# FACES.NET WORKER DASHBOARD GUIDE

## **CREATION DATE:** October 5, 2012

#### Pointers to Remember:

- 1. The purpose of the Worker Dashboard is to support and assist workers in organizing their daily case management tasks.
- 2. The Dashboard is currently configured for Case Carrying and CPS Investigation workers only.
- 3. The Worker's Dashboard will display upon logging into FACES.NET.
- 4. The Worker Dashboard performance measures will display uniquely based on worker's workload assignments.
- 5. A blank or empty Dashboard will display upon logging in to FACES.NET if you are not identified in FACES.NET as a Case Carrying or CPS Investigation worker.
- 6. The Worker Dashboard will show a selected group of key caseload performance measures based on CPS and Ongoing services.
- 7. Status indicators (traffic signal concept) represent each performance measure status:
  - **Red** (requires immediate attention)
  - Yellow (requires attention soon)
  - **Green** (current)
- 8. A status indicator legend will display after clicking on an identified performance measure hyperlink.
- 9. Supervisors, program managers and administrators will be able to access the Worker Dashboard of social workers assigned under each respective administration.

## 1 Worker Dashboard Overview (Example: Worker with Case assignments only)

#### 1.1 Dashboard Navigation

When logging into FACES.NET, the Dashboard will display on the main screen.



If worker navigates away from the screen, clicking on **My Dashboard** from the left window pane will again display the Dashboard screen. (*See Figure 1*)



Figure 1

## 1.2 Performance Measures

Two tabs are displayed on the Dashboard screen, Current Month and Prior Month.

- **Current Month** tab will display the key performance measures and the status of each for the current calendar month.
- On the first day of each month, visits performance measures indicators on the Current Month tab will start out "red" until current month visits are documented in FACES.
- **Prior Month** tab will display the statues of visits that actually occurred in the prior calendar month. If data entry/recording of prior month visits is outstanding, the prior month tab will display the relevant indicator status.
- Any visits completed in the prior month are shifted to view on the prior month tab, and will be displayed for the full calendar length of days.

Again, the Dashboard will display performance measures based on worker's current workload assignments.

Status indicators will display alongside each performance measure to indicate the level of required attention. Red indicators will display first, yellow second, and then green. The red indicators will also

If you have any additional questions, please call the HelpDesk at (202) 434-0009 Last Updated: 11/13/2012 display with the greatest number first.

Numbers listed within the status indicator are based on specific clients in cases.

If a performance measure is not displayed, then it is not applicable for the workload requirement.

If the count for a status indicator is "0" then that particular status indicator will not be displayed. See Figure 2.



Figure 2

#### 1.3 Performance Measures Hyperlinks/ Detail information

Each Performance Measure can be used as a hyperlink. Clicking directly on the performance measure will allow the worker to view detailed information in the adjacent window.

The details window will display the applicable clients and status indicator of the selected performance measure.

Performance Measures are displayed according to the composition of current case or investigation workload assignments.

If you have any additional questions, please call the HelpDesk at (202) 434-0009 Last Updated: 11/13/2012

The legend at the bottom of the details window will be displayed according to the performance measure.

The legend shows what the color indicators mean for each individual performance measure.

Applicable on Current Month and Prior Month tabs.

The legend will show the threshold for each color indicators. The timeframe in which the status indicator changes color. See figure 3.



Figure 3

## 1.4 Details Window Hyperlinks/Direct Case access

Client IDs displayed in the Details window can also be used as hyperlinks.

Clicking directly on the **ID** hyperlink, workers will be allowed the worker direct access to either the Case record or in some situations, direct access to the specific screen. *See figure 4.* 

Referral Case Clie Organizer Focus History WorkLoad My Dashboard My Assignments	nt Provider Admin DashBoard Worker Name:	Details window hyperlink.		Last R	efresh: 11/	08/2012, 1	Case	•	(	ão
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Figure 4

Clicking on the client **ID** in the details section, will direct worker to the applicable screen in FACES.NET based upon the identified performance measure that was accessed.

Hyperlinks within the details window are available on both Current Month and Prior Month tabs.

After being directly taken to the applicable screen in FACES.NET by clicking the hyperlink, workers will be able to update needed information. In this example, the performance measure selected was the Child Case Plan. Once the client ID selected  $\rightarrow$ Child Case Plan screen  $\rightarrow$ Select Child. See Figure 5

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Clients							
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<ul> <li>Active Clients Participating as Child</li> </ul>							
O All Clients Participating as Child							
Show Cancel							

Figure 5

#### 1.5 Worker Dashboard Refresh

At the time of the scheduled refresh, the system will automatically update any data entry performed and saved in FACES.NET.

The related dashboard performance measures will update accordingly.

The automatic Refresh is scheduled to take place every three-hour between 6:00AM – 9:00PM, daily.

The exact time and date of the Last Refresh will be displayed in the upper right corner of the dashboard. See Figure 6

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	Performance Measures					Child Care	Plan Status			
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11         12         13         14         15         16         17           18         19         20         21         22         23         24           25         26         27         28         29         30         1	→ Child Case Plan Status	2	4	≡ <mark>2679</mark>	۴		10/12/12	Family Case Plan	ß	=
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Figure 6

# 2 Worker Dashboard Overview (Example: Worker with CPS Investigation assignments only)

#### 2.1 Dashboard Navigation

The Dashboard will display performance measures based on worker's current workload assignments.

<u>All</u> navigational steps and pointers listed from above (Case assignments example) are applicable to CPS workload types as well.

CPS Performance Measures are related to investigation key indicators. See Figure 7





• The "Prior Month" tab will be disabled if there were no applicable performance measures in the prior month

# 3 Supervisory/Management access to Worker Dashboard

## 3.1 Navigation

Supervisors, program managers and administrators will be able to access the Worker Dashboard of all case carrying or CPS social workers assigned under each respective administration.

Supervisor/Management will first navigate to the identified worker's workload, as usual.

#### Click Worker Dashboard button.

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Worker's dashboard will display. See Figure 8

# 4 Performance Measure Index

#### 4.1 Performance Measures/ Status Indicators Thresholds

Performance	Description	Red	Yellow	Green
Measure	_			
Investigation Initiation	Shows status of investigation initiations	All victim children have not been contacted face-to- face	N/A	Initiated successful face-to-face contact with all victim children
Investigation Aging	Shows age of investigations to assist investigators to stay within time compliance	30 + days past due	19-30 days	0-18 days
Initial Safety Assessment	Shows status of safety assessments for active caseloads of the investigator	Not Requested	Requested but not approved	Approved Safety Assessment
Four or More Reports	Shows investigations in	Staffing not completed	N/A	Staffing Completed

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Family Case Plan	which the family has four or more prior reports with at least one in the last year Shows case plans	No case plan/ case	No case plan and	Current/ 30 + days
Status	that are due. Shows both initial case plans due within 30 days of case open, and case plans due on the recurring 180 day cycle.	opened more than 30 days or if there is an approved case plan and the case plan date of the most recent approved case plan is more than 180 days	has been opened less than 30 days or there is an approved case plan and case plan date of the most recent approved case plan is more than 150 days but less than 181 days	Until Due
Child Case Plan Status	Shows child case plans due. Shows both initial case plans due within 30 days of case child entering care, and case plans due on the recurring 180 day cycle	No case plan. Child has entered care more than 30 days/ or there is an approved case plan and case plan date of the most recent approved case plan is more than 180 days	There is no case plan and child has entered care less than 30 days/ or there is an approved case plan and case plan date of the most recent approved case plan is more than 150 days but less than 181 days	There is an approved case plan and the case plan date of the most recent approved case plan is less than 151 days
Social Worker Visits to Child Visits- Out of Home for current month	Shows Social Worker Visits to Child –Out of Home for current month	If the child has 0 visits for the current month	One visit still required for the month	Required visits completed
Social Worker to Child Visits–Out of Home for prior month	Shows Social Worker Visits to Child –Out of Home for prior month	If the green threshold is not met	N/A	If two visits are recorded for the prior month, with at least one being in home by the social worker
Visits to Children/Families In-Home for current month	Social Worker Visits to Families in Home for current month	If the household has 0 visits for the current month	There is at least one visit recorded with a household member and the case does not have two visits to household members including one SW to household member in the home for the current month	Required visits completed
Visits to Children/Families In-Home for Prior month	Social Worker Visits to Families in Home for prior month	Two Visits Required for the current month	N/A	If two visits to household members are recorded for the prior month, with at least one being in

				home by the social
Social Worker to	Shows Social	Out of compliance	At Least one visit	worker Required visits
Parent Visits	Worker to Parent Visits	2 visits due this month	due this month	completed
Sibling Visits for	Shows Sibling-	The child has	The child has	Required visits
current month	Sibling Visits in the	siblings placed in a	siblings placed in a	completed
current month	current month	different placement	different placement	completed
	current month	and 0 visits have	and 1 visit have	
		been recorded	been recorded	
Sibling Visits for	Shows sibling-	IF the child has	IF the child has	IF the child has
prior month	Sibling Visits in the	siblings placed in a	siblings placed in a	siblings placed in a
-	prior month	different placement	different placement	different placement
	*	AND zero sibling	AND one sibling to	AND two sibling
		to sibling visits	sibling visits has	to sibling visits
		have been recorded	been recorded for	have been recorded
		for the child	the child.	for the child.
Parent to Child	Shows Parent to	There is an open	If there is an open	If there is an open
Visits for current	Child Visits for	removal and a goal	removal AND a	removal AND a
month	current month	of reunification or	goal of	goal of
		no goal and 0 visits	reunification or no	reunification or no
		have been recorded	goal AND	goal AND
		for the month		
			If it is within the	If it is within the
			second week of the	first week of the
			month and one	month and one or
			visit has occurred	more visits has
			in the month	occurred in the
			between the child and one or more	month between the child and one or
			caretakers in the	more caretakers in
			household OR	the household OR
			If it is within the	If it is within the
			third week of the	second week of the
			month and fewer	month and two or
			than three but at	more visits have
			least one visits have	occurred in the
			occurred in the	month between the
			month between the	child and one or
			child and one or	more caretakers in
			more caretakers in	the household OR
			the household OR	
				If it is within the
			If it is within the	third week of the
			fourth or fifth week	month and three or
			of the month and	more visits have occurred in the
			fewer than four but at least one visits	month between the
			have occurred in	child and one or
			the month between	more caretakers in
			the child and one	the household OR
			or more caretakers	and insuberiord Ort
			in the household	If it is within the
				fourth or fifth week
				of the month and

Parent to child Visits for prior month	Shows Parent to Child Visits for prior month	Four + Parent Visits Not Complete	N/A	four or more visits have occurred in the month between the child and one or more caretakers in the household If there is an open removal and four or more child to parent visits were made in the prior month for the household which the child is member of and for which there is a goal of reunification or no goal AND at least
Weekly visits in first four weeks of placement	Shows Weekly visits in first four weeks of placement	If there is an open placement AND it has been less than 29 days since the placement was	If there is an open placement AND If it is within the second week	two visits were conducted by a social worker of which at least one was by a social worker in the home If there is an open placement AND If it is within the first week since the
		made AND zero visits have been made OR If a placement exists in the last 62 days in which there were less than four visits between the child and a social	following the placement and one visit has occurred between the child and a social worker or other qualified person OR If it is within third week following the	placement and one or more visits has occurred in the seven days since placement between the child and a social worker or other qualified person OR
		worker or other qualified person in the first 28 days of that placement	placement and fewer than three but at least one visits have occurred between the child and a social worker or other qualified person OR	If it is within the first two weeks since the placement and two or more visits have occurred between the child and a social worker or other qualified person OR
			If it is within the fourth week following the placement and fewer than four but at least one visits have occurred between the child	If it is within the third week since the placement and three or more visits have occurred between the child and a social worker

court reports submission in comparison to the next six monthsDaysDaysAND Hearing has not yet happened	or ved
1	
permanency hearing	
Initial Medical         Shows status of         Over Due         Due         If the assessment is	nt is
Assessment medical done and less than	
assessments 90 days following	ng
completed in the first placement	
first 30 days of	
placement	
Initial DentalShows status ofOver DueDueIf the assessment is	
Assessment dental assessments done and less than	
completed in the first 30 days of120 days following first placement	
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