit Workshop

* Indicates required field(s)

Program: Responsible Fatherhood

* Population: Community individual

* Workshop Name: Fatherhood

Description:

Workshop Details

* Registration Required: Yes / No

* Enrollment: --Select

* Total Hours to be Offered: 8

* Activities (Check all that apply): Economic stability; Intimate partner relationship; Parenting

* Type: Primary / Optional / Not in Use

* Structure: Single / Blended / Linked / Non-curricularized

* Curriculum or other group service (Enter all that apply): #1 --Select; Hours; Specify

Add

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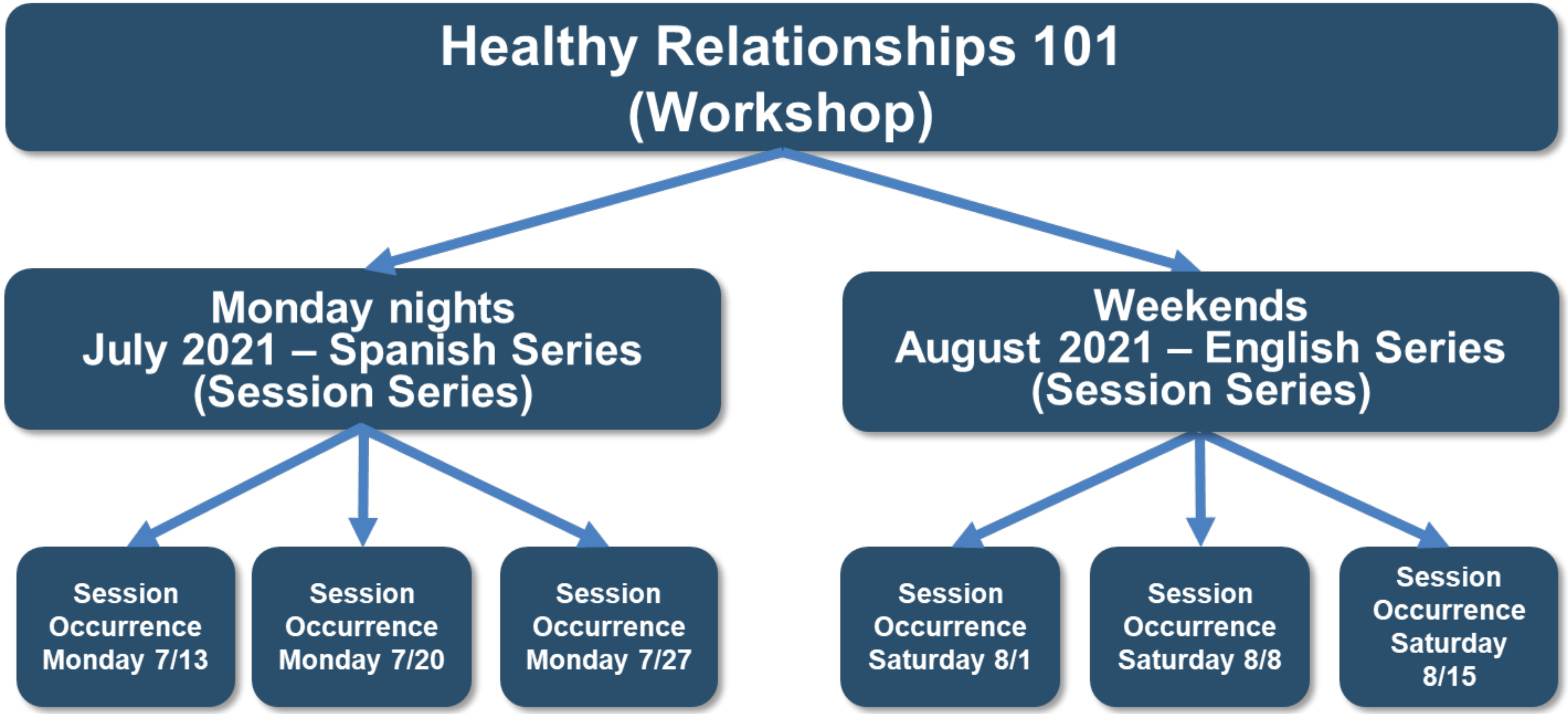
Workshop-Session Series-Session Hierarchy



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Track participation toward primary workshop participation targets

- **Targets are the total hours of primary workshops that clients in each population are expected to attend**
- **In nFORM, see how clients are progressing toward the target hours and average participation**

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Workshops

- **Use nFORM's registration feature to register clients in advance (if applicable)**
- **Ensure clients receive the dates, times, and locations of all sessions, or virtual connection information**
- **Send clients reminders and encourage them to attend**
- **Generate the attendance roster from nFORM before each class and use it to record attendance**
- **Enter the session attendance in nFORM immediately after each class and then securely shred the paper roster**

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New workshop features for nFORM 2.0!

Name individual session occurrences

Enter session start and end times and automatic checks for session duration

More easily reschedule sessions on the day they were initially scheduled

Message to show how many sessions are pending attendance

Filter the list of clients on the registration and attendance screens

Individual services (case management)

- **Record individual service contacts in nFORM at the time of each contact**
- **Record referrals in nFORM at the time of each referral**
  - Check in with clients to remind and encourage them to contact the service providers they have been referred to
  - Record whether clients follow up with referrals in nFORM
- **Record incentives and program supports in nFORM whenever they are offered to clients**

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Monitoring data collection and reporting performance

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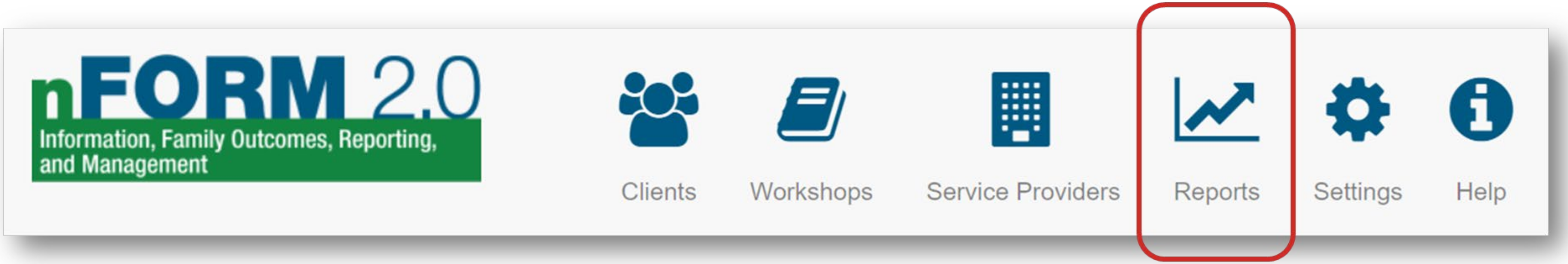
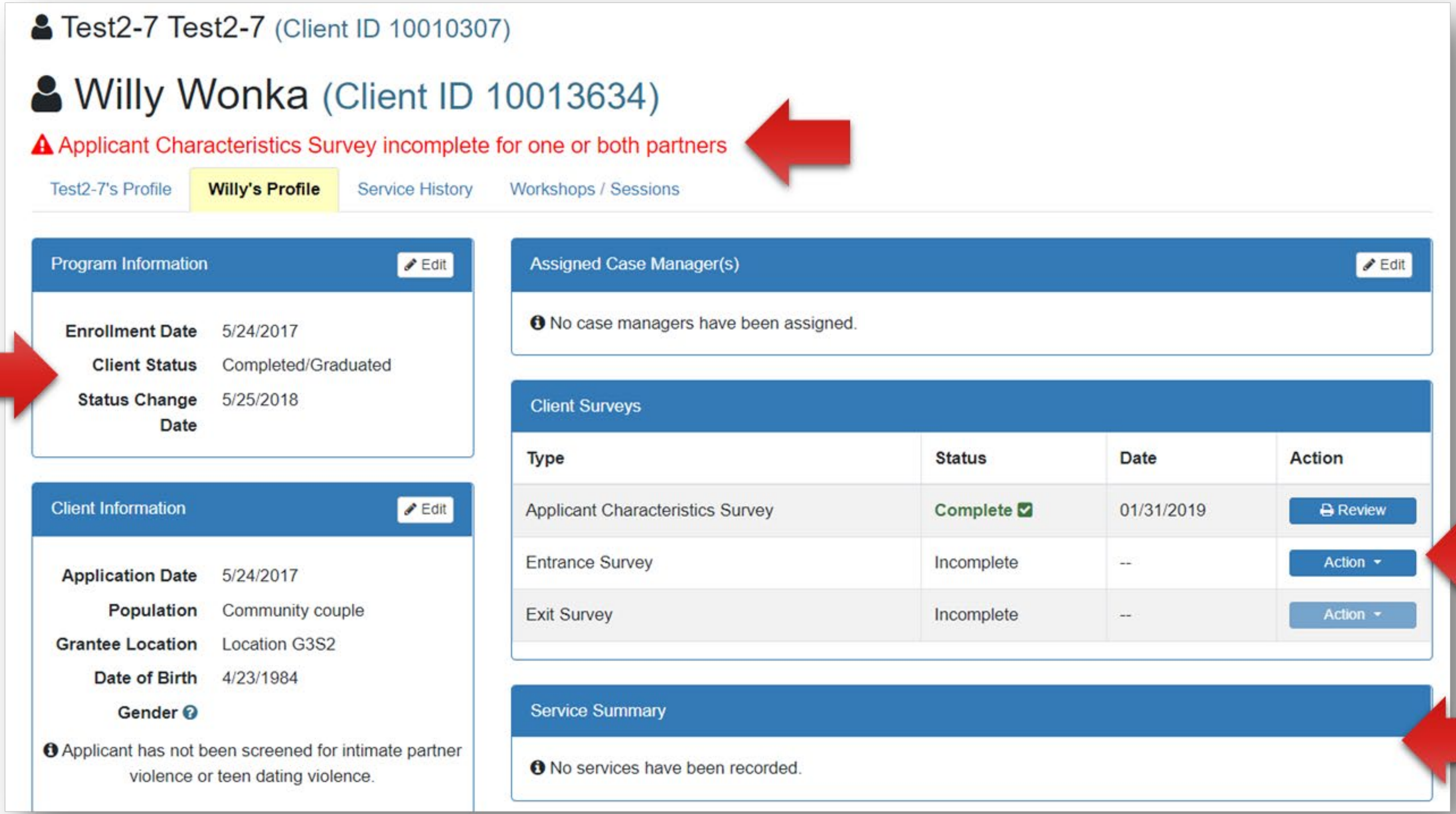
Monitor data collection with nFORM



- Consider the pace of client enrollment and the level of services you provide to plan how often you will use each report and tool
- Review your data to make sure they are entered in a timely manner and are accurate and complete
- Keep client confidentiality in mind as you use the data tools and reports

Review individual client profiles

Confirm client status, survey completion, referrals, and service participation



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Data tools and reports for viewing and analyzing your data!

Query Tool

A data visualization tool

Drill down by options such as date and client population

Operational Reports

Reports showing summary and client-level data

Open in Excel to sort and filter the information

Data Export

Export all data except personally identifiable information

Open in Excel or statistical program to do custom analyses

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Operational reports

*including five new reports for nFORM 2.0!

Caseload Summary	Client Status Report Summary	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*

Reports give real-time access to data and help with activities such as monitoring workshop participation

Demo Grantee

Participation in Primary Workshop(s) - Detail Report

Clients Enrolled 9/30/2018 - 7/30/2019

Location	Client Population	Client ID	Couple ID (if applicable)	Client First Name	Client Last Name	Current Client Status	Enrollment Date	Entrance Survey Completion Date	Most Recent Primary Workshop Session Attended Date	Exit Survey Completion Date	Participation in Primary Workshop(s) Hours	Target for Participation in Primary Workshop(s) Hours	% of Participation in Primary Workshop(s)
Main Street	Adult individual	10012868		Charlie	Brown	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	8	10	80%
Main Street	Adult individual	10012871		Boris	Badenov	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012874		Tweety	Bird	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012877		Bugs	Bunny	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012880		Alvin	Chipmunk	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012883		Sheldon	Cooper	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012886		Alice	Cramden	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Main Street	Adult individual	10012889		Jiminy	Cricket	Completed/graduated	2/2/2019	2/3/2019	6/1/2019	6/1/2019	10	10	100%
Central High	Youth	10012892		Jessica	Day	Completed/graduated	3/1/2						0%
Central High	Youth	10012895		Fred	Flintstone	Completed/graduated	3/1						0%
Central High	Youth	10012898		Speedy	Gonzalez	Completed/graduated	3/1						0%
Central High	Youth	10012901		Max	Green	Completed/graduated	3/1						0%
Central High	Youth	10012904		Carl	Winslow	Completed/graduated	3/1						0%
Central High	Youth	10012907		George	Jetson	Completed/graduated	3/1						0%
Central High	Youth	10012910		Harry	Potter	Completed/graduated	3/1						5%

Open in Excel to sort and filter the table or create graphs with the data

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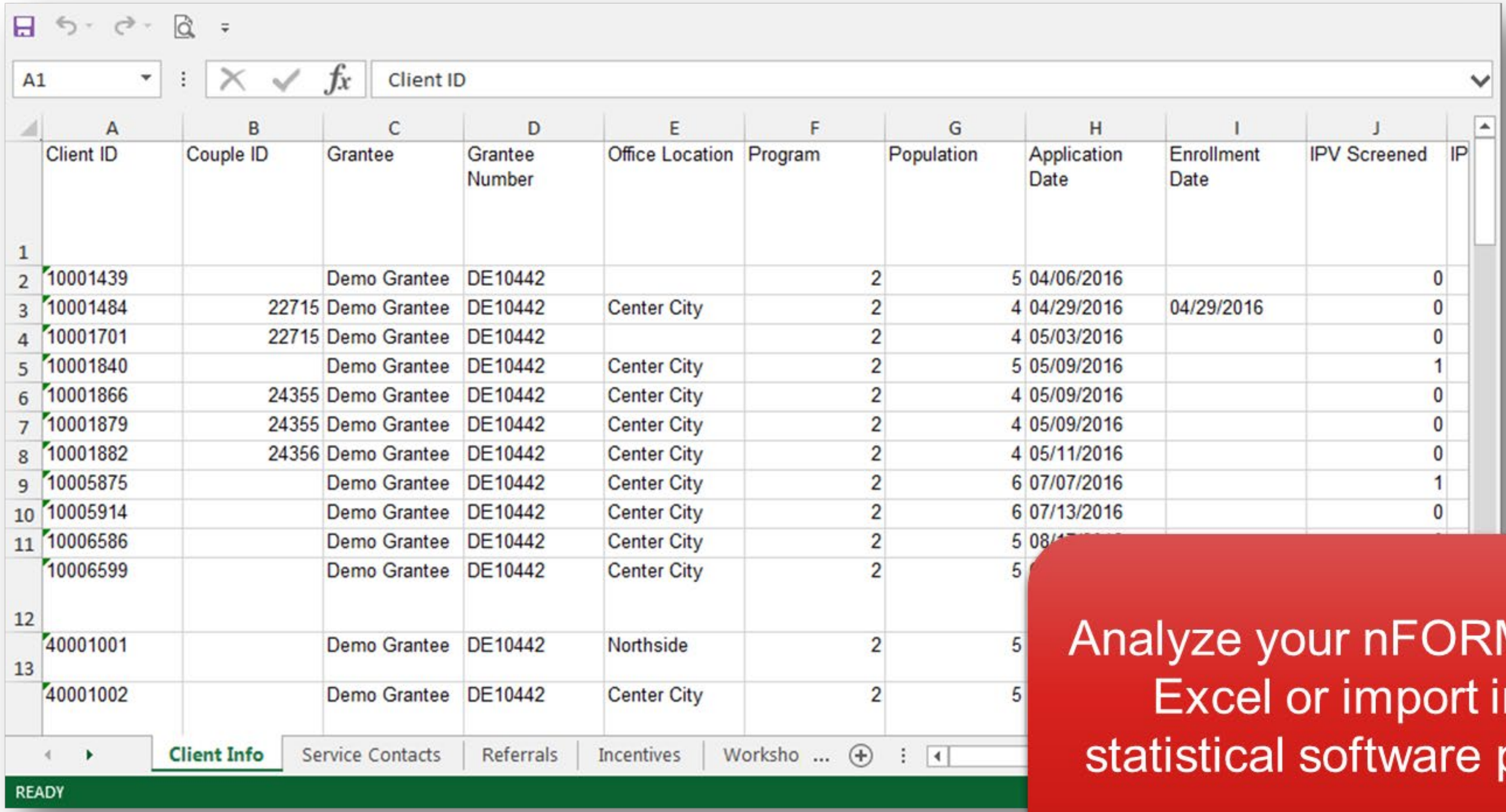
Conduct custom analyses with the data export



	A	B	C	D	E	F	G	H	I	J
1	Client ID	Couple ID	Grantee	Grantee Number	Office Location	Program	Population	Application Date	Enrollment Date	IPV Screened
2	10001439		Demo Grantee	DE10442		2	5	04/06/2016		0
3	10001484	22715	Demo Grantee	DE10442	Center City	2	4	04/29/2016	04/29/2016	0
4	10001701	22715	Demo Grantee	DE10442		2	4	05/03/2016		0
5	10001840		Demo Grantee	DE10442	Center City	2	5	05/09/2016		1
6	10001866	24355	Demo Grantee	DE10442	Center City	2	4	05/09/2016		0
7	10001879	24355	Demo Grantee	DE10442	Center City	2	4	05/09/2016		0
8	10001882	24356	Demo Grantee	DE10442	Center City	2	4	05/11/2016		0
9	10005875		Demo Grantee	DE10442	Center City	2	6	07/07/2016		1
10	10005914		Demo Grantee	DE10442	Center City	2	6	07/13/2016		0
11	10006586		Demo Grantee	DE10442	Center City	2	5			
12	10006599		Demo Grantee	DE10442	Center City	2	5			
13	40001001		Demo Grantee	DE10442	Northside	2	5			
	40001002		Demo Grantee	DE10442	Center City	2	5			

Analyze your nFORM data in Excel or import into a statistical software program

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Reporting to the Administration for Children and Families (ACF)

- **All performance measures data will be stored in nFORM**
- **All numeric information is generated at the touch of a button in nFORM**
- **Grantees will report performance quarterly**
  - PPR = semiannual performance progress report (Months 6 and 12)
  - QPR = quarterly progress report (Months 3 and 9)

Training staff

Compile your data collection plan

- **Use the template to guide your planning**
- **Use the format that works best for your staff**
  - It could be in Word, PowerPoint, or something else
  - Consider plans for each location and/or client population
  - Consider checklists
  - Include a table on roles and responsibilities
- **Review and update your plan as needed**

Demo Grantee Roles and Responsibilities (April 2021)

Name	Role	Responsibilities
Staff 1	Project director	Work with site to plan data collection
Staff 2	Survey administrator	Test Internet and nFORM access Set up surveys
Staff 3	Facilitator	Run workshop and record workshop attendance in nFORM
Staff 4	Data manager	Run the survey completion operational report to confirm clients are enrolled

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Train your staff on the data collection plan

- **The approach should consider the size and experience of your team**
- **Consider modes that will work best for your staff**
  - Virtual
  - In person
  - Videos
- **Incorporate feedback from staff into the plan—the plan is a living document!**

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Plan initial and follow-up trainings

- **Ask staff to study the data collection plan**
- **Talk through the plan as a group**
  - Answer staff questions
  - Discuss logistical concerns
  - Incorporate staff feedback as needed
- **Practice data collection processes with staff**
- **Provide refresher trainings regularly to ensure that data collection processes meet current needs and staff remain familiar with them**
  - Don't forget to train new hires as part of onboarding

Resources for nFORM 2.0 and data collection

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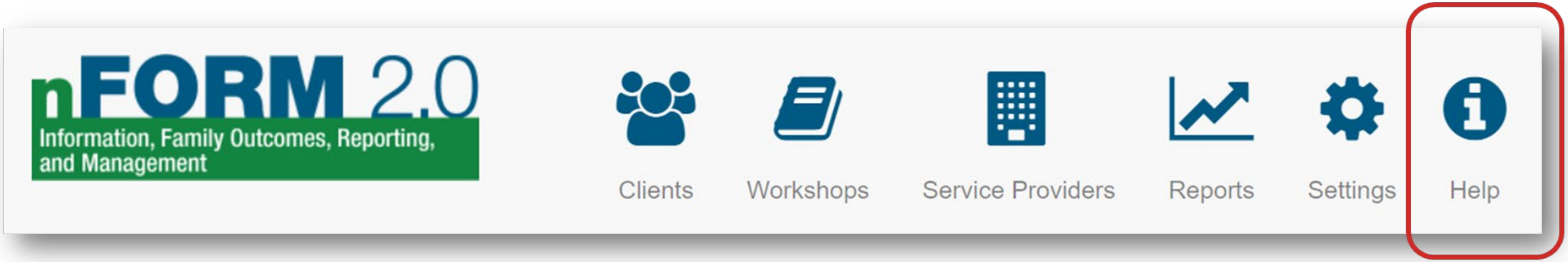
nFORM help page



- **nFORM's help page has many resources to help you**
  - Tip sheets and manuals
  - Training videos
  - PDFs of surveys in English and Spanish
- **nFORM's help page is available without logging in**

nFORM's help desk

- **Submit your questions to nFORM's help desk**
  - Ticketing system integrated into nFORM
  - Responses by email or phone call for complex questions
  - Replies sent during business hours
- **Before the launch of nFORM 2.0, you can email questions to the nFORM help desk**
  - nform2helpdesk@mathematica-mpr.com

Meet the help desk team!


Mathew Stange

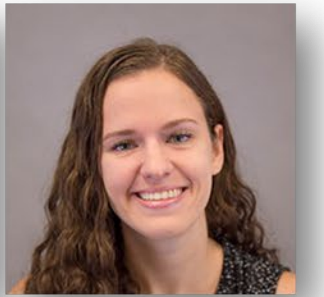

Hannah McInerney


Annie Bounaspina


Ava Madoff


Sarah Castro


Will Stone


Leah Pranschke

Before the launch of nFORM 2.0, you may email your questions to the help desk at nform2helpdesk@mathematica-mpr.com

Next steps during the planning period

- **Complete data sharing agreements and provide information for initial site administrator accounts – thank you to those who have already!**
- **Plan to review upcoming information on nFORM 2.0**
  - Webinars and office hours
  - Tip sheets and manuals
  - HMRF Grantee resource site: hmrfgrantresources.info
- **Plan to attend nFORM 2.0 Welcome Week from March 22nd to 26th**
  - Prep week for the launch of nFORM 2.0
  - The help desk team will create initial site administrator accounts for each grantee
  - Initial site administrators will create other user accounts for their staff and complete grantee set-up activities
  - Multiple office hours planned for tutorials and answering your questions
  - Data collection with nFORM starts April 1, 2021

Questions?