MIS Contact Manual

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Dear OunceNet MIS Contact,

This handbook has been specifically tailored to your needs as an OunceNet Management Information Systems Contact. Whether you are fairly new or have assumed this role for many years, you will find that this guide answers many questions that OunceNet users commonly ask.

Your role is one of liaison between the Ounce of Prevention Fund's OunceNet Team and the OunceNet users at your site. In addition to the assistance provided by the OunceNet Team, your guidance will also help ensure that the staff at your site can use OunceNet well. This guide has been provided as a resource tool. Read it all the way through once to get an understanding of the process, then feel free to search through its contents for particular topics, navigational steps, and protocols as needed.

You are the computer liaison for your site. This means that many questions and concerns of staff at your site are addressed to you rather than directly to the OunceNet Team; you may then decide to relay these issues to the OunceNet Team. In the same way, the OunceNet Team may request that you pass on pertinent information to the staff at your site. Therefore, your voice represents that of all OunceNet users at your site, and is an integral voice in providing the best possible services for our participants. Together, our goal is to represent the services we provide in an accurate and consistent manner through OunceNet. Ultimately, we do this for one very important reason: so we can continually improve our program for the benefit of our participants, their children, and families.

Please refer to this handbook whenever an OunceNet question arises, and remember, the OunceNet Team is just a phone call away.

Sincerely,
The OunceNet Team
1.800.789.4815
OunceNetPTS@ounceofprevention.org

OunceNet MIS Contact Description of Responsibilities

General Description: The OunceNet MIS Contact is designated by a Parents Too Soon program to serve as the primary liaison between the PTS program site and the Ounce of Prevention Fund's OunceNet Team. This person keeps all site staff current and informed about the use of OunceNet and regularly contacts the OunceNet team with any information related to the timely and accurate use of OunceNet by site staff. This should take approximately 2-4 hours a week.

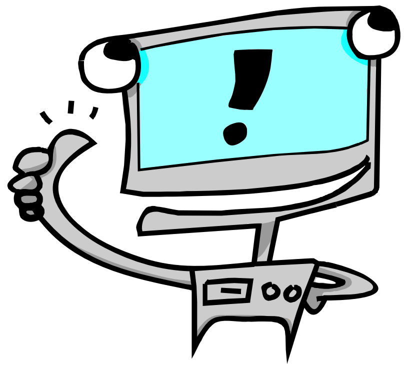
Key Responsibilities and Tasks

<u>Coordination</u>

- Serves as principal site contact for OunceNet team.
- Receives all OunceNet team correspondence and updates.
- Communicates OunceNet information to all users at the site both verbally and through written materials as needed.
- Immediately notifies OunceNet team of any equipment or technical problems affecting the use of OunceNet by site staff.
- Schedules any site visits to install or fix hardware through the OunceNet team, and is present during visits.
- Assists the Program Manager in ensuring OunceNet Quarterly report data is complete and accurate.
- Guides site staff to OunceNet training materials.

<u>Training</u>

- Provides new staff with basic orientation of OunceNet in preparation for OunceNet New User training.
- Schedules on-site OunceNet New User Training within 30 days of the hiring of all new staff, and is present during training.
- Attends all PTS training events designated for OunceNet MIS Contacts.



Required Skills and Competencies

The OunceNet MIS Contact designated by a PTS site must have or acquire the following skills and abilities:

<u>Documentation</u>

- Knowledge and proficiency in the use of OunceNet for documenting services and generating required reports.
- Knowledge and basic proficiency in typing and reading.
- Vision sufficient to see and describe what is displayed on a monitor, as well as the ability to receive and respond to verbal instructions on a phone.

<u>Hardware</u>

- Knowledge and basic proficiency in the use of a computer (including basic equipment operations of booting up a computer, correctly shutting down a computer, using a printer, logging on to the network, backing up data, and detecting and troubleshooting common computer and printer problems).
- Ability and time to support and assist on-site OunceNet users with the basic use of OunceNet and equipment.

What does an MIS Contact Do…

When New Staff Arrive?

Use the following steps to orient new staff members to OunceNet.

1. Call the OunceNet team at 800-789-4815 or e-mail them at ouncenetpts@ounceofprevention.org to schedule the on-site OunceNet New User Training. Remember: all new staff must receive this training within 30 days of their hire date.
2. Before the on-site OunceNet New User Training takes place, orient the new staff members to the computer.

   a. Show them where their computers are, and how to access the opfpts.org website.

   b. Once on the opfpts.org website, you may choose to show your new staff member the following links on the OunceNet Orientation page:

      - The OunceNet Training Site
      This allows new staff to practice entering data before working with real data in OunceNet. (If you don't have your site's user name and password to log into this system, contact the OunceNet team for assistance.)

      - The Outcome Indicators tutorial
      This tutorial provides information about the Participant and Child Outcome Indicators. Although this tutorial is for any staff members who would like to learn more, new staff may find it particularly helpful.

   c. If the new staff member has very little or no experience with computers, provide an initial overview using the materials in the OunceNet Orientation Folder.

3. After new staff members have received this on-site training, you may then assign their OunceNet user ID and password.

What Does an MIS Contact Do…

When OunceNet Sends a Technician to Install or Fix Equipment?

- Make sure to be there
- Be able to identify what the problem is
- Provide assistance as needed to the OunceNet team or technician
- Be able to inform the OunceNet team or technician:
    - Where the computers are located
    - Who usually uses each computer
    - Where all printers are located and to which computer each is connected

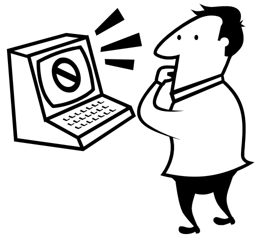
If you cannot be available when the OunceNet team or technician visits, another staff member should be designated to replace you as the OunceNet MIS Contact for the visit. Responsibilities of the back-up OunceNet MIS Contact include having knowledge of the points listed above.

What Does an MIS Contact Do…

When There Is a New OunceNet Procedure?

- Inform all OunceNet users at your site!
- Provide the information to your staff individually or as a group within a reasonable time (no more than a month) of receiving the new information.
- If the new procedure is fairly easy to describe in writing, you may distribute a memo about the update.
- Call the helpline if you need material to help communicate the new information. The OunceNet team is continually creating new handouts for different sections and screens of OunceNet, and these materials can simplify your job.
- If you feel that a staff member needs retraining on OunceNet, please contact the OunceNet team to schedule a formal training.

What Does An MIS Contact Do…

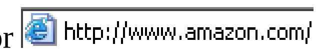


When a Staff Member Can't Access OunceNet?

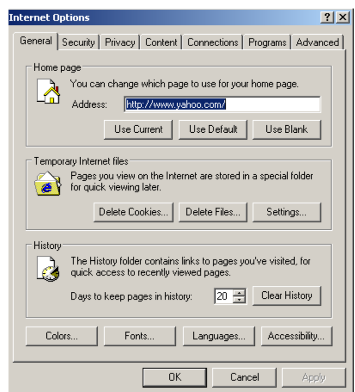
Try some basic troubleshooting by checking the following things:

- Is your computer turned on? (This includes the monitor  and the CPU unit.) 
- Can you access our website? 

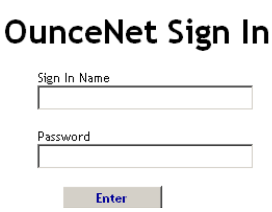
- Can you access other websites? 

or 

- Did you delete your temporary files and cookies? Do this by clicking:
    - Tools
    - Internet Options
    - General
    - Delete Cookies and Delete Files



- Did you double-check the person's sign-in name and password?



- Did you try shutting down the computer? (See next page for instructions.)

If the issue persists after trying these things, call the OunceNet team! They will need the answers to these questions:

- Can anyone at your site access OunceNet?
- How long have you been experiencing the issue?

What Does an MIS Contact Do…

To Shut Down a Computer?

Good Times to Shut Down Your Computer

- When you can log into OunceNet on one workstation, but not another
- When the system freezes

When these things happen the network may not be connected properly, or the system may need to be refreshed.

Navigating to Shut Down

- Click the Start button at the bottom left side of your screen.
- Select Shut Down.
- When the question "What do you want the computer to do?" appears, select "Shut down".
- The system will shut itself down by powering off. All devices connected to the CPU (Central Processing Unit) will also shut down – the monitor, keyboard, zip drive, and disk drives.

Control + Alt + Delete

- Use these three keys in succession to shut down the system manually.
- Implement this procedure only when the computer will not allow you to do one of two things: exit a program (possibly OunceNet) or shut down the system altogether.
- Control + Alt + Delete should be held down until a box with different options appears. This box will contain either:
  - A list of programs that are running, or,
  - A group of options to select from: Lock Computer, Log Off, Shut Down, Change Password, Task Manager, and Cancel
    1. Choose Task Manager, and select the Applications tab
    2. Click on the program(s) to be closed
    3. Click End Task
    4. The program should disappear from the box that displays all open programs

OunceNet Reports

OunceNet Reports

The Reports section is used to access data about your program. By running reports you access and categorize statistical information on participants, services, staff, and accounts. There are several types of reports in OunceNet, but they fall into two main categories: Listing and Administrative.

Listing Reports

Listing Reports provide lists of data for your program broken down by participant or service. These reports are used to manage the caseload, check data to make sure it was entered correctly, and to ensure the individual data matches the quarterly reports. The data in Listing Reports is usually grouped by participant, child, service, or staff member. Grids provide the same type of information as Listing Reports but present the information in a grid format.

Administrative Reports

Administrative Reports are most often those that are run on a regular periodic basis, such as quarterly reports. They provide data and summary statistics on your program that can be used for administrative and accounting purposes. Unlike Listing Reports, Administrative Reports don't include the names of program staff or participants; instead, they provide numbers and aggregate data. Administrative Reports give information on program outcomes, which can then be used to determine if the program is meeting its goals. In addition to accountability purposes, Administrative Reports can also be used to manage and develop your program.

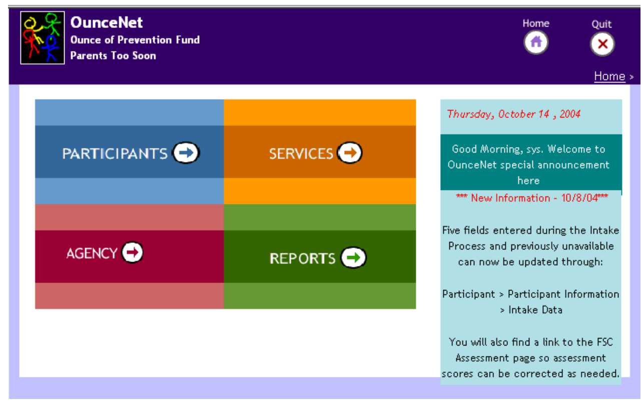
Running a Report

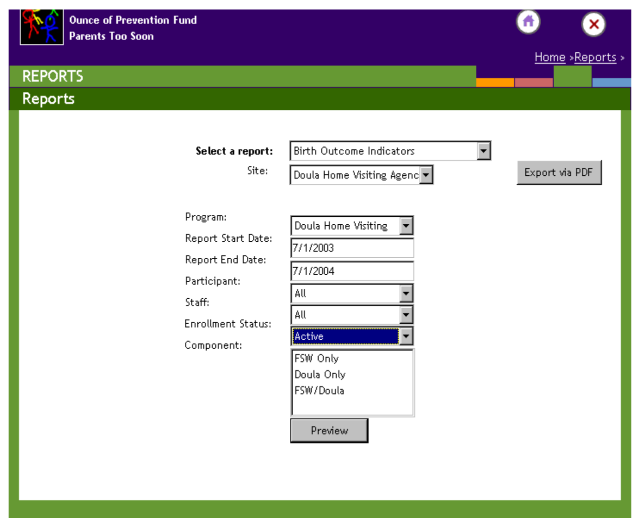
All reports are run in the same way. To run a report:

1) Click Reports on your *Home* screen. This brings you to the *Reports* screen.
2) On the *Reports* screen, select the type of report you would like to run from the drop-down list. (You will need to use the scroll bar on the right side of the box to view the entire list of choices.) When you select a report to run, the fields from which you must choose parameters will then appear.
3) Select or enter the parameters of the report you would like to run.
4) When you have selected the parameters, click Export via PDF. This will run the report.

The report will then appear on your screen. At the top of the report you will see the name of the report and the parameters you chose. At the bottom of each page of the report you will see the date, the time the report was run, and the name of the person who ran the report.

You may now print the report, save it to your computer, or send it to a recipient by e-mail in PDF format.





Quick Steps

1. Click Reports on *Home* screen.
2. Select the report to run.
3. Select or enter your choices for all parameter fields that appear for that report.
4. Click Export via PDF.

Listing Reports

Birth Outcome Indicators
The Birth Outcome Indicators report presents a list of births within the specified date range and information about each birth. It is meant to match exactly the figures generated by the OunceNet Quarterly report and its totals are formatted to reflect this. The report displays the date of birth, delivery type, birth weight, weight category, whether it is a subsequent pregnancy to the program, and breastfeeding initiation. If the Breastfeeding Initiation column says "Missing", a feeding status was not entered during the first 2 weeks of the child's life. The bottom of the report displays the results by category of each outcome indicator. This report is usually most helpful to direct service staff.

Case Listing
The Case Listing report groups by staff and assignment type to present a listing of caseloads. The case list includes basic demographic and program data such as age, address, Service Intensity Level, and enrollment status as of the end date. A summary page adds up caseloads by level assignment. For direct service staff, this report is helpful in keeping up-to-date with changes in the caseload. Supervisors will also find this report helpful in identifying which participants are assigned to which staff member's caseload.

Child Feeding
The Child Feeding report is a basic listing of all feeding records for every child that meets the parameters, grouped by staff name and parent's service type. Each child is listed with his or her date of birth, feeding information and date, and age in months.

Child List
The Child List report is a basic listing of children in the program, their date of birth, age, gender, ethnicity, and Service Intensity Level. The list is grouped by the parent's service type and includes the total number for each service type.

Child Outcome Indicators
The Child Outcome Indicators report is the children's equivalent of the Participant Outcome Indicators report. It first lists all the children grouped by their FSW so that the status of each is shown on developmental screens, immunizations, well child visits, father involvement, feeding, and child care. It then summarizes for each FSW the counts for each outcome, including any missing data. Finally, it breaks down the subtotals and percentages of each outcome for the program. These numbers match those of the OunceNet Quarterly report.

Developmental Screenings
The Developmental Screenings report assembles a list of developmental screenings performed by staff during a given period of time. The list of screenings includes the child's name, date of birth, instrument used, date of screening, and referral decision. The

lists are grouped by staff name and totaled for each staff. The counts for each staff person are then broken down by child age and referral decisions. The end of the report also shows aggregated staff screenings broken down into the same categories. The numbers match those of the OunceNet Quarterly report.

Doula Outcomes
The Doula Outcomes report is a list of all births to participants in the Doula component between the dates you select. The report is grouped by Doula Only and FSW/Doula services. It assembles data about each birth including the assigned Doula, pregnancy outcome, Doula and father birth attendance, c-sections, epidurals, breast feeding (at birth, 6 weeks, 6 months and 1 year) and the number of Doula services they have received (prenatal and postnatal Doula visits as well as FSW visits).

Doula Participants
The Doula Participants report is a list of all participants in the Doula Component between the dates you select. The report is grouped by Doula Only and FSW/Doula services. It assembles data about each participant including the assigned Doula, the pregnancy status, the length of engagement in the program, and the number of Doula services they have received-- including prenatal and postnatal Doula visits, FSW visits, the number of groups, and the number and duration of hospital services.

Doula Services
The Doula Services report assembles a list of Doula services including the participant, date, time, duration, number served, result, Home Visit type and CBFANA type. It lists the basic counts and totals of this data by staff name and service type (Doula Home Visits, Hospital Service, and Group).

Doula Visit Analysis
The Doula Visit Analysis presents the numbers of completed, attempted and expected Doula visits and FSW visits for each participant, both prenatal and postnatal. The numbers are grouped by staff name and separated by short and long term services. The report also provides the overall totals with the percentages of completed and attempted visits as compared to expected, as well as the percentage of completed visits as compared to attempted.

Group Attendance Grid
The Group Attendance Grid shows a grid with one row for every participant on the group roster. It lists participant names, staff names, the total number of sessions and the total number of sessions attended. The grid also shows the individual group sessions to a maximum of 16 group sessions, with a date in the appropriate column if a participant attended that session. The report totals the participants, counts attendance and determines the attendance rate percentage.

Group Roster
The Group Roster report generates a roster of a group or groups. It assembles group members with address data with basic attendance statistics, sorted by whether they are

long term, short term or non-attending. It also displays the number of group members in each group, the number of sessions held, the average number of participants per session and the attendance rate percentage. The Group Roster is a list of all those enrolled in a given group rather than only those who are actually attending.

Happy Birthday
The Happy Birthday report creates a list of all participants' birthdays and ages as of the report end date listed by month.

Happy Birthday Kids
The Happy Birthday Kids report is the list of birthdays and ages for children as of the report end date. The children appearing are the same as those on the Child List report.

Home Visit Grid
The Home Visit Grid shows what days Home Visits occurred with participants. To do this it arranges 32 columns going across the page horizontally. The first column is a participant name, and the remaining columns each represent one day of a month. The report views one month at a time. For each participant and each day the data shows if a Home Visit was scheduled for that day and the result of the Home Visit.

Home Visit
The Home Visit report presents a list of Home Visits by staff name and gives basic totals for each staff person. The report also displays the date, time and duration of each visit, the results (completed or attempted) and whether a Denver screening was done. The Home Visit report reflects the data that has been entered in the Service Ledger of OunceNet.

Intake
The Intake report lists complete intakes entered between the dates you select and all incomplete intakes entered at any time. The report displays the date of intake, participant name, age, component, Service Intensity Level, and the referral source grouped by intake type and staff.

Immunization History
The Immunization History report assembles a list and determines the status of each shot for which a child has records. The report creates a full immunization history and immunization status for each child. Each series of immunizations has a maximum amount of shots required. For example, the DTP should be administered five times in order to complete that series. The VAR only requires one. The grid represents these requirements pictorially by removing spaces if a shot is not required.

Individual Contact Grid
The Individual Contact Grid shows which days Individual Contacts occurred with participants. To do this it arranges 32 columns horizontally across the page. The first column is a participant name, and the rest each represent one day of a month. The report

views one month at a time. For each day the data set shows if an Individual Contact occurred for that participant on that day.

Level Analysis
The Level Analysis displays the Service Intensity Level of each FSW Only participant and lists the Home Visits expected, attempted and completed, grouped by staff member. Last it lists a breakdown of intensity level totals by numbers and percentages.

Parental Efficacy (Mother Baby) Detail
The Parental Efficacy Detail report lists the results for each Mother Baby scale of a participant by date, including both the total score and the individual scores of each scale item. This allows staff to see how a participant's total scores and answers to individual items have changed over time. Participant scores are then averaged by staff member; the overall average of the agency is also displayed.

Parental Efficacy (Mother Baby) Summary
The Parental Efficacy Summary lists the Mother Baby scales for each participant, including the date, total score, the participant's self-rating for how good of a parent they feel they are, and whether or not risk is indicated. Scores are averaged by participant, staff member and agency.

Participant Activity
The Participant Activity report presents a list of services and their duration and result grouped by participant name and listed chronologically. It also gives the same list totaled for each participant.

Participant Enrollment History
The Participant Enrollment History report shows all records from the enrollment table for each participant who meets the date and program enrollment parameters, grouped by staff person. The report displays the enrollment status and date, the core component, and the participant's Service Intensity Level.

Participant List
The Participant List displays the list of program participants, including the date of the first contact, the Service Intensity Level, the staff assigned, ethnicity and age.

Participant Outcome Indicators
The Participant Outcome Indicators report is where information on all of the outcome indicators can be accessed in one place. The report lists the participants, grouped by FSW, by their major outcome statuses as they are on the end date, including birth control, education, employment, medical home, WIC, transience, service reports, parental efficacy and social support. It breaks down outcome totals by status and also has a statistical breakdown for outcomes of all participants. The summary numbers of the last page correspond with those of the OunceNet Quarterly report. Since this report also breaks down the data by participant, it is useful for identifying data that was entered incorrectly.

Participant Mailing Labels
The Participant Mailing Labels report uses the same list of participants as the Participant List report, but formats names and addresses to fit on address labels. Because it is designed to be printed directly onto label sheets, there is no heading displayed on this report.

Pregnancy
The Pregnancy report lists pregnancies that occurred during the time period of the parameters and give each due date, current status, and trimester medical care began. The pregnancies are listed by the assigned staff person.

Referral Statistics
The Referral Statistics report takes a list of referrals made by a specified program over a given period of time and counts them by category and by the agency to which they were referred. It distributes these numbers across months and quarters.

Service
The Service report is similar to the Staff Activity report except that it groups by service type instead of by staff name. It also provides a summary at the end by individual staff and program that groups by service type and shows the total services, duration and number served.

Service Statistics
The Service Statistics report totals the services by service type, dividing them by month and quarter.

Social Support (Who Is There For You) Detail
The Social Support Detail report lists the scores of each Who Is There For You scale of a participant by date, including the individual score for each item, the total number of supports indicated, and the average score of all items. This allows staff to see how a participant's total number of supports and answers to individual items have changed over time. Results are then averaged by staff member and by agency.

Social Support (Who Is There For You) Summary
The Social Support Summary lists the results of each participant's Who Is There For You scales by date, including the total number of supports indicated and the average score of all items. The report also displays the number of times that the participant indicated family, friends/kin, community services and our services as sources of support, and categorizes these as strengths or needs. Scores are averaged by participant, staff member and agency.

Staff Activity
The Staff Activity report presents a chronological list of services with details grouped by staff name. It also gives a summary total for each staff person and for the program.

Staffing
The Staffing report lists all names, hire date, termination date, and FTE breakdown for any staff that was enabled during the specified quarter. These numbers are also compared to the Program Staffing section of the subcontract.

Tickler: Child Outcome Indicators
The Tickler: Child Outcome Indicators report lists any children, grouped by their FSW, who have missing or not up-to-date outcomes. The same outcomes as in the Child Outcome Indicator report are listed. A summary at the end of the report adds the missing outcomes by staff. If a child's outcomes are all up-to-date, that child will not appear on this report.

Tickler: Developmental Screenings
The Tickler: Developmental Screenings report lists the children in each staff member's caseload who need a developmental screening in the next month and a half. It also shows the child's age, how many screenings the child has received, and the number of months since the last screening.

Tickler: Participant Outcome Indicators
The Tickler: Participant Outcome Indicators report lists any participants, grouped by their FSW, who have missing or not up-to-date outcomes. The same outcomes that appear in the Participant Outcome Indicator report are listed. If a participant's outcomes are all up-to-date, that participant will not appear on this report. A summary at the end of the report adds the missing outcomes by staff.

Administrative Reports

DHS Child Outcomes
The DHS Child Outcomes report assembles data for children of active participants turning either 1 or 2 years old during the specified quarter. The report lists the DHS standards for well child visits, immunizations, and developmental screenings, and whether the child is up to date.

DHS Participant Education
The DHS Participant Education report lists the participants who are enrolled or graduated from either high school or a GED program.

Doula Quarterly
The Doula Quarterly report is a summary of Doula services provided during the quarter to Active Doula participants. The report lists numbers for prenatal and postnatal Home Visits, prenatal groups, births and breastfeeding.

Doula Quarterly All Served
This report mirrors the Doula Quarterly, but summarizes Doula services for all Doula participants, whether or not they have yet achieved Active status by receiving three

prenatal Home Visits. The report lists numbers for prenatal and postnatal Home Visits, prenatal groups, births and breastfeeding.

Doula Quarterly Summary
The Doula Quarterly Summary report is a year-to-date summary of the Doula Quarterly report information. It lists numbers and percentages for each quarter and the entire fiscal year for Doula Home Visits, prenatal groups, birth data, and feeding information. Like the Doula Quarterly, the Doula Quarterly Summary lists information for Active Doula participants.

HFI Quarterly
The HFI Quarterly report assembles HFI data on participant and child outcomes and presents it following the requested HFI format.

OunceNet Quarterly
The OunceNet Quarterly report is the most involved administrative report. It assembles program and statistical data in the requested OPF format. The report lists information such as how many staff were hired and terminated during the quarter, expectations for services compared to services attempted and delivered for all levels, Doula and group services grouped by short-term and long-term, and outcome data. The numbers displayed include percentages, subtotals, and a category for missing data to identify where none was entered. Participant demographics and characteristics are listed at the end of the report.
*See the OunceNet Quarterly User's Guide in this manual for more detailed information.

OunceNet Quarterly Summary
The OunceNet Quarterly Summary summarizes the data presented in the OunceNet Quarterly report and presents it in the requested OPF format. Data will show for all completed quarters of the fiscal year you select, and the Year to Date will display consolidated numbers for the year. Benchmarks are also included in this report.

Common Areas of Use for OunceNet Reports

FSW

- Case Listing
- Child Outcome Indicators
- Home Visit
- Immunization History
- Level Analysis
- Parental Efficacy (Mother Baby) Detail and Summary
- Participant Activity
- Participant Enrollment History
- Participant Outcome Indicators
- Service
- Social Support (Who Is There For You) Detail and Summary
- Tickler: Child Outcome Indicators
- Tickler: Developmental Screenings
- Tickler: Participant Outcome Indicators

Doula

- Birth Outcome Indicators
- Case Listing
- Child Feeding
- Doula Outcomes
- Doula Participants
- Doula Services
- Doula Visit Analysis
- Participant Activity
- Participant Enrollment History
- Pregnancy

Group Coordinators

- Group Attendance Grid
- Group Roster
- Participant Activity

Documentation

- Developmental Screenings
- Home Visit Grid
- Immunization History
- Individual Contact Grid
- Intake
- Staff Activity

Supervision

- Case Listing
- Child List

Doula Visit Analysis
Participant Activity
Service
Staff Activity
Tickler: Child Outcome Indicators
Tickler: Developmental Screenings
Tickler: Participant Outcome Indicators

Program Management

DHS Child Outcomes
DHS Participant Outcomes
Doula Quarterly
Doula Quarterly All Doula Served
Doula Quarterly Summary
HFI Quarterly
OunceNet Quarterly
OunceNet Quarterly Summary
Referral Statistics
Service Statistics

Overall Program Development

Case Listing
Child List
Happy Birthday
Happy Birthday Kids
Participant List
Participant Mailing Labels

Deadlines for OunceNet Quarterly and DHS Outcomes Reports

OunceNet Quarterly Reports

- Go over the Top 10 Quarterly Checklist with your site's Program Manager.
- PTS will run the OunceNet Quarterly report for your program on the 30th of the month following the end of each quarter (October, January, April, July).
- Always assist your site's Program Manager to assess the completeness of data and run reports to verify that the OunceNet Quarterly is accurate.

DHS Outcomes Reports

- The OunceNet team will run the DHS Outcomes report on **the 20th of the month following the end of a Quarter.** (October, January, April, July) This report is submitted to DHS <u>by OPF-PTS</u> to indicate your program's level of outcome achievement. This report is only run <u>once</u> per quarter.
- All data input by direct service staff for education, developmental screening, well child visit, and immunization data <u>should be up to date</u> PRIOR to the 20th of the month following the end of a quarter.

Troubleshooting the OunceNet Quarterly Report:

OunceNet Top 10 Quarterly Report Checklist

1. Were there any hires, terminations, or contract amendments this quarter?

2. Have all Doula participants been put into the Doula core component and correct Service Intensity Level (Doula Home Visiting Model)?

3. Have all participants who have finished with Doula services been taken out of the Doula core component and put into the correct non-Doula Service Intensity Level (Level X, 1, 1P, 2, 3, or 4)?

4. Do all participants have a Service Intensity Level assigned?

5. Have all services (Home Visits, Doula Home Visits, Doula Hospital Visits, groups, meetings, community education, and referrals) been entered by staff?

6. For all Home Visits and Doula Home Visits, has the visit type been entered as Prenatal or Postnatal?

7. Are the group rosters reasonably accurate? Do they include all participants who attended even one group?

8. Have all birth, child, and participant outcomes been updated in the past 6 months?

9. Are the “Missing” and “Not Up-To-Date” counts as close to zero as possible for all Outcomes and Characteristics?

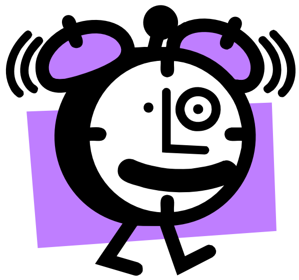
10. Have all participants no longer Active or on Creative Outreach for more than 3 months been closed?

Troubleshooting the OunceNet Quarterly Report:

Listing Reports to Identify Missing or Overdue Data

Section	Listing Report	Parameters
I. A. Program Staffing	Staffing	Quarter and Fiscal Year
I. B. Internal Program Management	Service	Start and End Dates of Quarter; Service Type: Meeting or Supervision
II. A. Home Visiting Services	Level Analysis	Start and End Dates of Quarter
II. B. 1.-3. PTS Doula Services	Doula Visit Analysis	Start and End Dates of Quarter
II. B.4. Attended Births	Doula Outcomes	Start and End Dates of Quarter
II. C. Parent Group Services	Group Attendance Grid	Start and End Dates of Quarter Run For Each Group
II. F. Community Education Services	Service	Start and End Dates of Quarter Service Type: Community Education
II. G. Referral Services	Service	Start and End Dates of Quarter Service Type: Referral Services
III. Beginning	Participant List and Child List	Start and End Dates of Quarter Enrollment Status: Adjust as Needed
III. Participant Indicators	Participant Outcome Indicators	Start and End Dates of Quarter Enrollment Status: Active Core Component: Adjust as Needed
III. Child Indicators	Child Outcome Indicators	Start and End Dates of Quarter Enrollment Status: Active Core Component: Adjust as Needed
III. Birth Indicators	Birth Outcome Indicators	Start and End Dates of Quarter Enrollment Status: Active Core Component: Adjust as Needed

Troubleshooting the OunceNet Quarterly Report:



Ensuring That Outcome Indicators Are Up to Date

Below are the schedules for when each Outcome Indicator should be updated. If this schedule is not followed, the OunceNet Quarterly report will display the data as Overdue.

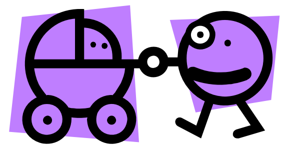
Participant Outcome Indicators

Service Plan	At intake and every six months
Social Support Scale	At intake and every six months
Parental Efficacy Scale	At intake and every six months
Homelessness	At intake and every six months
Participant Patterns	At intake and every six months
Education	At intake and every six months
Employment	At intake and every six months
Medical Home	At intake and every six months
Birth Control	At intake and every six months
WIC	At intake and every six months
Referrals	Whenever they occur
DCFS Reports	Whenever they occur

Child Outcome Indicators

Developmental Screenings	Every three months until the child is twelve months old, and every six months thereafter
Well Child Visits	Every three months until the child is twelve months old, then every six months until the child is two years old, and every twelve months thereafter
Immunizations	Whenever they occur
Father Involvement	At birth and every six months thereafter
Child Care	At birth and every six months thereafter
Feeding	When the child is two weeks, six weeks, six months and one year old. After the one-year update the screen need not be updated again.

Troubleshooting the OunceNet Quarterly Report:



Assigning the Correct Enrollment and Service Intensity Level

Remember to assign the correct enrollment status and Service Intensity Level for each participant.

Creative Outreach:

- The participant has received an initial contact and has signed a consent form, but has not received a Home Visit, **OR** the participant was actively enrolled but has missed three consecutive Home Visits at the expected frequency.
- The participant should remain in this status no longer than three months.

Active:

- The participant has received a Home Visit by a Home Visitor or Doula Home Visitor, has signed a consent form, and has completed the Intake process.

Closed (one or more may apply):

- The participant was in Creative Outreach status for over three months.
- The participant has completed/graduated from the program.
- Any other applicable reason for closure, such as moving away.

Once a participant becomes Active, you must also choose their Service Intensity Level. Any Doula participant should be assigned the Doula Home Visiting Model Service level. Assign Active FSW participants one of the following levels based on the frequency of visits:

Level 1	1 visit per week
Level 1P	2 prenatal visits per month
Level 2	2 visits per month
Level 3	1 visit per month
Level 4	1 visit per quarter

OunceNet Quarterly Report User's Guide

Ounce of Prevention Fund / Parents Too Soon

I. PROGRAM STAFFING and INTERNAL MANAGEMENT

A. Program Staffing

This section summarizes staffing changes for the quarter. All staff that were Active at all during this quarter must be <u>entered on the contract</u> record that applies to this quarter, and they must have a <u>Hire Date on their staff profile</u> in order to be reflected in this section. The Expected Totals count also comes from the contract.

B. Internal Program Management

This section shows a simple count of meetings for the quarter, and compares that count to the expected amounts set in the contract. A count of Individual Supervisions is also listed, without a comparison to the expected number.

II. SERVICES

A. Home Visiting Services

<u>1. FSW Active Caseloads</u>

This section has two parts. The first part shows a count of the Active FSW caseloads from the quarter, that is anyone who had an enrollment record for this quarter that was Active and in the FSW component. It splits them into FSW Only and FSW/Doula groups depending on the <u>last</u> component combination they carried.

The second part is a measure of how the actual assignments of participants to their Home Visiting service levels compares to the projected service levels as indicated in the contract. The expected line comes from the contract's Home Visiting page. The actual assignment breakdown comes from an analysis of <u>the service level assignments to Active and Creative Outreach FSW Only participants during the quarter</u>.

<u>2. FSW Only Visits</u>

This section makes no comparison to expectations outlined in the contract. It compares actual visits to visits expected given the level participants are assigned. For each week a participant spends at a given level, there is an expectation set of some fraction of Home Visits to be delivered. Added up across weeks and across participants this creates a total expectation for each level. While on any given level each participant may receive attempted or completed Home Visits. These too are summed across participants giving total completed and attempted figures for each level. Comparing these totals gives the percentages of completed to attempted, completed to expected, etc. Keep in mind that every completed Home Visit is also an attempted Home Visit.

3. Parent Child videos and PCOGs

This section is a simple count of the number of videos, PCOGs, and discussions of videos completed during the quarter. This data comes from the Home Visit service page in OunceNet.

B. PTS Doula Services

1. PTS Doula Participants

This first part shows a count of the Active Doula caseloads from the quarter, that is anyone who had an enrollment record for this quarter that was Active and in the Doula component. It splits them into Doula Only and FSW/Doula groups depending on the last component combination they carried.

2. Visits to Long Term Participants

This section compares actual visits to expected visits for Active and Creative Outreach FSW/Doula participants. OunceNet measures the portion of each month a participant is "accountable" for the 6 months of the Doula model. Being accountable means a status of Active or Creative Outreach in the Doula component, and for the prenatal months it means the baby has not been born yet (so if a baby is born a month early the program is not accountable for the 9^{th} month portion of the model). This portion of each month is multiplied by the expected visits for that month and then summed across prenatal and postnatal months to arrive at expectations. These expectations are compared to the actual number of prenatal and postnatal visits completed or attempted, as entered in the Service Ledger.

3. Doula Visits to Short Term Participants

This section compares actual visits to expected visits for Active and Creative Outreach Doula Only participants. It is done in exactly the same way as for the Long Term participants, but OunceNet does not track FSW Visits or Combined Visits for Doula Only participants, so those parts do not apply here.

Some things to keep in mind for Doula Visit Figures:

- Doula Only means Short Term, FSW/Doula means Long Term.
- The distinction between Doula Only and FSW/Doula participants depends on the last component combination they carried for the quarter.
- Combined Visits do not exist as a service in OunceNet yet. Until they do, any section referring to them will be blank or filled with zero and NA.

- Creative Outreach participants are considered in analyzing Doula Visits because such a large portion of a Doula participant's time might be on Creative Outreach.

4. Attended Births

This section compares the actual number of Doula-attended births for Doula participants performed this quarter to the expected number as set by the contract. The attended total comes from the Doula Data page accessed from the Child Intake screen and it does not in any way reflect Doula Hospital Services from the Service Ledger. To be counted, the child must have a DOB during the quarter, must be checked as a Doula-Attended birth, and the mother must carry either an Active or Creative Outreach status for the Doula component at some time during the quarter. Non-live births are still counted as long as the DOB and Doula information is entered. Expectations come from the contract but indirectly; there is no expected attended-births field.

C. Parent Group Services

The top section gives totals for all groups held during the quarter, including a count of groups, a count of sessions, and counts of participants served. The Average figure takes a grand total of group attendance in the quarter and divides it by an unduplicated count of all participants who attended any group in the quarter. The Percentage figure divides the number of Active Long Term participants who attended a group by the total number of Active Long Term participants in the program during the quarter.

The second and third section shows the data group by group and separates them by group type, Ongoing or Prenatal. The Average Number Attending takes the total number of group attendances and divides by the number of sessions. This indicates approximately how many people attended each group. The Attendance Rate takes the Avg. Attending and divides that by the total served; both figures are visible on the page.

Things to keep in mind about groups:

- The Quarterly counts any groups that held sessions during the quarter.
- If no one attends a group, the group does not count on the Quarterly.
- The contract divides groups into Ongoing and Prenatal - so the Quarterly does too. Other group types, such as Transitional and Other, are lumped into the Ongoing category.
- The distinction between Long and Short Term depends on the participant's status at the end of the quarter.

D. Family Assessment Services

This section counts all the FSC Assessments entered this quarter. An assessment score at or above 25 is counted as a Positive assessment; a score of less than 25 is counted as Negative. Within the Positive assessments, further categories are broken down. If the participant ever carried an enrollment status of Active or

Creative Outreach, they will be in the first count of "# Active or Creative Outreach" regardless of the FSC Outcome. For positive, non-enrolled assessments the report uses the Assessment Outcome to categorize. The expected figure to the left comes from the contract.

E. Clinical Infant Mental Health

This section compares the total number of participants served in the Infant Mental Health (IMH) component to the total number expected by the contract on a monthly basis. The only way to show a participant to be participating in IMH is on the enrollment screen, by selecting IMH under Other Component. <u>A participant is considered served by IMH for whatever months an enrollment with an IMH component applies.</u> The Short Term aspect to IMH is not currently reflected in OunceNet.

F. Community Education Services

This section shows all of the events that were held this quarter and entered in the Service Ledger. It also shows the total number of participants attending the events.

G. Referral Services

Part 1 of this section reflects referrals that have been identified as Outcome Indicators. They always appear, regardless of whether any referrals of their type have actually been made. Part 2 reflects all the other referrals made during the quarter.

III. OUTCOMES

Top of Section III

This very first part at the top of page 5 is unique in that it presents some datasets that are not used in the rest of Section III. The datasets are defined as follows:

- <u>Total Participants Served:</u> This is a count of any participant with an enrollment record who received at least one of the following services during the quarter: Home Visit (Doula or FSW), Individual Contact, Group Service, or Doula Hospital Service. If a person received a service but had no enrollment records at all (certain Group Only participants), that person would not be counted here.
- <u>Creative Outreach Participants:</u> Of those participants served, some of them never carried an Active status during the quarter but they were assigned to Creative Outreach at some point.
- <u>Closed Participants (served):</u> Of those participants served, some of them never carried an Active or a Creative Outreach status during the quarter.

Below the counts of participants served, there are three rows of data in a box. The remainder of the Quarterly is concerned with the three datasets represented by these three rows. These three datasets are defined as:

- Active Participants: Any participant who carried an enrollment status of Active at any time during the quarter.
- Births This Quarter To Active Participants: Any live birth of an Active participant during the quarter.
- Children of Active Participants: Any child of an Active participant who was not closed out before the quarter began.

Each outcome indicator in Section III displays which dataset is used (Active Participants, Births or Children). The Total shows which dataset is used for each outcome indicator and should match the boxed rows at the beginning of Section III.

The Quarterly's datasets are divided into three groups based on components:
FSW Only, FSW/Doula and Doula Only.
The first column provides a total of all Active Participants (or Births or Children) in order to evaluate the program as a whole for each outcome indicator. No Participant (or Birth or Child) is counted in more than one component. The determination of how someone is counted is based on the component assigned on the last day of the quarter (for participants who were closed on the last day it would be the last component they carried). Children are automatically registered in their mother's component.

It is possible due to data errors that the total for a given section does not match the dataset total that it should. When this happens a message should appear on the report itself, "DATA ERROR, CHECK RECORDS". The OunceNet Team should be alerted to help do this checking.

A. Healthy Parent Child Relationships

1. Participant Indicator: Mother Baby Questionnaire
The Mother Baby Questionnaire, also known as the Parental Efficacy Scale is a Long Term Participant Only Indicator. Any participants in the Doula Only column will always show up as Missing, since they must not influence the total percentages. The Missing row should show all zeros for FSW Only and FSW/Doula because if the date of those participants is not complete they will appear as Not Up-To-Date.

The first Questionnaire should occur within 45 days of the participant's first Active or Creative Outreach date in the FSW component. Subsequent scales should occur within 183 days of each other (6 months). Mother Baby Questionnaire should be completed only on participants who enrolled in the program as of or after July 1, 2004.

2. Child Indicator: Father Involvement
Father Involvement is a Child Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

B. Improved Health and Emotional Development of Pregnant and Parenting Teens

1. Participant Indicator: Who Is There For You Questionnaire
The Who Is There For You Questionnaire, also known as the Social Support Scale, is a Long Term Participant Only Indicator. Any participants in the Doula Only column will always appear as Missing, since they must not influence the total percentages. The Missing row should show all zeros for FSW Only and FSW/Doula because if the data of those participants is not complete they will appear as Not Up-To-Date.

Like the Mother Baby Questionnaire, the first Questionnaire should occur within 45 days of the participant's first Active or Creative Outreach date in the FSW component. Subsequent scales should occur within 183 days of each other (6 months). Social Support Questionnaire should be completed only on participants who enrolled in the program as of or after July 1, 2004.

2. Participant Indicator: Medical Home
Medical Home is a Participant Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

3. Birth Indicator: Delivery Type
Delivery Type is a Birth Outcome Indicator for all components that will show as missing if not entered.

C. Reduction In Expected Rates of Subsequent Pregnancy

1. Participant Indicator: Contraception
Contraception is a Participant Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

2. Birth Indicator: Subsequent Births
Subsequent Births is a Birth Outcome Indicator for all components that will show as missing if not entered. Site staff must deliberately designate a child as a Subsequent Birth in order for it to be counted as a subsequent birth.

D. Healthy Growth and Development of Children of Pregnant and Parenting Teens

1. Participant Indicator: WIC

WIC is a Participant Outcome Indicator for all components that will appear as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

2. Birth Indicator: Birth Weight

Birth Weight is a Birth Outcome Indicator for all components that will appear as missing if not entered. A Birth Weight that is lower than 54 ounces is Very Low, between 54 and 87 is Low, and greater than 87 is Normal.

3. Birth Indicator: Breastfeeding Initiation

Breastfeeding Initiation is a Birth Outcome Indicator for all components that will show as missing if not entered, or if not entered with a Feeding start date within 2 weeks of the date of birth.

4. Child Indicator: Immunizations

Immunizations is a Child Outcome Indicator for all components for which there should be no missing values - all children are either Up-To-Date or Not Up-To-Date. A child is considered Not Up-To-Date if they have any immunization that is needed on the last day of the quarter. A needed immunization is any immunization that has not been designated as Delayed or Exempt and for which the needed date has passed.

5. Child Indicator: Well Child Visits

Well Child Visits is a Child Outcome Indicator for all components for which no one should show up as missing - all children are either Up-To-Date or Not Up-To-Date. The category determination is made based on the age of the child on the quarter end date and the date of the most recent well child visit by that end date. If a child has received a visit within the time period specified for their age group, then they are considered Up-To-Date.

6. Child Indicator: Developmental Screenings

Developmental Screenings is a Child Outcome Indicator for all components for which no one should show up as missing - all children are either Up-To-Date or Not Up-To-Date. The category determination is made based on the age of the child on the quarter end date and the date of the most recent developmental screening by that end date. If a child has received a screening within the time period specified for their age group, then they are considered Up-To-Date.

6. Child Indicator: Developmental Screening Outcomes

Developmental Screening Outcomes is a Child Outcome Indicator for all components that can be listed as missing if the child never had a screen or if the results of screenings were not entered. The category determination is made based on the outcomes of developmental screenings. If a child ever had a screen with a referral they are listed under “Referred to CFC.” Of those not in that category if they ever had a Rescreen they are listed under “Rescreen.” The rest are listed under “No Referral Necessary”, which includes those who never had a screen because they are less than 3 months.

E. Enhanced Self Sufficiency

1. Participant Indicator: Education
Education is a Participant Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

2. Participant Indicator: Employment
Employment is a Participant Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter.

3. Participant Indicator: Service Plan
Service Plan is a Participant Outcome Indicator for all components. The Missing row should always show all zeros. A participant is considered Not Up-To-Date if the date on the last service plan is more than 183 days (6 months) before the end date of the quarter.

4. Participant Indicator: Transience
Transience is a Participant Outcome Indicator for all components that will show as missing if not entered, or entered more than 6 months (183 days) before the end date of the quarter. The data is entered as the number of days transient, and based on the number entered in the most recent transience record participants are classified in the appropriate category.

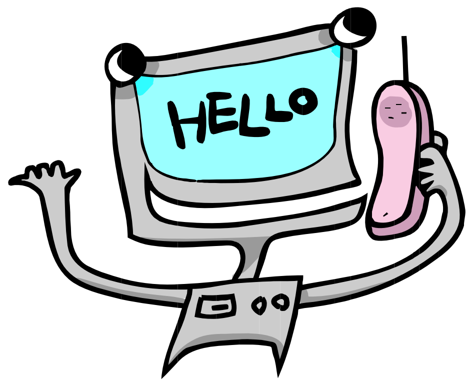
IV. PARTICIPANT CHARACTERISTICS

Section IV displays the demographic and risk and resilience characteristics these participants featured at intake during the specified quarter.

All five sub-sections are data points at intake. The risk and resilience questions are asked in the intake process. The age is calculated based on the participant’s DOB and their intake date. Pregnancy status is based on the participant’s intake date and the dates concerning their pregnancies.

Appendices

Acquiring New OunceNet Equipment



Call OunceNet Helpline at 1-800-789-4815. We will help you determine the next steps.

How do I know if I'm eligible to receive new OunceNet equipment?

You might be eligible to receive new OunceNet equipment in one of the following cases:

- Your equipment is 3 years or older
- Your program has expanded and you need more computers to meet the 3:1 staff to computer ratio

What do I do next?

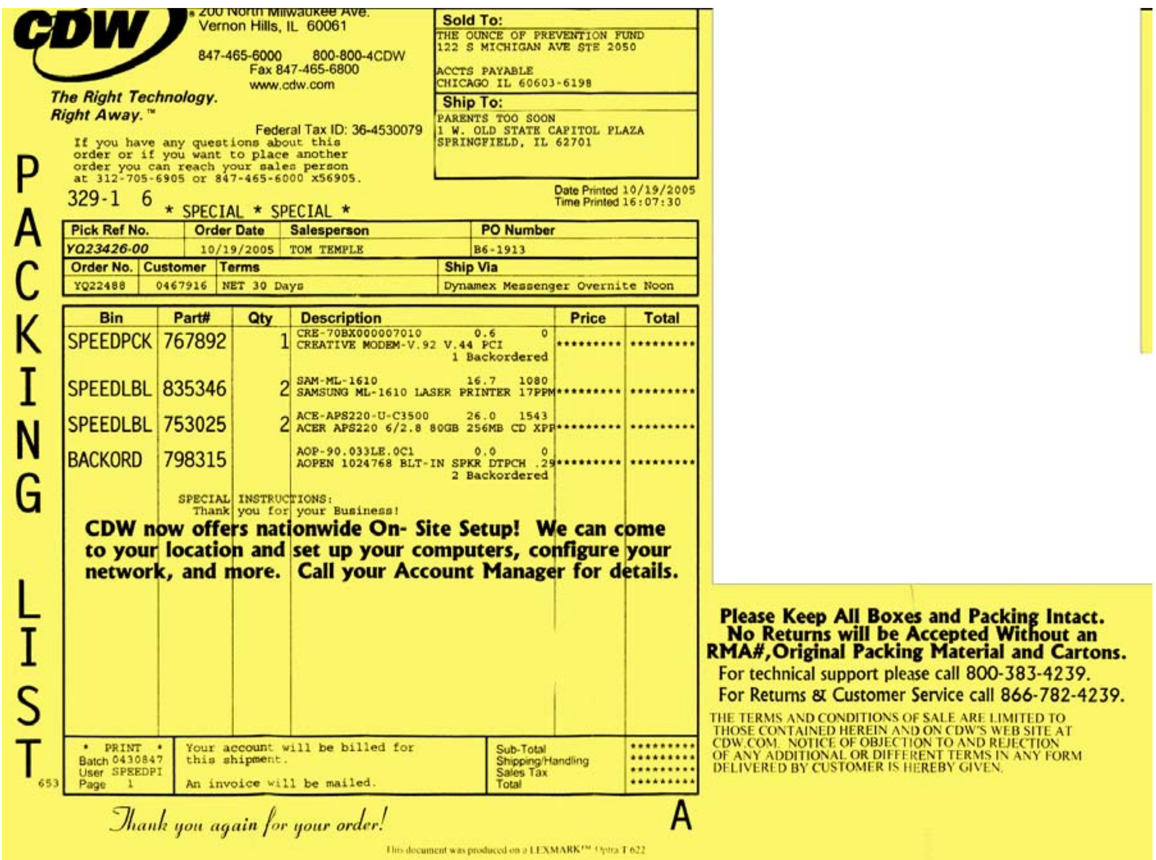
- Fill out a hardware requisition form. You can access this form on the PTS resource website at http://www.opfpts.org/ptsrequest.html. Fax the completed form to Julia Reese at (312)922-3337.
- You will be informed whether you are eligible for a replacement within 7-10 days.
- If your request is honored, you should receive the equipment within 3 weeks of the notification.

What do I do when my new hardware arrives?

- Open the boxes to examine the equipment and ensure that the equipment you've received is consistent with what was ordered for you.
- Compare the equipment descriptions printed on the packing slips to the actual equipment and notify the OunceNet team if there is a discrepancy.
- Please notify the OunceNet team right away after the equipment is received. You can utilize your agency's resources to install the new hardware or, OunceNet team can arrange for a CompUSA technician to install it for you.
- Please fax the following items to Michael Stephens at (217)522-5545:
  - Serial #'s and the packing slips

- Please fax the following items to John Lindbloom at (217)522-5545:
  - A completed hardware disposal form. This form is available on the PTS resource website at: http://www.opfpts.org/ptsrequest.html .

What does the packing slip look like?



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PACKING LIST

329-1 6 * SPECIAL * SPECIAL *

Pick Ref No.	Order Date	Salesperson	PO Number
YQ23426-00	10/19/2005	TOM TEMPLE	B6-1913

Order No.	Customer	Terms	Ship Via
YQ22488	0467916	NET 30 Days	Dynamex Messenger Overnite Noon

Bin	Part#	Qty	Description	Price	Total
SPEEDPCK	767892	1	CRE-70BX000007010 0.6 0 CREATIVE MODEM-V.92 V.44 PCI 1 Backordered	*********	*********
SPEEDLBL	835346	2	SAM-ML-1610 16.7 1080 SAMSUNG ML-1610 LASER PRINTER 17PPM	*********	*********
SPEEDLBL	753025	2	ACE-APS220-U-C3500 26.0 1543 ACER APS220 6/2.8 80GB 256MB CD XPP	*********	*********
BACKORD	798315		AOP-90.033LE.0C1 0.0 0 AOPEN 1024768 BLT-IN SPKR DTPCH .29 2 Backordered	*********	*********

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Page 1
653

Your account will be billed for this shipment.
An invoice will be mailed.

Sub-Total	*********
Shipping/Handling	*********
Sales Tax	*********
Total	*********

Thank you again for your order! A

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For Returns & Customer Service call 866-782-4239.
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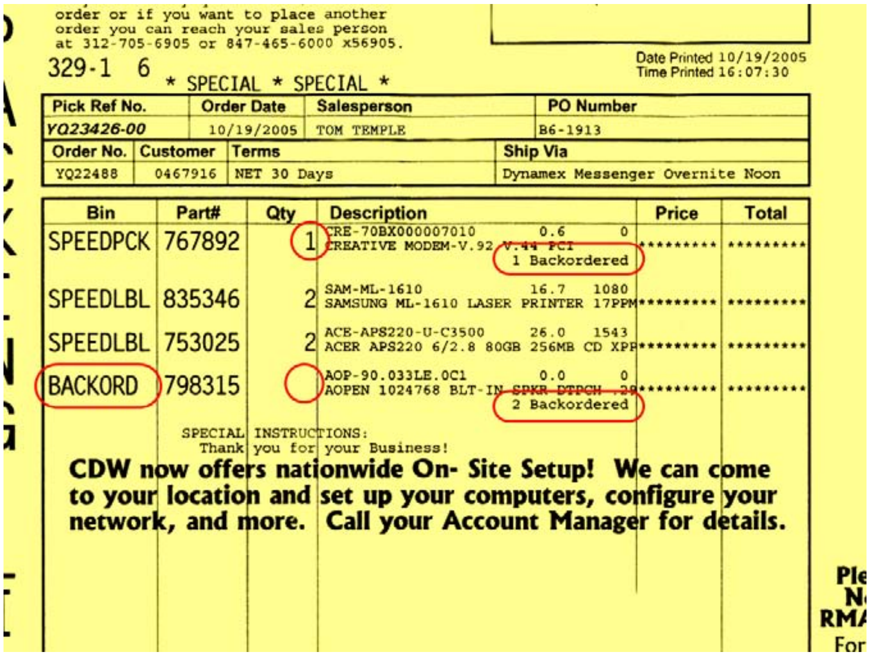
Inside the box will be a packing slip like this. There are a few things to look for on the packing slip that let you know what has been sent to you. To check what has arrived, look at the description and the quantity.

How do I check the packing slip?



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329-1 6 * SPECIAL * SPECIAL *

Pick Ref No.	Order Date	Salesperson	PO Number
YQ23426-00	10/19/2005	TOM TEMPLE	B6-1913

Order No.	Customer	Terms	Ship Via
YQ22488	0467916	NET 30 Days	Dynamex Messenger Overnite Noon

Bin	Part#	Qty	Description	Price	Total
SPEEDPCK	767892	1	CRE-70BX000007010 0.6 0 CREATIVE MODEM-V.92 V.44 PCI 1 Backordered	*********	*********
SPEEDLBL	835346	2	SAM-ML-1610 16.7 1080 SAMSUNG ML-1610 LASER PRINTER 17PPM	*********	*********
SPEEDLBL	753025	2	ACE-APS220-U-C3500 26.0 1543 ACER APS220 6/2.8 80GB 256MB CD XPP	*********	*********
BACKORD	798315		AOP-90.033LE.0C1 0.0 0 AOPEN 1024768 BLT-IN SPKR DTPCH .29 2 Backordered	*********	*********

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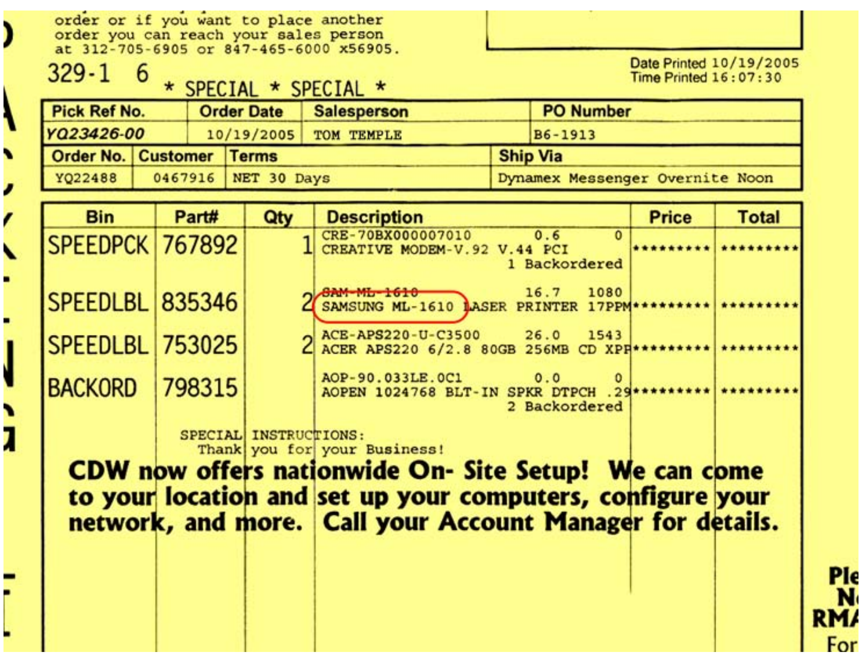
On the first line the slip shows a quantity of 1, meaning only 1 item was sent. Underneath the line it shows that 1 item is backordered. This means that another item will be sent to you. On the last line, the slip shows all items as being backordered. There is no quantity listed. Underneath the line it shows that 2 items are backordered and will be sent to you.



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329-1 6 * SPECIAL * SPECIAL *

Pick Ref No.	Order Date	Salesperson	PO Number
YQ23426-00	10/19/2005	TOM TEMPLE	B6-1913

Order No.	Customer	Terms	Ship Via
YQ22488	0467916	NET 30 Days	Dynamex Messenger Overnite Noon

Bin	Part#	Qty	Description	Price	Total
SPEEDPCK	767892	1	CRE-70BX000007010 0.6 0 CREATIVE MODEM-V.92 V.44 PCI 1 Backordered	*********	*********
SPEEDLBL	835346	2	SAM-ML-1610 16.7 1080 SAMSUNG ML-1610 LASER PRINTER 17PPM	*********	*********
SPEEDLBL	753025	2	ACE-APS220-U-C3500 26.0 1543 ACER APS220 6/2.8 80GB 256MB CD XPP	*********	*********
BACKORD	798315		AOP-90.033LE.0C1 0.0 0 AOPEN 1024768 BLT-IN SPKR DTPCH .29 2 Backordered	*********	*********

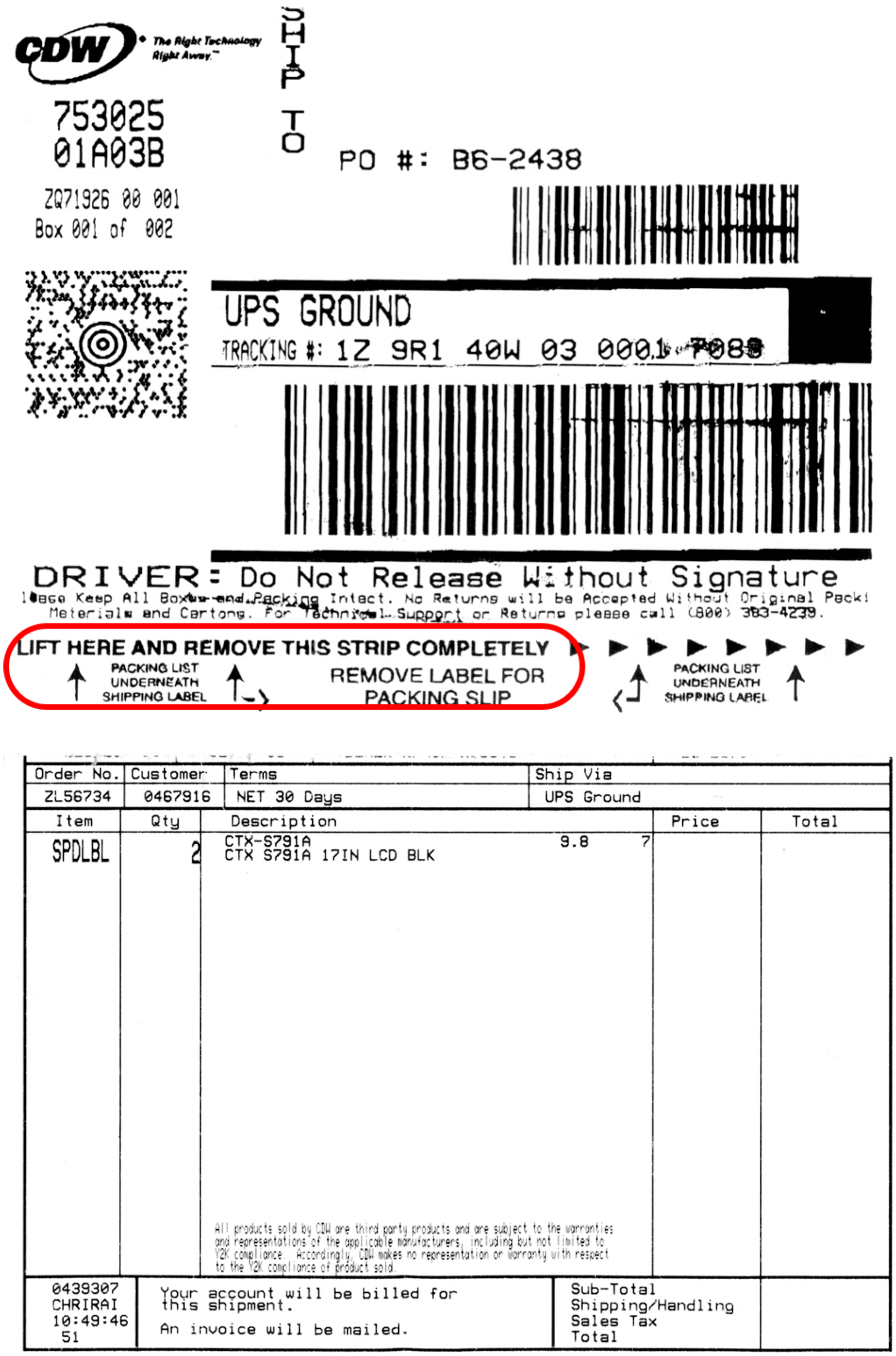
SPECIAL INSTRUCTIONS:
Thank you for your Business!

CDW now offers nationwide On- Site Setup! We can come to your location and set up your computers, configure your network, and more. Call your Account Manager for details.

You also need to check that the items listed on the packing slip are what you have received. This line shows that a Samsung ML-1610 was sent. Please check the box make and model number to see if they match exactly. If they do not, contact Michael Stephens immediately.

What if there is no packing slip in the box?

Sometimes the packing slips are underneath the shipping label. Remove the strip at the bottom of the label and lift the label up.


CDW The Right Technology Right Away.™

753025
01A03B

ZQ71926 00 001
Box 001 of 002

SHIP TO

PO #: B6-2438

UPS GROUND
TRACKING #: 1Z 9R1 40W 03 0001 7088

DRIVER: Do Not Release Without Signature
Please Keep All Boxes and Packing Intact. No Returns will be Accepted Without Original Packi
Materials and Cartons. For Technical Support or Returns please call (800) 383-4239.

IFT HERE AND REMOVE THIS STRIP COMPLETELY

PACKING LIST UNDERNEATH SHIPPING LABEL

REMOVE LABEL FOR PACKING SLIP

PACKING LIST UNDERNEATH SHIPPING LABEL

Order No.	Customer	Terms	Ship Via
ZL56734	0467916	NET 30 Days	UPS Ground

Item	Qty	Description		Price	Total
SPDLBL	2	CTX-S791A CTX S791A 17IN LCD BLK	9.8 7		

All products sold by CDW are third party products and are subject to the warranties and representations of the applicable manufacturers, including but not limited to Y2K compliance. Accordingly, CDW makes no representation or warranty with respect to the Y2K compliance of product sold.

0439307 CHRIRAI 10:49:46 51	Your account will be billed for this shipment. An invoice will be mailed.	Sub-Total Shipping/Handling Sales Tax Total	

The packing slip under the label looks like this.

When will I get my Microsoft Office 2007?

After you have faxed your packing slips and serial numbers to Michael Stephens he will send you the Office CDs and installation numbers.

Who do I contact if I have questions about my order?

Call Michael Stephens, PTS Technology Coordinator, at (217) 522-5510.

Quarterly Reports For Non-Geeks

The answers to some of life's persistent questions:

I've noticed that the OunceNet quarterly report and the DHS Outcomes report often have different numbers for the same outcome indicator for the same quarter. What's up with that?

The two reports are actually looking at slightly different things. Also, the DHS Outcomes report is only looking at a subset of your program's children (those who turned 12 or 24 months within the quarter) whereas the OunceNet quarterly report is looking at all of the children in your program.

Say More.

Take immunizations for example. The purpose of immunizations is to immunize a child against certain diseases.

Thanks for clearing that up. Now I'll take "Stating the Patently Obvious for $400", Alex.

Immunity against many diseases requires a series of shots, so if you want to know what percentage of children have been immunized against these diseases, you need to know what percentage of the children in your program have completed the series. Also national campaigns such as "Every Child by Two" or "Healthy Families 2010" set goals in terms of a percentage of children who have completed certain immunization series. Since the outside window (in the AAP recommended schedule) for completing most of these series is 24 months (for others it's 12 months), we look at children at these 2 time points. Likewise with the reporting of statistics by CDC (national) or IPLAN (state). Thus if we want to know how we're progressing toward certain goals or how our data compares to other populations, we need to know the percentage of children that have completed these series.

And the OunceNet report doesn't tell us that?

What the OunceNet quarterly tells us is what percentage of the children in your program are up-to-date with their immunizations, (i.e. have received the last immunization which they were scheduled to receive) regardless of whether or not they have completed the series.

If what really matters is being fully immunized, why do we need to know this?

Because we don't want to wait until a child is two to learn that they have not been keeping up with their immunizations. That would be kind of like waiting until a child is 18 to learn that he hadn't graduated high school because he dropped out in fifth grade. Better to maintain constant surveillance of the situation so that problems can be identified and corrected as soon as possible.

Maintain constant surveillance?

I watched a lot of <u>Adam 12</u> as a kid.

Is the reasoning the same for well-child visits and developmental screenings?

Pretty much. The goal (measured by the DHS outcome report) is that children receive regular check-ups and are regularly screened for potential developmental delays. The OunceNet quarterly looks at how we're progressing toward that goal by taking periodic "snapshots" of our population and identifying those children who are not on track to meet the goal.

Now that we've cleared that up, let's turn our attention to my favorite part of the quarterly report, the "FSW Active Caseloads" section. Will there be any changes to this section in FY 07?

Yes. If you remember back to the subcontract meetings, we talked about the need to take into account both the number of participants and the frequency with which those participants are being seen, when we assess capacity.

That was a long time ago and I wasn't paying attention. Could you refresh my memory?

Sure, let's say Worker A and Worker B each has a caseload of 13 participants.

> **"Worker A and Worker B each has a caseload of 13 participants"**
> "Worker A and Worker B each has a caseload of 13 participants"

That being the case, if Worker A is seeing her participants weekly, she is spending about 26 hours per week doing Home Visiting (allowing an hour direct service time and an hour travel time per Home Visit). If Worker B is seeing her participants every other week, she is doing about half the work, allowing a lot of extra time for gathering honey for the queen and other Worker B tasks. So, to level the playing field, we "weight" the cases, with more weight being given to cases that are seen more frequently.

Ah, now it comes back to me. Cases seen weekly, or that will soon be seen weekly – Levels 1, 1P, and participants in the Doula/Home Visiting model count for 2 points, cases at Level 2 (every other week) count for 1 point, cases at Level 3 (monthly) and Creative Outreach cases count for .5 points, and cases at Level 4 count for .25 points.

Proust would be proud – what else do you remember?

A full caseload then consists of 26 points, which could be 13 Level 1 clients, or 10 Level 1s and 6 Level 2s etc. To figure the capacity for my program as a whole, I just multiply the Home Visiting FTE times 26.

Well done Grasshopper. The new OunceNet quarterly report then will talk about capacity in terms of the amount of points for which your agency is contracted, and will look at your enrollment each quarter (in terms of points) to determine the percentage of capacity that you're at for that quarter.

We need to allow for the possibility that Creative Outreach folks, who only count as .5 points, will become Level 1 folks. Also, sometimes folks drop just before the end of the quarter. It seems like it would be hard to stay at 100% capacity.

Indeed it would be. For this reason, our expectation is that you maintain an enrollment that is at least 85% of capacity.

What about when I have staff vacancies?

Fortunately, HAL the computer from 2001: A Space Odyssey isn't running the show here. The Program Advisors and other carbon-based life forms that work in PTS will know when there are vacancies and will take this into account in looking at the quarterly numbers. Our general rule of thumb is that we would expect a new Home Visitor to gradually build a caseload and to be at full capacity after about 5-6 months on the job.

Is the maximum caseload still 21? If so, how does the point system account for situations where a worker has 21 participants but a case weight lower that 26?

The answer to Part 1 of your question is yes. The answer to Part 2 involves the carbon-based life forms referred to in the preceding answer.

What if we're over capacity?

That would be bad.

Bad like Shaft or bad like the Kansas City Royals?

Like the Royals. Again, the carbon-based life forms recognize that extraordinary circumstances occur sometimes, but in general we don't want to exceed the maximum caseload. This is a bit of a change from the past when maximum caseloads were estimates based on what you thought the distribution across levels would be. If there were fewer Level 1 participants and more Level 3 participants than you had anticipated when you did your contract, you might find yourself over capacity and that would be OK. Now that we're defining capacity in terms of points instead of people, we've taken the estimating out of it.

What if I've read all of the four preceding pages and I still have questions?

(312) 922-3863 or (217) 552-5510. We truly are always glad to hear from you.