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*)
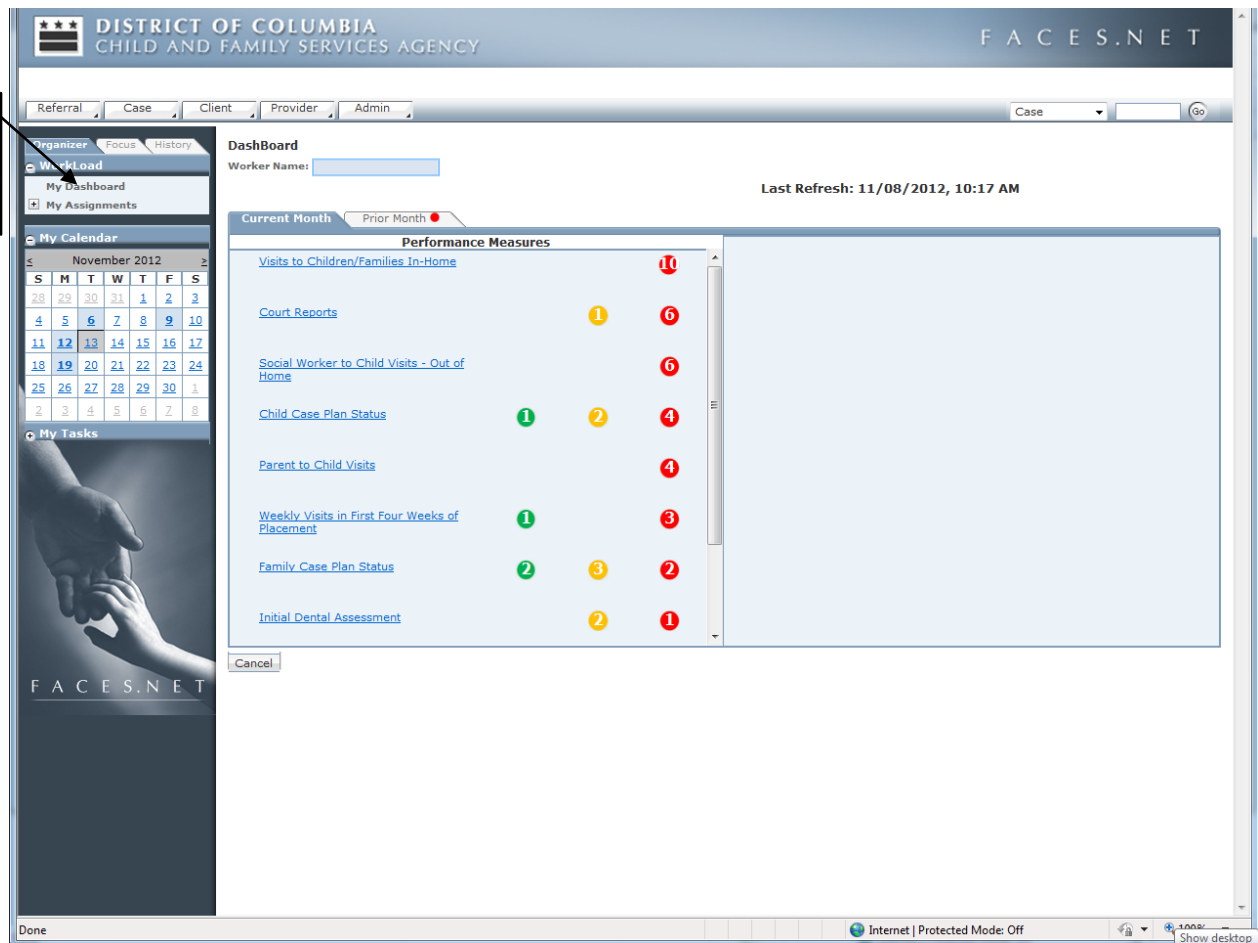

Figure 1

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

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.*
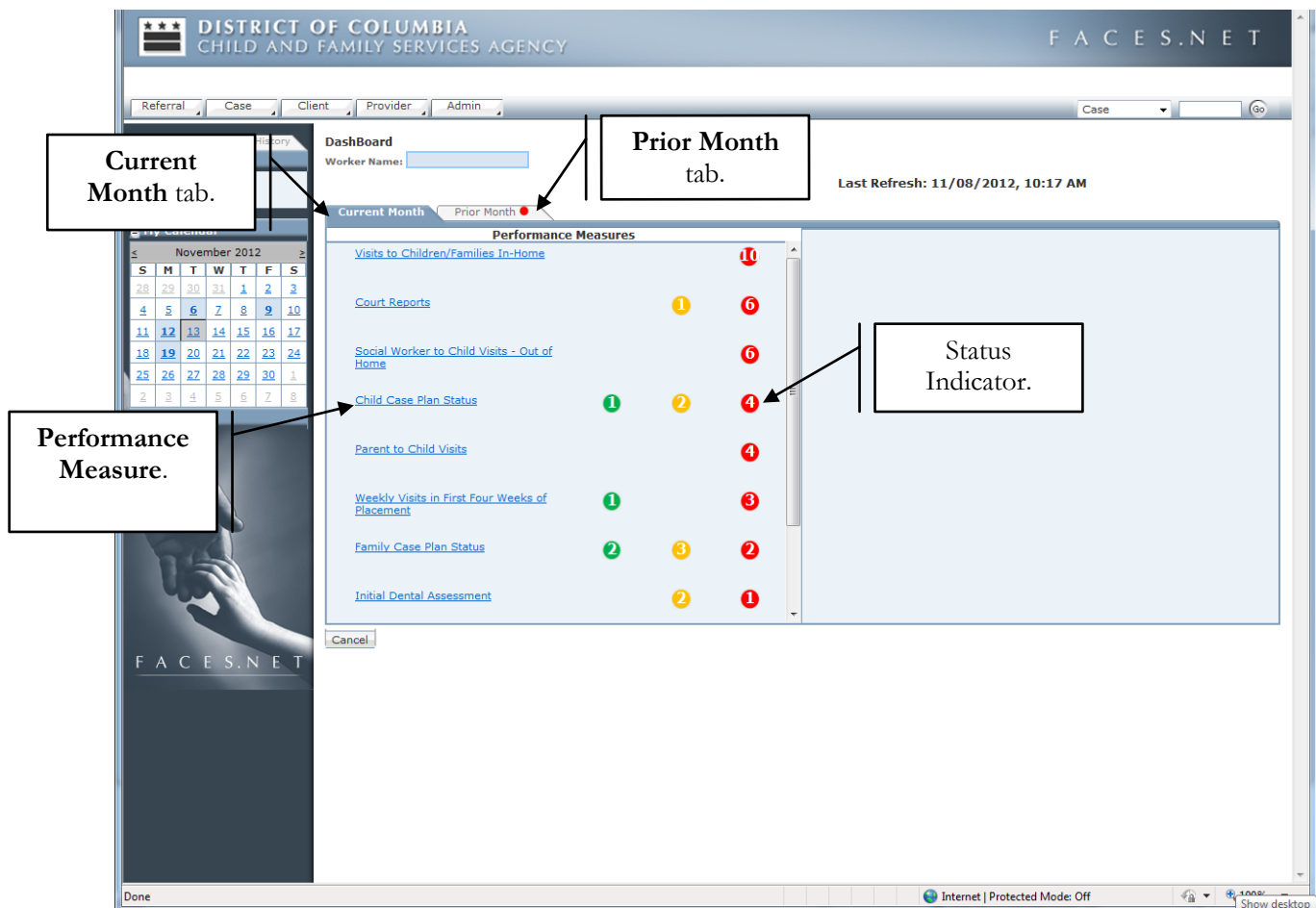

Figure 2

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.

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.*
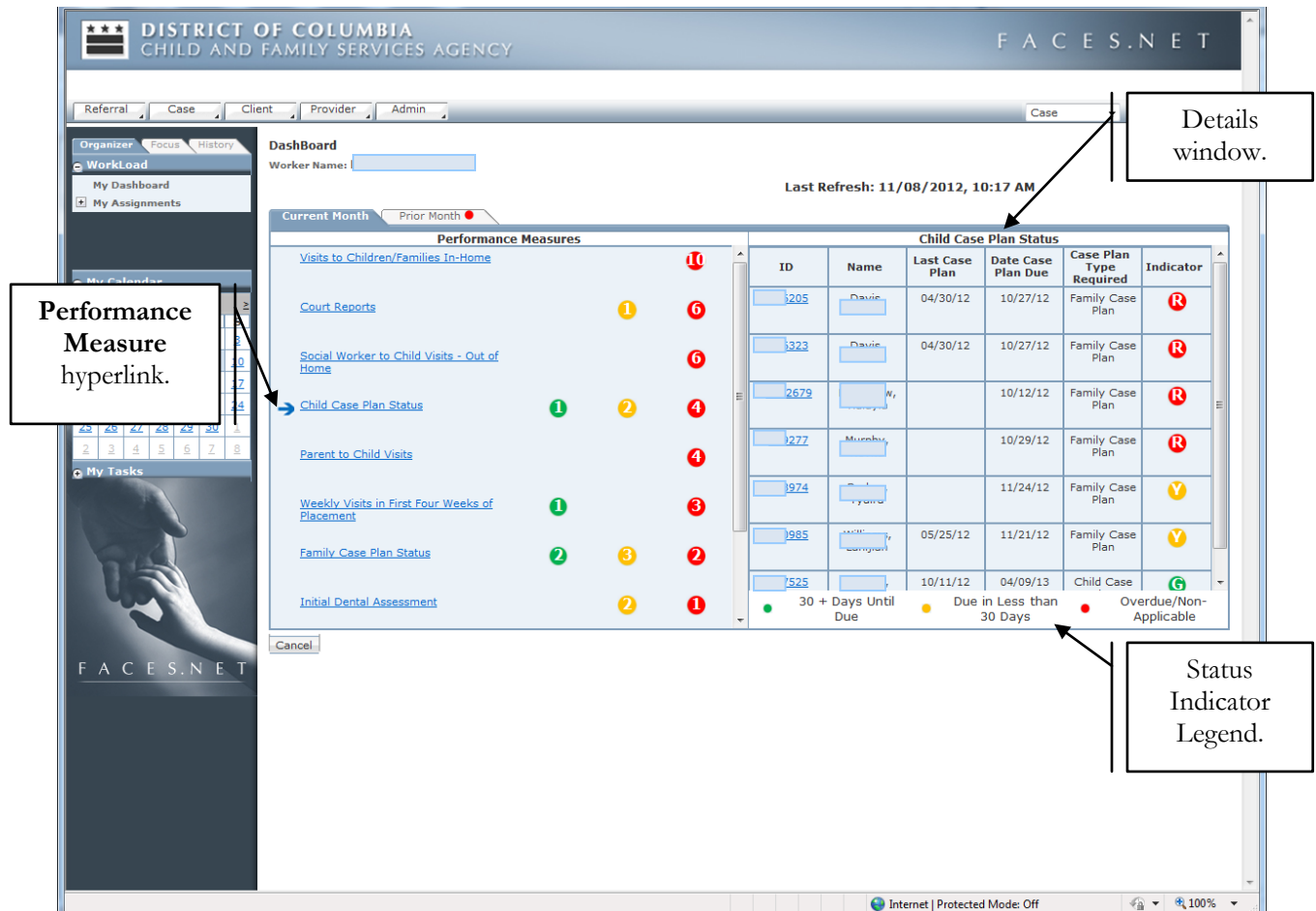

Figure 3

1.4 Details Window Hyperlinks/Direct Case access

Client **ID**s 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.*

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→Child Case Plan screen→Select Child. See Figure 5*

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*
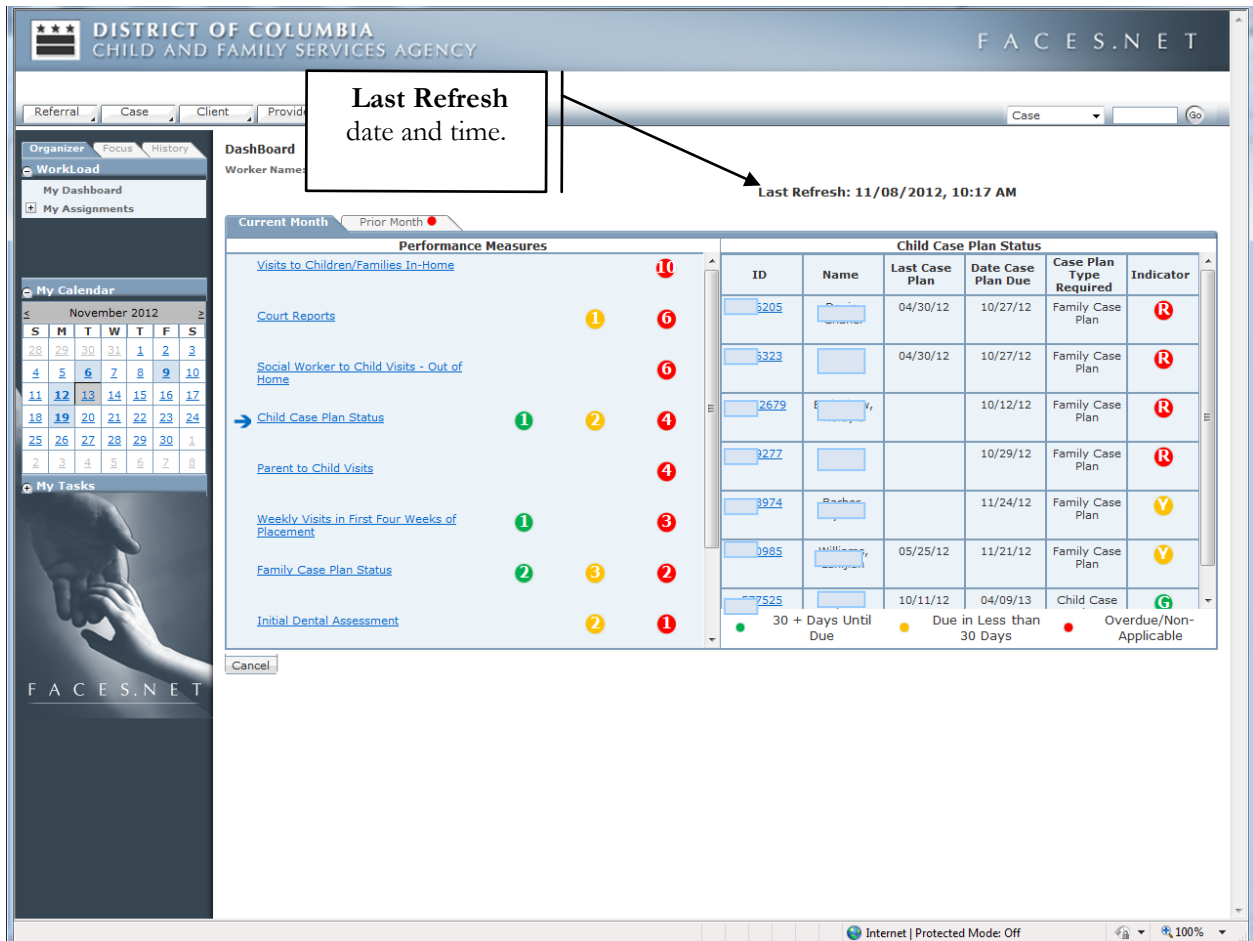
Figure 6

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.

All 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*
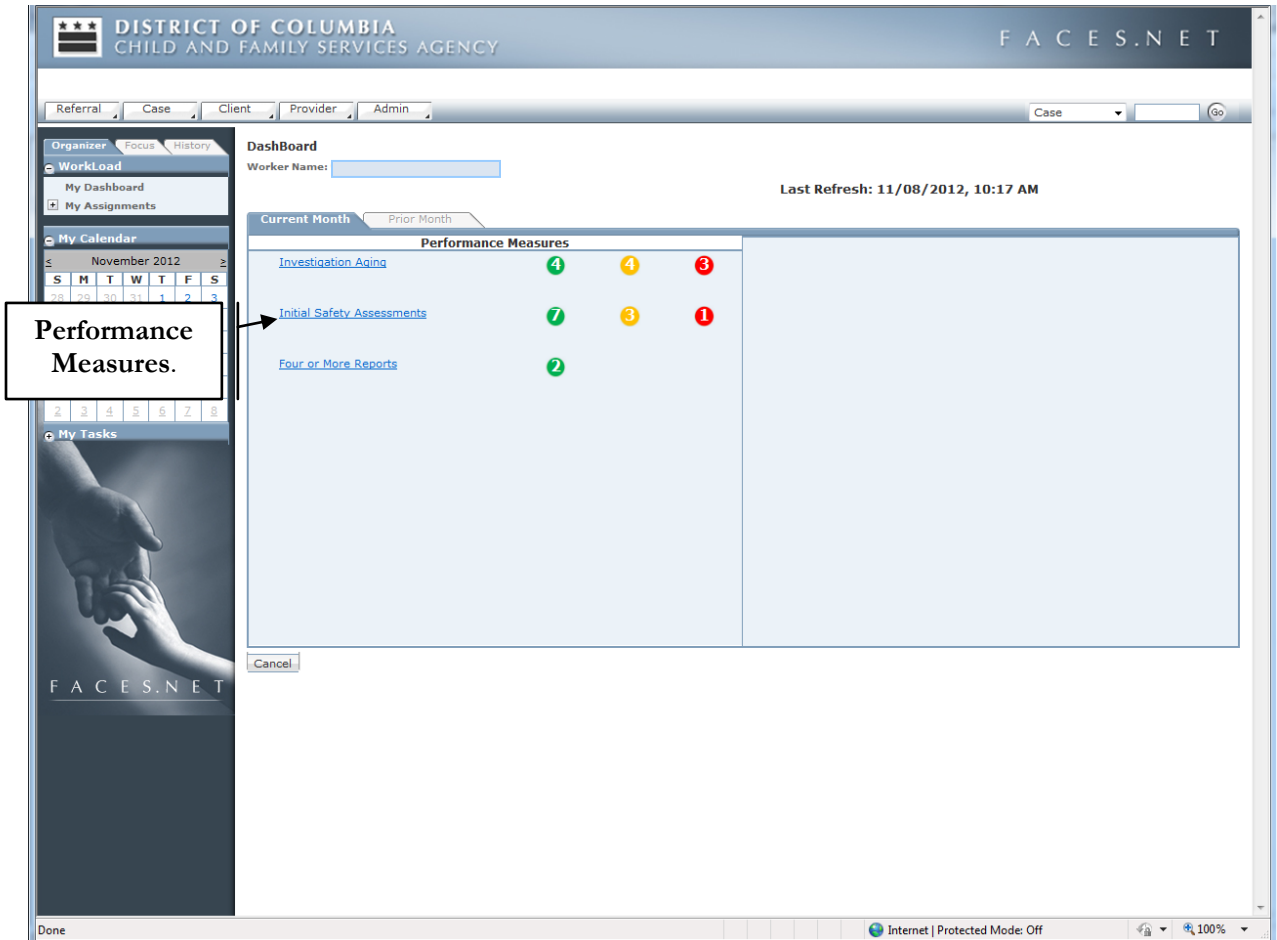
Figure 7

Note:
- 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.

Worker's dashboard will display. *See Figure 8*
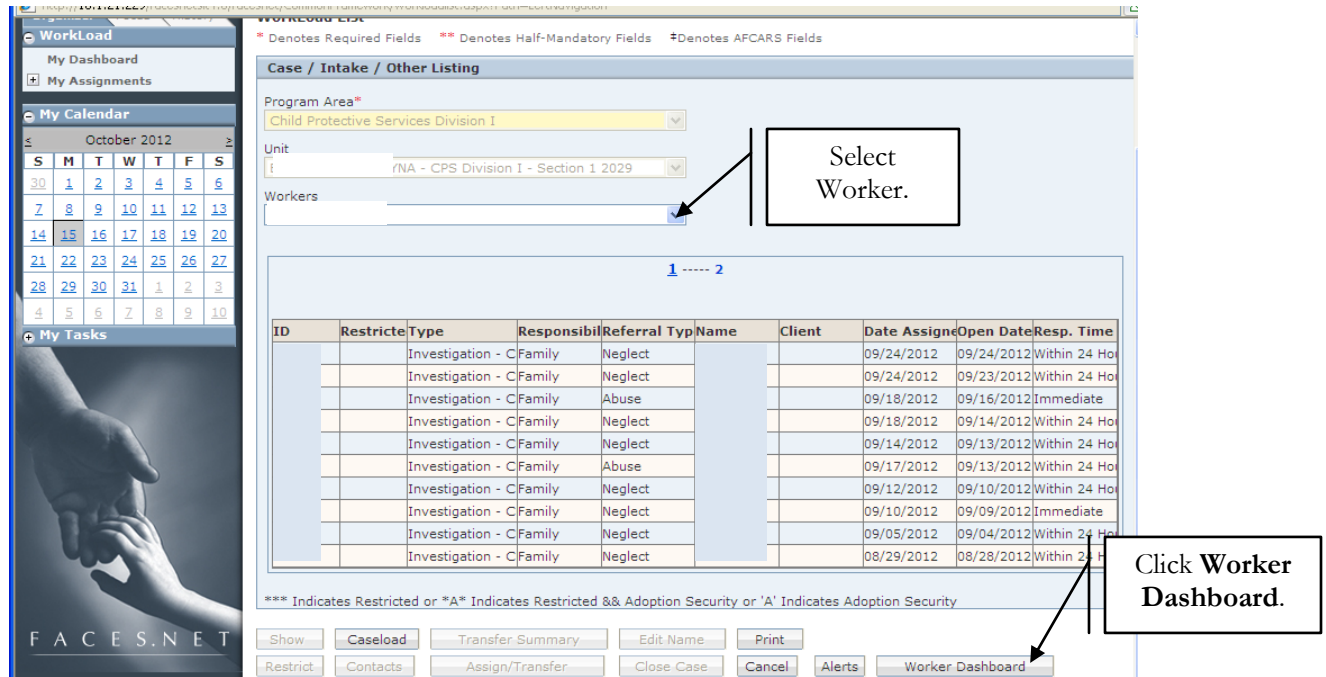
Figure 8

4 Performance Measure Index

4.1 Performance Measures/ Status Indicators Thresholds

Performance Measure	Description	Red	Yellow	Green
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

	which the family has four or more prior reports with at least one in the last year			
Family Case Plan Status	Shows case plans 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.	No case plan/ case 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	No case plan and 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	Current/ 30 + 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 worker
Social Worker to Parent Visits	Shows Social Worker to Parent Visits	Out of compliance 2 visits due this month	At Least one visit due this month	Required visits completed
Sibling Visits for current month	Shows Sibling-Sibling Visits in the current month	The child has siblings placed in a different placement and 0 visits have been recorded	The child has siblings placed in a different placement and 1 visit have been recorded	Required visits completed
Sibling Visits for prior month	Shows sibling-Sibling Visits in the prior month	IF the child has siblings placed in a different placement AND zero sibling to sibling visits have been recorded for the child	IF the child has siblings placed in a different placement AND one sibling to sibling visits has been recorded for the child.	IF the child has siblings placed in a different placement AND two sibling to sibling visits have been recorded for the child.
Parent to Child Visits for current month	Shows Parent to Child Visits for current month	There is an open removal and a goal of reunification or no goal and 0 visits have been recorded for the month	If there is an open removal AND a goal of reunification or no goal AND

If it is within the second week of the month and one visit has occurred in the month between the child and one or more caretakers in the household OR

If it is within the third week of the month and fewer than three but at least one visits have occurred in the month between the child and one or more caretakers in the household OR

If it is within the fourth or fifth week of the month and fewer than four but at least one visits have occurred in the month between the child and one or more caretakers in the household | If there is an open removal AND a goal of reunification or no goal AND

If it is within the first week of the month and one or more visits has occurred in the month between the child and one or more caretakers in the household OR

If it is within the second week of the month and two or more visits have occurred in the month between the child and one or more caretakers in the household OR

If it is within the third week of the month and three or more visits have occurred in the month between the child and one or more caretakers in the household OR

If it is within the fourth or fifth week of the month and |

				four or more visits have occurred in the month between the child and one or more caretakers in the household
Parent to child Visits for prior month	Shows Parent to Child Visits for prior month	Four + Parent Visits Not Complete	N/A	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 two visits were conducted by a social worker of which at least one was by a social worker in the home
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 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 worker or other qualified person in the first 28 days of that placement	If there is an open placement AND If it is within the second week 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 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 fourth week following the placement and fewer than four but at least one visits have occurred between the child	If there is an open placement AND If it is within the first week since 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 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 third week since the placement and three or more visits have occurred between the child and a social worker

			and a social worker or other qualified person	or other qualified person OR If it is within the fourth week following the placement and four or more visits have occurred between the child and a social worker or other qualified person
Court Reports	Shows status of court reports submission in comparison to the next six months permanency hearing	Due in 20 or Fewer Days	Due in 21 to 45 Days	Report Approved AND Hearing has not yet happened
Initial Medical Assessment	Shows status of medical assessments completed in the first 30 days of placement	Over Due	Due	If the assessment is done and less than 90 days following first placement
Initial Dental Assessment	Shows status of dental assessments completed in the first 30 days of placement	Over Due	Due	If the assessment is done and less than 120 days following first placement