

How to Use the “Visitation – Monthly” and the “Visitation – Annual” Data Cubes

To achieve the Federal performance target for Visitation, we need to assess the overall relevant information using a long-term perspective and a short-term perspective.

The **long-term perspective** considers a child’s total out-of-home experience, every single month, within the Federal Fiscal Year (FFY). The **short-term perspective** focuses on what needs to be done every month to yield success by year’s end.

We will discuss the short-term perspective in Chapter 1, and the long-term perspective in Chapter 2.



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Chapter 1: Short-Term Perspective

With a short-term perspective, visitation is viewed as a **monthly target**. By monitoring and taking action relative to the monthly target, agencies can successfully achieve the **annual target**.

States negotiate **annual targets** with ACF (Administration for Children and Families) to improve visitation compliance and SACWIS data reporting. For FFY2010 (October 1, 2009 through September 30, 2010), Ohio's annual target is 80%. For FFY2011 (October 1, 2010 through September 30, 2011), the target is 90%.

Achieving these targets is vital. The Federal requirement for visitation includes a financial penalty for missed visits. Attached to Title IV-B, subpart 1 funds, this penalty increases as difference between the annual target and the Ohio's annual performance grows larger: The greater the difference, the larger the penalty. Thus, **a monthly target of 100% is required**. If a child's visit is missed for any month, that child is judged to be out of compliance for the entire year, even if all other visits are timely.

The Federal visitation measure is calculated differently than the visitation measure in the CPOE review process. The CPOE review process generally allows for attempted visits. The Federal visitation algorithm excludes attempted visits.

To assure success on this measure, **directors and managers must regularly monitor visitation activity and be prepared to allocate resources to assure all visits are completed and recorded in SACWIS**.

MONITORING THE MONTHLY TARGET

At the beginning of every month, directors should know, the:

- (1) **number of children needing a visit**, and then work with staff to assure there are reasonable plans to visit each child, and the
- (2) **number of required visits assigned for each supervisor and/or caseworker**.

Achieving this visitation target can be difficult for many reasons, such as:

- Caseworkers have varying amounts of indirect service time available (e.g., vacation days, training days, medical leave, etc.). The more indirect service time a caseworker has, the fewer number of work hours are available for visits.
- Caseworkers' case mix. Some workers have many children in placement, and others have very few.

- Some caseworkers have not streamlined their work practices to enter data timely. This means that a director or manager may believe a visit has not been done, when it has been done: The visit was not documented in SACWIS.
- Some workers have structured their schedule to visit all (or most) children at a particular time of the month. If this standard time is toward the end of the month, and the worker is prevented from visiting, a scheduling nightmare may spontaneously arise.
- Most visits must be done in the child’s placement setting, not just at school or during the out-of-home placement visits.

With the additive nature of these difficulties, leaders cannot underestimate the need for constant planning and monitoring, especially as the month’s end draws near.

MONITORING RELEVANT METRICS

To help directors and managers monitor the relevant metrics and meet the Federal performance target, a “**Visitation – Monthly**” Cognos cube has been created in the Business Information Channel (BIC).

Using this “Visitation – Monthly” cube, directors and managers are able to create their own custom view of the critical information and run their agencies more effectively.

The custom view allows directors and managers to simply click a link to monitor performance, rather than using the statewide default view. Steps to create the custom view are shown below. This only needs to be done once.

CREATE A CUSTOM REPORT VIEW

1. Log into BIC.
2. Navigate to **Public Folders > OCF - SACWIS Management Reports**
3. Click on the **Visitation – Monthly** cube.

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/13
Adams County Children Services Board	40	39	36	36	36	32	32	31	33	35	
Allen County Children Services Board	99	97	95	86	85	79	78	74	72	66	
Allen County Juvenile Court	3	3	4	3	3	2	3	3	1	1	
Ashtabula County Department of Job and Family Services	69	67	69	72	66	75	82	78	78	76	
Ashtabula County Children Services Board	104	103	97	94	97	95	93	89	90	87	
Ashtabula County Juvenile	0	0	0	0	1	1	1	0	0	0	

The screen shows the default view of the number of children needing to be visited by month's end from January 2009 to the present.

The left panel, the panel with the yellow folders, offers additional flexibility to augment or diminish the current view. The folders are as follows:

- **Agency** – Lists all the agencies responsible for visiting children. It includes all Public Children Services Agencies (PCSAs) and some juvenile courts.
- **First Day of Month** – Displays the beginning of the monthly evaluation period.
- **Visited?** – Provides the number of visited children and the number not visited.
- **Visited in Placement Setting** – Provides the number of children seen in their placement setting and the number not seen in their placement setting.
- **Run Date** – Reports on the run date that the file was updated.
- **MEASURES** – Contains six measures to reflect performance. The following is description of each measure:

- a) Placed All Month is the number of children who will need to be seen by month's end, if they remain in care the entire month. **This is a strong measure.**
- b) Visited is the number of children who have been visited during the month. **This is a strong measure.**

- c) Visited in Placement is the number of children visited in their placement setting. **This is a strong measure.**

- d) Monthly Visitation Percentage is the percent of children who have been visited. The numerator is the number visited, and the denominator is the number needing visits. **This is a strong measure. The monthly target is 100%.**

- e) Placement Setting Visitation Percentage is the percent of children visited in their placement setting relative to the number of children needing a visit. The numerator is the number visited in their placement setting and the denominator is number placed all month. **This is a weak measure, and should not be used to reflect performance.** It is weak measure, because it is strongly influenced by the number of children with completed visits, which is not taken into mathematical consideration.

- f) Percentage of Visits in Setting is the percent of children visited in their placement setting. The numerator consists of the number of children visited in the placement setting and the denominator is the number of children visited. **This is a strong measure. The monthly target is at least 75%.**

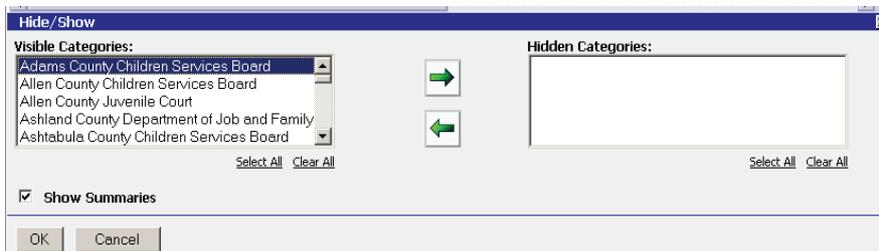
- 4. Locate the **Placed All Month as Values** column. This column lists all the agencies.
- 5. Right click and you will see a small option list.

IBM Cognos PowerPlay Web Explorer Visitation - Monthly

Agency > First Day of Month > Visited? > Visited in Placement Setting? > RUN_DATE > MEASURES >

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2010
Adams County Children Services Board	40	39	36	36	36	32	32	31	33	35	
Allen County Children Services Board	99	97	95	86	85	79	78	74	72	66	
Allen County Juvenile Court	3	3	4	3	3	2	3	3	1	1	
Ashland County Department of Job and Family Services		67	69	72	66	75	82	78	78	76	
Ashtabula County Children Services Board	103	97	94	97	95	93	89	90	87		
Ashtabula County Juvenile Court	0	0	0	0	1	1	1	0	0	0	

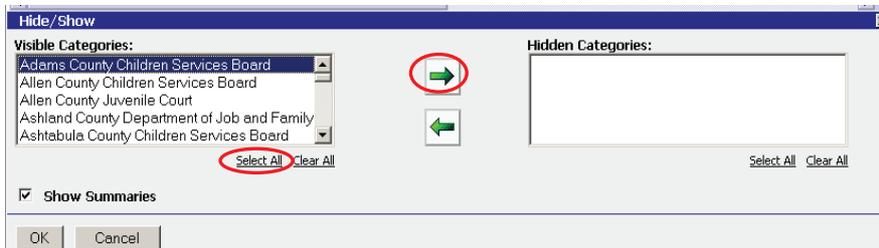
6. Click **Hide/Show**.



The *Hide/Show* dialogue box appears.

7. Under the “Visible Categories” box, click the “**Select All**”

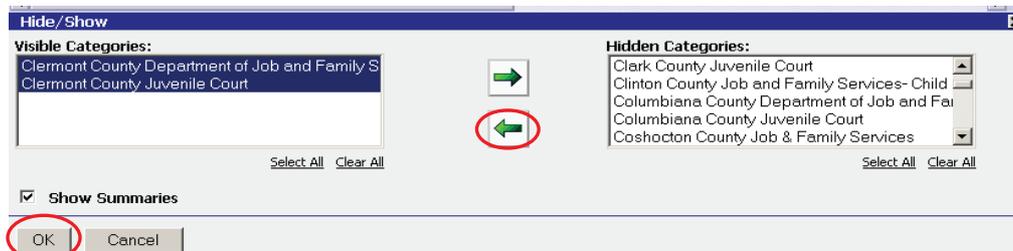
8. Click the **top green arrow** to move the contents into the “**Hidden Categories**”.



All entries appear in the **Hidden Categories** section.

9. In the **Hidden Categories** box, click on **your PCSA’s name**

10. To add your agency's juvenile court (if one is listed), hold down the **Ctrl** key and **click the name of the juvenile court**.
11. Click the **bottom green arrow** to move the highlighted title(s) back to the **Viewable Categories** box.
12. Click OK button.



Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2009
Clermont County Department of Job and Family Services	279	280	266	258	271	269	269	268	254	252	258
Clermont County Juvenile Court	10	9	7	7	7	6	5	5	5	4	4
Agency	11799	11400	11151	11163	11120	11107	11022	10854	10874	10876	10990

The filtered report appears for your agency.

13. Click the yellow MEASURES folder in the left panel.
14. Drag it to the area between the agency name and the first date column until the border becomes shaded.

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2010
Clermont County Department of Job and Family Services	279	280	266	258	271	269	269	268	254	252	25
Clermont County Juvenile Court	10	9	7	7	7	6	5	5	5	4	
Agency	11799	11400	11151	11163	11120	11107	11022	10854	10874	10876	1099

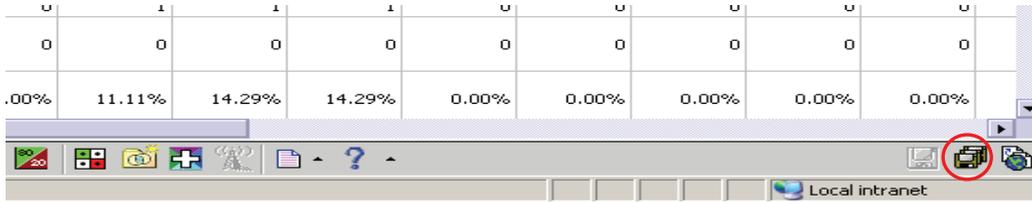
15. Release the mouse button.

The screen displays a variety of visitation counts and percentages for your PCSA and for your Juvenile Court, if selected.

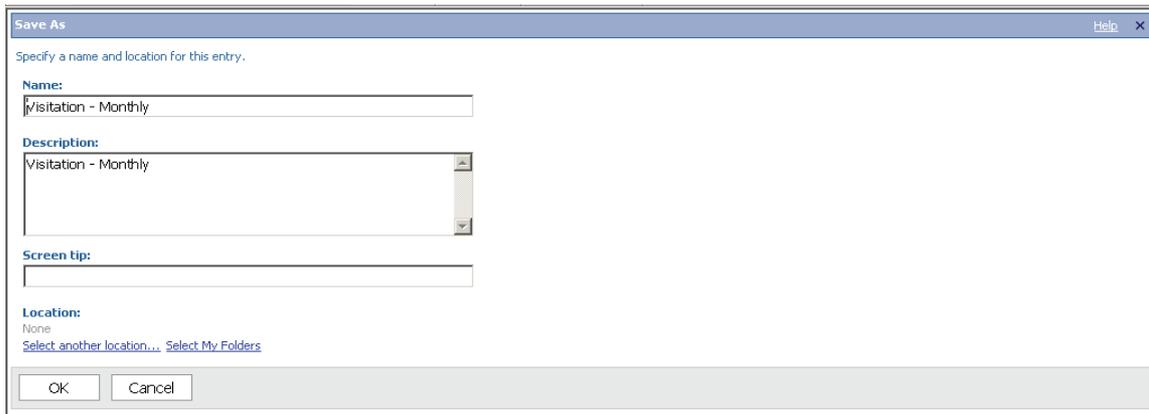
MEASURES as values		10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010
Clermont County Department of Job and Family Services	Placed All Month	279	280	266	258	271	269	269	268	254	25
	Visited	0	236	241	220	243	237	212	209	208	
	Visited in Placement Setting	0	226	231	207	224	219	194	186	193	
	Monthly Visitation Percentage	0.00%	84.29%	90.60%	85.27%	89.67%	88.10%	78.81%	77.99%	81.89%	
Clermont County Juvenile Court	Placed All Month	10	9	7	7	7	6	5	5	5	
	Visited	0	1	1	1	0	0	0	0	0	
	Visited in Placement Setting	0	0	0	0	0	0	0	0	0	
	Monthly Visitation Percentage	0.00%	11.11%	14.29%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	

This is the custom view you will need to save.

16. To save this view, click the **Disk** icon at the **bottom menu**.

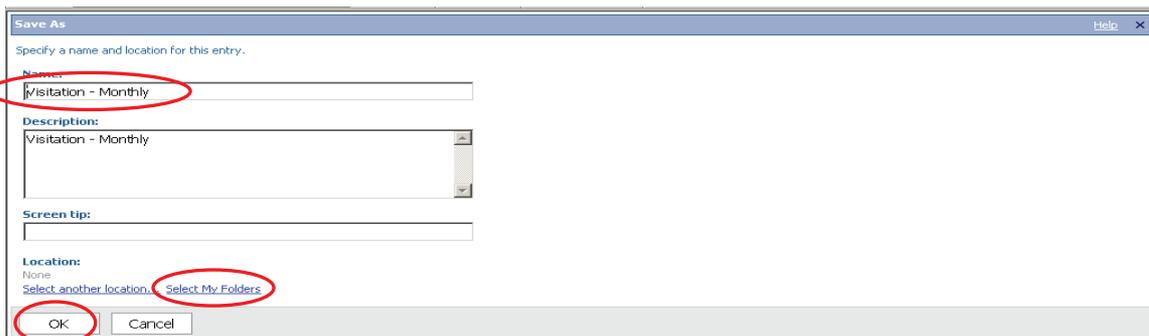


The **Save As** screen appears.



17. Type in (modify) the name of your custom view. The example is named **“Clermont County Visitation – Monthly.”**

18. Click the **Select My Folders** link.



19. Click the **OK** button.

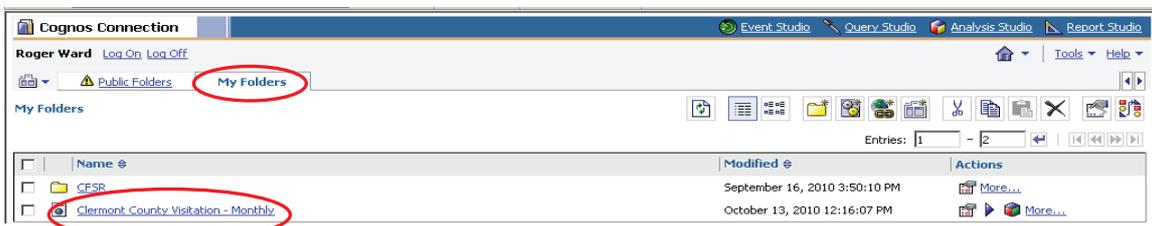
The report will be saved to your **“My Folders”** in BIC.

20. To see your custom report, click the **Return to Source** icon.

isited in placement setting	0	0	0	0	0	0	0	0	0	0
Monthly visitation percentage	0.00%	11.11%	14.29%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

21. Click on **My Folders**.

22. Click on the name of the custom report.



When you want to use your “**Visitation – Monthly**” data, go the “**My Folders**” tab and click your custom view.

VIEW THE CUSTOM REPORT

1. To use the “**Visitation – Monthly**” data in the future, log on to BIC.
2. Navigate to the **My Folders** tab.
3. Click your custom view.
4. View the report or print it (as discussed below).
5. Log out of BIC, when complete.

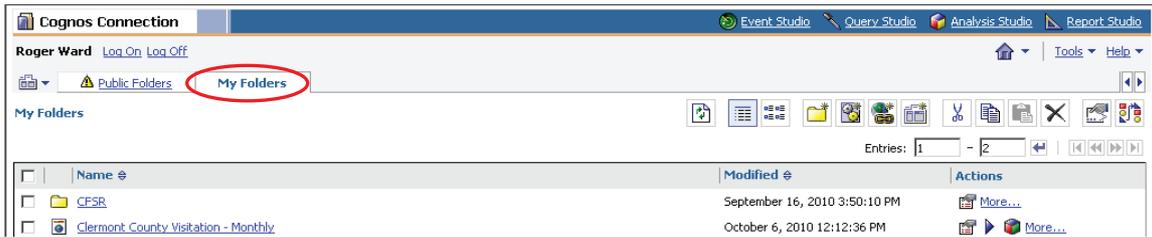
MANAGING VISITATION AT THE BEGINNING OF THE MONTH

Directors should use the custom view to determine the:

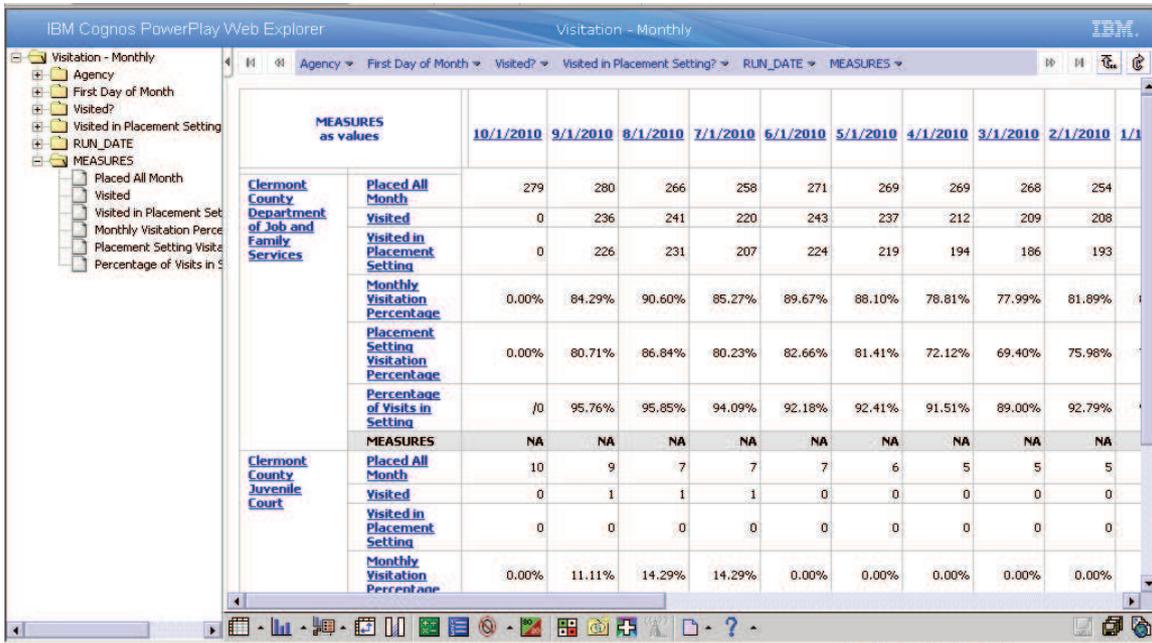
- (a) **Total Number of that need to be done**, and the
- (b) **Number of visits that need to be done per caseworker.**

To obtain these, complete the following steps:

1. Navigate to the **My Folders** tab.



2. Select your **custom report view**.



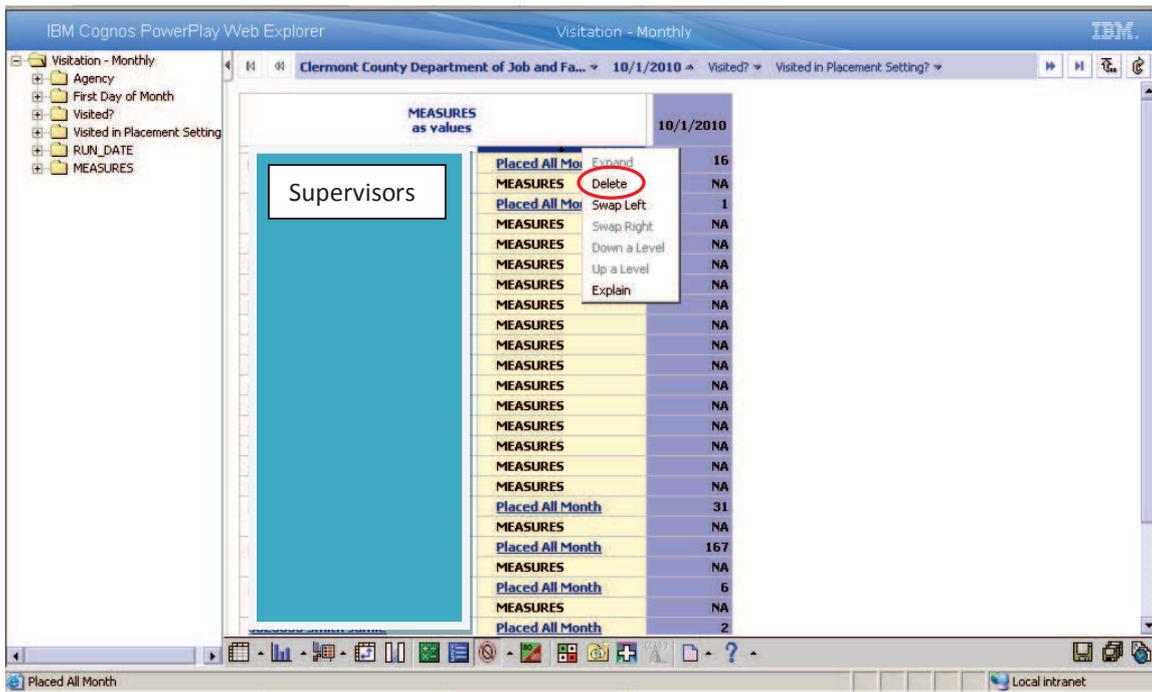
3. Click on the column label of the **most recent month**.

4. Click on the **underlined PCSA name**.



Example: 279 children need to be seen by PCSA.

Note: We will focus only on the PCSA. At a later point, a director should repeat the same analysis for the juvenile court population, if applicable.



The extra rows are now deleted.

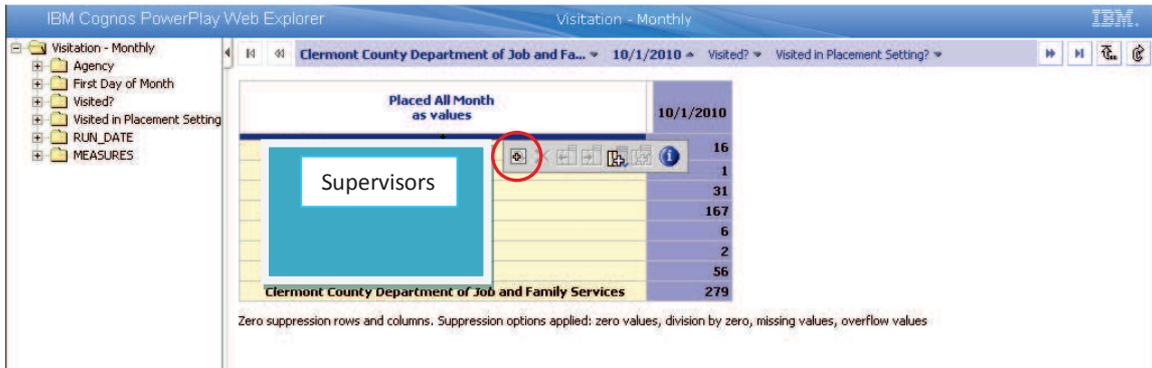


Example: There are 279 required visits, distributed across supervisors. One supervisor is responsible for 167 visits.

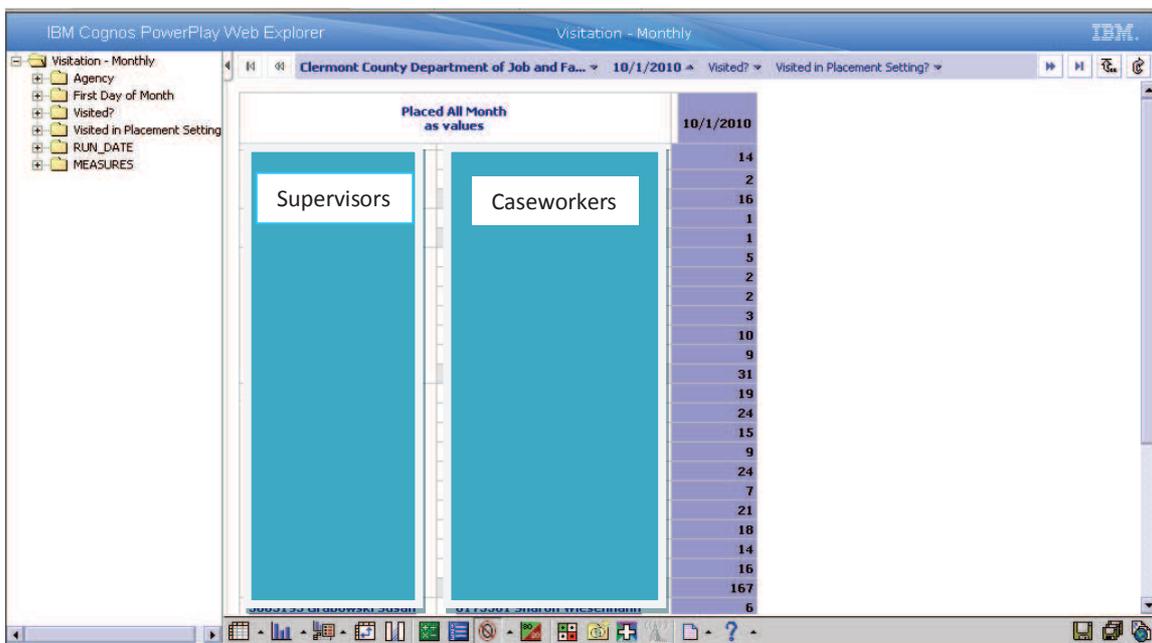
For monthly tracking, it would be very helpful to know the **number of visits per caseworker within each supervisor.**

9. To obtain the number of visits for each caseworker, place the cursor between the narrow **double horizontal lines** under the label “Placed All Month as Values.” When the mouse hovers over the area, the area will shade.

10. In the shaded area, **left click**. A submenu, similar to one below, appears.



11. Click the icon appearing to the **far left of the submenu**. This icon expands the selection, and nests caseworkers in supervisors.



The names of caseworkers are nested within the names of their supervisors.

12. Large caseloads are more likely to contain children who will not be visited. For each caseworker having a large caseload click the **caseworker's name**.

13. Click the "+" on the bottom menu.



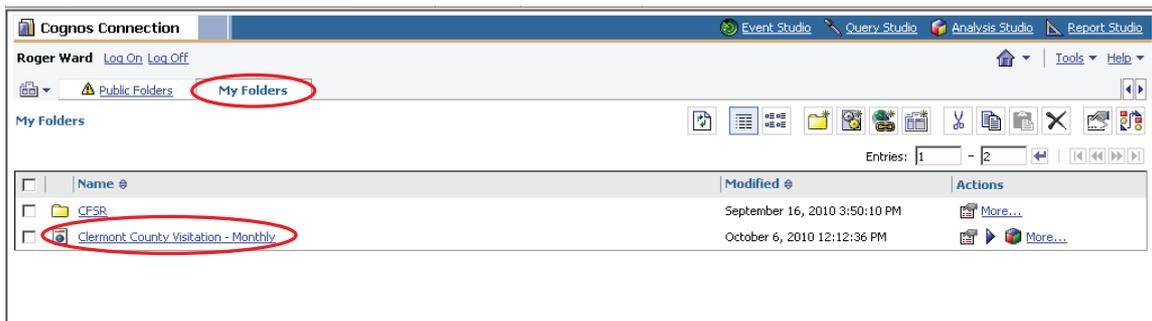
Person ID	Month	First Name	Last Name	Birth Date	Visited?	Visited in Placement Setting?	Case ID	Agency	Responsible Worker	Supervisor	Run Date
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A report will appear with the child level detail of visits that need to be done by month's end.

MANAGING VISITATION THROUGHOUT THE MONTH

The above discussion guides planning at the beginning of the month. To manage visitation throughout the month, follow the steps below.

1. Log on to **BIC**.
2. Navigate to **My Folders**.
3. Click on your **Custom Visitation** report.



The screenshot displays the IBM Cognos PowerPlay Web Explorer interface. The main area shows a data cube report titled 'Visitation - Monthly'. The report is organized into a table with columns for months from 10/1/2010 to 1/1/2011. The rows are grouped by agency and measure. The 'Clermont County Department of Job and Family Services' group includes measures like 'Placed All Month', 'Visited', 'Visited in Placement Setting', 'Monthly Visitation Percentage', and 'Placement Setting Visitation Percentage'. The 'Clermont County Juvenile Court' group includes 'Placed All Month', 'Visited', and 'Monthly Visitation Percentage'. The 'Agency' row at the bottom shows 'NA' for all months.

MEASURES as values		10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010
Clermont County Department of Job and Family Services	Placed All Month	279	280	266	258	271	269	269	268	254	
	Visited	0	236	241	220	243	237	212	209	208	
	Visited in Placement Setting	0	226	231	207	224	219	194	186	193	
	Monthly Visitation Percentage	0.00%	84.29%	90.60%	85.27%	89.67%	88.10%	78.81%	77.99%	81.89%	
	Placement Setting Visitation Percentage	0.00%	80.71%	86.84%	80.23%	82.66%	81.41%	72.12%	69.40%	75.98%	
Percentage of Visits in Setting	0	95.76%	95.85%	94.09%	92.18%	92.41%	91.51%	89.00%	92.79%		
MEASURES	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Clermont County Juvenile Court	Placed All Month	10	9	7	7	7	6	5	5	5	
	Visited	0	1	1	1	0	0	0	0	0	
	Monthly Visitation Percentage	0.00%	11.11%	14.29%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	
MEASURES	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Agency	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	

The **Custom Visitation** report appears.

4. Click on the **most recent month**.

MEASURES as values		9/1/2010
Clermont County Department of Job and Family Services	Placed All Month	280
	Visited	236
	Visited in Placement Setting	226
	Monthly Visitation Percentage	84.29%
	Placement Setting Visitation Percentage	80.71%
	Percentage of Visits in Setting	95.76%
Clermont County Juvenile Court	MEASURES	NA
	Placed All Month	9
	Visited	1
	Monthly Visitation Percentage	11.11%
	MEASURES	NA
	Agency	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

Example: In this report, for the PCSA there were:

- 280 required visits
- 236 were completed
- 226 children were seen in their placements

Directors will want to have a simple report to **contrast how each supervisory unit is performing** across these measures. This will require a **reformatting** of the report.

REFORMATTING THE REPORT

1. Click and hold the mouse on the **Placed All Month** label column.
2. Drag it to the column **labeled with a date**.

MEASURES as values		9/1/2010
Clermont County Department of Job and Family Services	Placed All Month	280
	Visited	236
	Visited in Placement Setting	226
	Monthly Visitation Percentage	84.29%
	Placement Setting Visitation Percentage	80.71%
	Percentage of Visits in Setting	95.76%
Clermont County Juvenile Court	MEASURES	NA
	Placed All Month	9
	Visited	1
	Monthly Visitation Percentage	11.11%
	MEASURES	NA
	Agency	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

3. Release the mouse.

MEASURES as values	Placed All Month	Visited	Visited in Placement Setting	Monthly Visitation Percentage	Placement Setting Visitation Percentage	Percentage of Visits in Setting	MEASURES
Clermont County Department of Job and Family Services	280	236	226	84.29%	80.71%	95.76%	NA
Clermont County Juvenile Court	9	1	0	11.11%	0.00%	0.00%	NA
Agency	11400	9289	7662	81.48%	67.21%	82.48%	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

The measures (information) will now be listed as columns, rather than rows.

DISPLAY PERFORMANCE BY SUPERVISOR UNIT

- To display the performance by each supervisor unit, click **twice** on the **PCSA's name**.

Note: The first click will filter on the PCSA, and the second click will drill down to the supervisor level.

MEASURES as values	Placed All Month	Visited	Visited in Placement Setting	Monthly Visitation Percentage	Placement Setting Visitation Percentage	Percentage of Visits in Setting	MEASURES
Supervisor	1	0	0	0.00%	0.00%	/0	NA
Supervisor	1	0	0	0.00%	0.00%	/0	NA
Supervisor	60	52	52	86.67%	86.67%	100.00%	NA
Supervisor	195	174	165	89.23%	84.62%	94.83%	NA
Supervisor	3	3	3	100.00%	100.00%	100.00%	NA
Supervisor	5	5	4	100.00%	80.00%	80.00%	NA
Supervisor	15	2	2	13.33%	13.33%	100.00%	NA
Clermont County Department of Job and Family Services	280	236	226	84.29%	80.71%	95.76%	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

The performance within each supervisor's unit will appear on the screen.

From this view, one can see for each supervisor the:

- Number of children placed all month. Visits are required on these children, if they are staying in care all month (**strong measure**).

- Number of visits conducted (**strong measure**)
- Number of children visited in their placement setting (**strong measure**)
- Percent visitation per month (**strong measure**)
- Percent of placement setting (**weak measure**)
- Percent of visits in setting (**strong measure**)

Note: Refined definitions of these measures are listed on pages 3-4.

A report contrasting the differences in performance across supervisors is very informative. Directors should know the **number of children who need to be visited**, and the number of **children who have been visited**.

2. From the left panel, click and drag the yellow **“Visited?”** folder **over** the column label **“Placed All Month.”**

Important: The **“Visited”** column is different from the **“Visited?”** yellow folder. **“Visited”** reports on the number of children visited, and **“Visited?”** shows the number of children who were visited (Yes) and the number of children who have not been visited (No).

Placed All Month as values	Yes	No	Visited?
9/1/2010	0	1	1
9/1/2010	0	1	1
9/1/2010	52	8	60
9/1/2010	174	21	195
9/1/2010	3	0	3
9/1/2010	5	0	5
9/1/2010	2	13	15
Clermont County Department of Job and Family Services	236	44	280

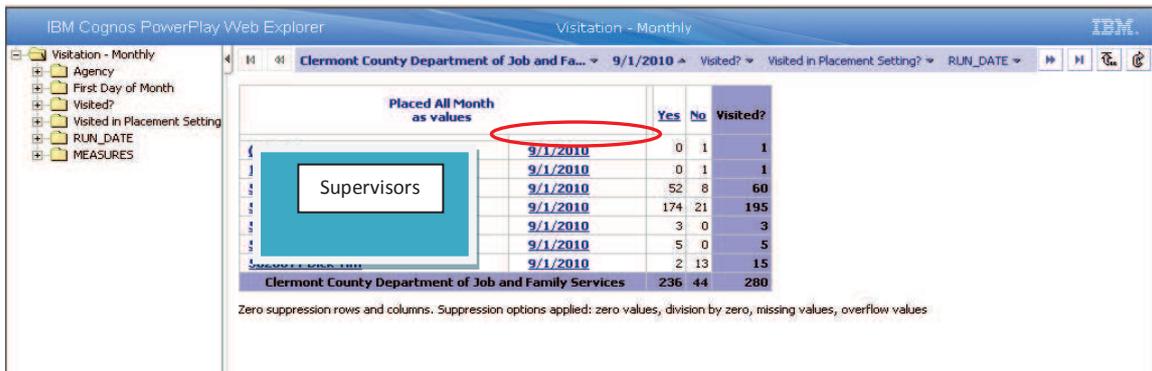
Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

Example: This report shows 44 children still need to be visited.

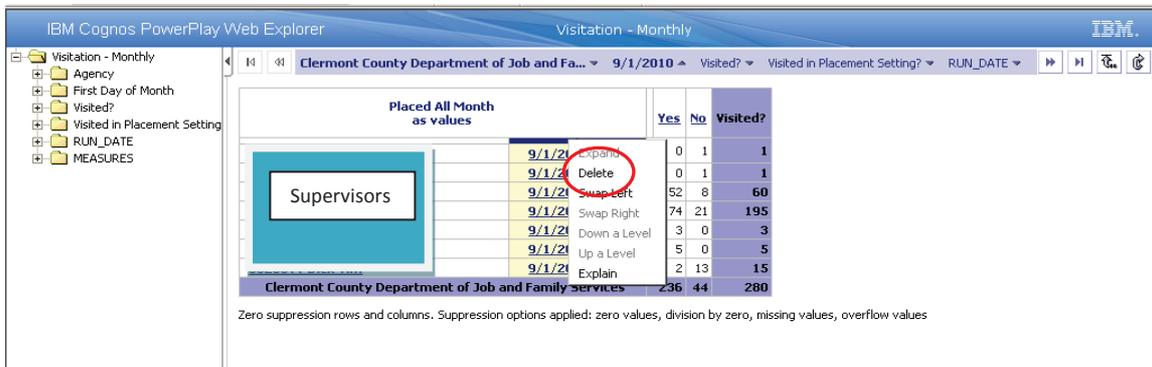
To DELETE A COLUMN

If a column provides no useful information, it can be deleted. The column having the values of “9/1/2010” is such an example. To delete this column:

3. Put the cursor in the area **between the two lines about the first date**.

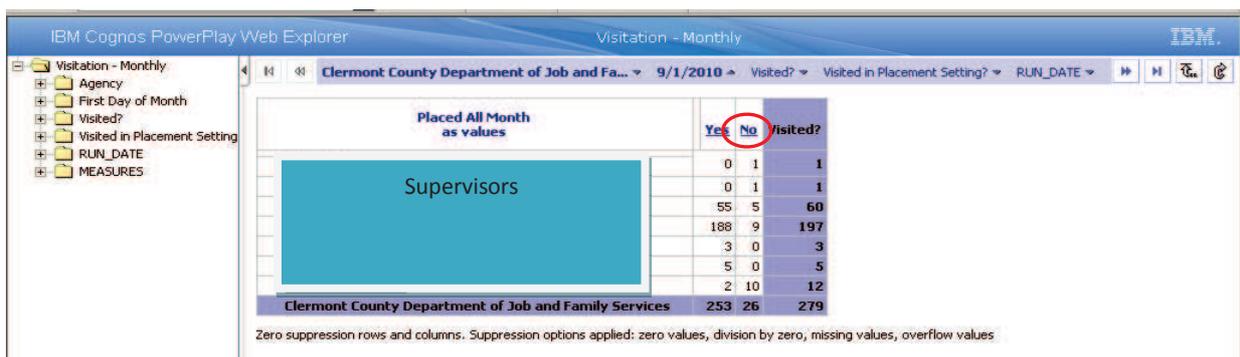


4. Right click the mouse.
5. Select **Delete**.



The column is deleted.

6. To focus on children who need a visit to occur before the end of the month, click "No." These are the children who have not been visited.

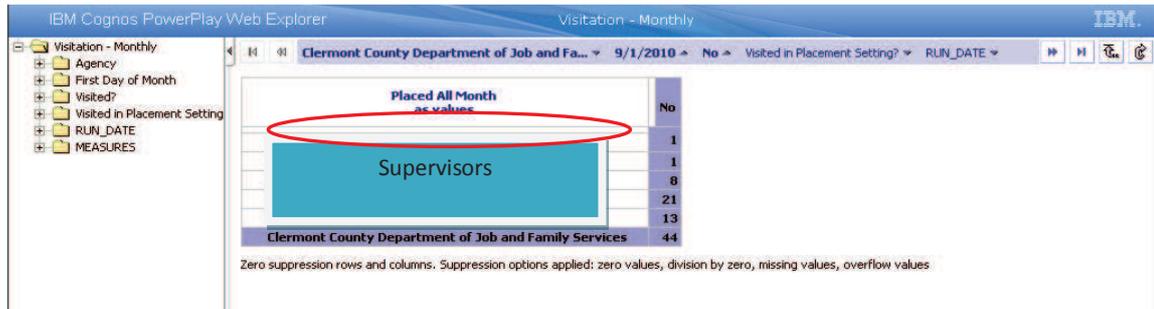


The report is filtered on the children who have not been visited.

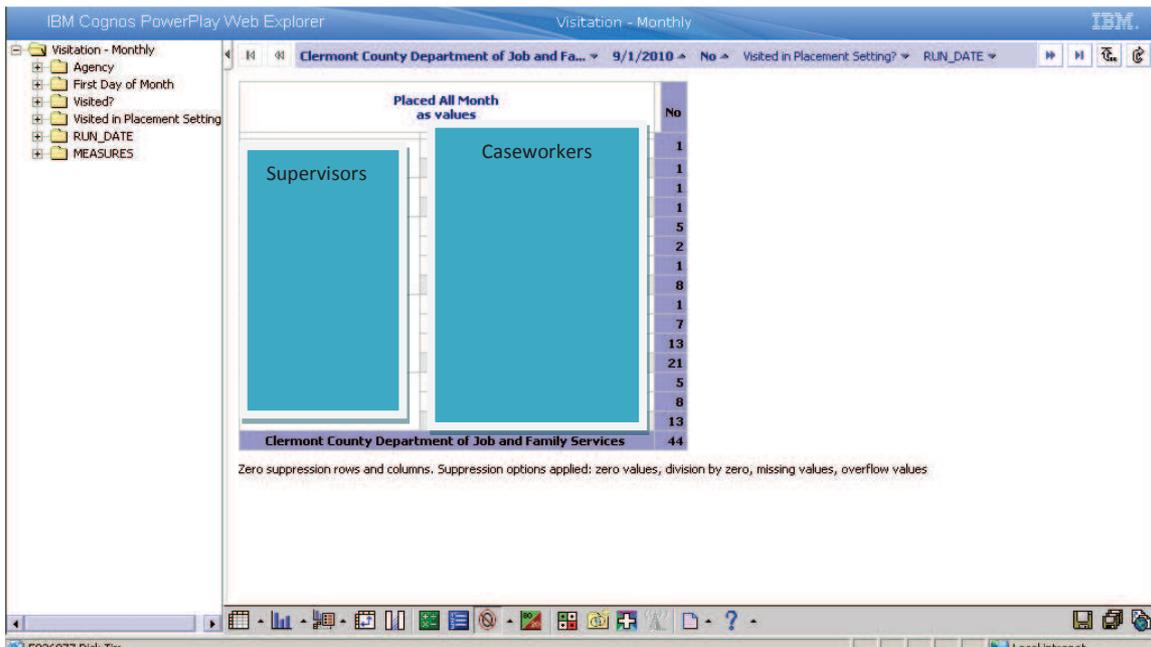
To ADD CASEWORKER INFORMATION TO THE REPORT

With so many children needing visits, it would be useful to have caseworker information added to the report. To do so:

1. Right click the area between the double lines



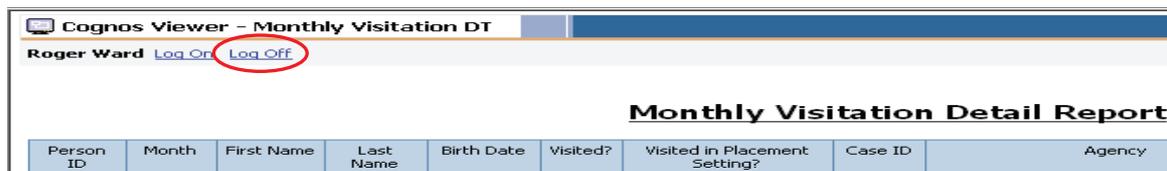
2. Choose **Expand** from the pick list.





Note: Do not click the browser’s back button to return to the previous view.

8. If needed, **log out** of BIC.



HOW SHOULD A VISIT BE RECORDED IN SACWIS SO IT WILL COUNT AS A VISIT?

The procedure for recording a visit is in this SACWIS Knowledgebase Article:

<http://www.webetools.com/drc/users/kb.php?op=10716>

Although the algorithm for the visitation calculation does not include a review of the case note narrative, workers are encouraged to follow the guidance described in rule 5101:2-42-65 D (1) and 5101:2-33-22 of the Administrative Code. These rules specify:

- (1) The child's safety and well-being within the substitute care setting. In assessing the child's safety and well-being, the caseworker shall consider the following through observation and information obtained during the contact or visit:
 - (a) The child's current behavior, emotional functioning and current social functioning within the substitute care setting, and any other settings/activities in which he or she is involved.
 - (b) The child's current vulnerability.
 - (c) The protective capacities of the child's caregiver(s).
 - (d) Any new information regarding the child, the substitute care setting, impact on the substitute caregiver’s willingness or ability to care for the child including but not limited to:
 - (i) Changes in the marital status.

- (ii) Significant changes in the health status of a household member.
 - (iii) Placement of additional children.
 - (iv) Birth of a child.
 - (v) Death of a child or household member.
 - (vi) A criminal charge, conviction or arrest of any household member.
 - (vii) Addition or removal of temporary or permanent household members.
 - (viii) Family's relocation.
 - (ix) Child's daily activities.
 - (x) A change in the caregiver's employment or other financial hardships.
- (e) Any supportive services needs for the child or caregiver to assure the child's safety and well-being.

(2) The child's progress toward any goals in the case plan as applicable from information obtained from the child and caregiver.

(3) Permanency planning in accordance with the goals on the child's case plan.

Chapter 2: Long-Term Perspective

At the beginning of this document, we discussed the need to think in two perspectives: long-term and short-term. The short-term perspective empowers the director to track (1) **what needs to be done this month**, and (2) the **month's current performance**. If it is discovered that performance is low **during** a month, the director is empowered to know which children need to be visited by month's end to improve performance.

Satisfactory performance at the end of each month helps meet the federal target at year's end. Likewise, unsatisfactory performance at month's end negatively influences annual performance.

We will now discuss how an agency director can use the long-term perspective to determine progress toward the Federal target. In the long-term perspective, visitation is seen in within the Federal Fiscal Year (October 1 through September 30). For Ohio to be successful in FFY2011, 90% of all children must be visited **every single full calendar month** they are in care. Here are several calculation examples:

Example of a **Non-required Visit**: Sally enters care on January 2 and leaves care on February 27. She is not eligible to be counted in this measure, because she was not in care for any full month.

Example of **Required Visit**: Gretchen enters care on January 2 and leaves on March 1. She is counted in this measure, because she was in care for the entire month of February.

Example of a **Required Visit - Success**: Diane enters care on January 2 and exits care on June 1. The Federal measure requires visits in February, March, and April. She is visited in each of those months, thus it is an automatic success. **The Federal measure requires children be seen every single month over the FFY.**

Example of a **Required Visit - Failure**: Cathy enters care on January 2 and exits care on June 1. The Federal measure requires a visit in February, March, and April. If she is visited in February and April, and is not visited in March, it is an automatic failure. **After a visit is missed in any month, there is no way for that missed visit to count positively for that child within the FFY.**

Important: The only way for a agency's performance to improve following a missed visit is to assure all **new** children who enter out-of-home care from that month on will be visited.

Remember: While it is easy to miss a visit, it is exceedingly difficult to improve on the Federal target as the end of the FFY nears.

HOW TO MONITOR ANNUAL PERFORMANCE

At this writing, there is one cube available to monitor FFY performance. In the near future, there will be two cubes.

1. Log in to BIC.
2. Navigate to **Public Folders > OCF – SACWIS Management Reports**
3. Click on the **Visitation – Annual** cube.

Children as values	9/30/2011	8/31/2011	7/31/2011	6/30/2011	5/31/2011	4/30/2011	3/31/2011	2/28/2011	1/31/2011	12/31/2011
Adams County Children Services Board	37	39	40	40	40	40	40	40	40	42
Allen County Children Services Board	92	99	102	103	112	115	115	119	127	
Allen County Juvenile Court	3	3	4	4	4	4	5	5	5	
Ashland County Department of Job and Family Services	68	69	72	75	76	83	93	97	98	
Ashtabula County Children Services Board	105	105	108	113	118	124	128	134	142	
Ashtabula County										

The screen shows the default statewide view of the number of children (unduplicated) who needed visits over the FFY.

The panel on the left offers additional flexibility to augment or diminish the current view. The yellow folders are as follows:

- **Agency** – Lists all the agencies responsible for visiting children. It includes PCSAs and some juvenile courts.
- **Last Day of Year Period** – Each period represents the end of one year. **Only use these two dates for analysis: 09/30/2010 and 09/30/2011.**
- **Visited All Months** – Indicates if the child was seen in all required months.
- **MEASURES** – Contains six measures to reflect performance. The following is a description of each measure:

- **Children** – The number of children placed in foster care for at least one full calendar month during the FFY.

Example: Sam was in foster care only for two weeks in October. Billy was in foster care all of October. Sally was in care for all of November. Thus, Sam is not in the population, while Billy and Sally are in the population. Therefore, there were two children.

- **Placement Months** – Number of Months the children were in placement for the entire month.

Example: Billy has been in placement five full months. Sally has been in placement for three full months. The number of placement months is eight.

- **Visit Months** – The number of months where the child was in placement the entire month and visited.

Example: Billy had four visits, and Sally had two visits. Therefore there were six Visit Months.

- **Visited in Placement Setting** – The total number of visits month in which at least one child visit occurred in the child's placement setting.

Example: Of Billy's four visits, two were in his placement setting and three of Sally's were in her placement setting. The total of both children is 5.

- **Children Visited All Month** – The number of children who were visited each calendar month they were in foster care during FFY.

Example: Billy was in foster care placement for five months and had visits in all five months. Sally was in foster care for three months and had visits in all three months. Willie was in foster care placement for three months and had visits in two months. Therefore, the number of children who were visited in all months is two.

- **Percentage of Children Visited in All Months** – The percentage of children in foster care who were visited monthly by the caseworker handling the child's case.

Example: Billy, Sally, and Willy were in foster care placement. Billy and Sally were visited all the months when they were in foster care placements (two children). Therefore the percentage of children visited in all months is (two out of three children) 66.7%.

- **Percentage of Visits in Placement Setting** – The percentage of visits occurring in the child's placement setting.

Example: Billy was in foster care placement for five months and Sally was in foster care placement for three months. Thus, the total number of placement months is eight. Billy was visited twice in his placement setting and Sally was visited three times. Thus, there were five visits in placement settings. The percentage of visits in the placement setting is five out of eight, or 63%.

- To determine the performance for FFY2010, scroll the horizontal bar to **9/30/2010**. FFY2010 ends on this date.

Important: To determine current performance toward **FFY2011** (October 1, 2010 through September 30, 2011), click on **9/30/2011**.

Note: Beginning in January 2011, there will be a new cube that will allow directors to track their monthly performance toward the FFY2011 target of 90%.

Important: The **Visitation – Monthly** cube is a poor predictor of the **FFY2011 target**. An agency could consistently perform at an 80% level every month, but the annual performance could be in the 50% to 60% range. Thus, agencies must adopt a monthly target of 100%. The **Visitation – Monthly** cube can only be used to determine monthly performance.

- Click on the column labeled **9/30/2010**.

The screenshot shows the IBM Cognos PowerPlay Web Explorer interface. The main window displays a table titled "Children as values" with a column for "9/30/2010". The table lists various agencies and their corresponding values. The left sidebar shows a folder structure with "MEASURES" selected. The browser address bar shows "Agency" and "9/30/2010".

Children as values	9/30/2010
Adams County Children Services Board	54
Allen County Children Services Board	165
Allen County Juvenile Court	5
Ashland County Department of Job and Family Services	101
Ashtabula County Children Services Board	152
Ashtabula County Juvenile Court	3
Athens County Children Services Board	153
Auquize County Department of Job and Family Services	8
Belmont County Department of Job and Family Services	61
Belmont County Juvenile Court	12
Brown County Department of Job and Family Services	87
Butler County Children Services	488
Carroll County Department of Job and Family Services	13
Champaign County Department of Job and Family Services	16
Clark County Department of Job and Family Services	193
Clark County Juvenile Court	19
Clermont County Department of Job and Family Services	453
Clermont County Juvenile Court	12
Clinton County Job and Family Services- Child Protection Unit	60
Columbiana County Department of Job and Family Services	124
Columbiana County Juvenile Court	1
Coshocton County Job & Family Services	25
Crawford County Department of Job and Family Services	53
Cuyahoga County Department of Children and Family Services	2275

This report is now filtered on the last day of FFY2010.

- From the panel on the left, click on the yellow **MEASURES** folder, and drag it the **9/30/2010** column.

IBM Cognos PowerPlay Web Explorer Visitation - Annual

Agency 9/30/2010 Visited All Months? MEASURES

MEASURES → Children as values → 9/30/2010

Agency	Children as values
Adams County Children Services Board	54
Allen County Children Services Board	165
Allen County Juvenile Court	5
Ashland County Department of Job and Family Services	101
Ashtabula County Children Services Board	152
Ashtabula County Juvenile Court	3
Athens County Children Services Board	153
Auolaize County Department of Job and Family Services	8
Belmont County Department of Job and Family Services	61
Belmont County Juvenile Court	12
Brown County Department of Job and Family Services	87
Butler County Children Services	488
Carroll County Department of Job and Family Services	13
Champaign County Department of Job and Family Services	16
Clark County Department of Job and Family Services	193
Clark County Juvenile Court	19
Clermont County Department of Job and Family Services	453
Clermont County Juvenile Court	12
Clinton County Job and Family Services- Child Protection Unit	60
Columbiana County Department of Job and Family Services	124
Columbiana County Juvenile Court	1
Coshocton County Job & Family Services	25
Crawford County Department of Job and Family Services	53
Cuyahoga County Department of Children and Family Services	2275

IBM Cognos PowerPlay Web Explorer Visitation - Annual

Agency 9/30/2010 Visited All Months? MEASURES

MEASURES as values	Children	Placement Months	Visit Months	Visited in Placement Setting Months	Children Visited All Months	Percentage of Children Visited All Months	Percentage of Visits in Placement Setting	MEASURES
Adams County Children Services Board	54	419	321	310	45	83.33%	96.57%	NA
Allen County Children Services Board	165	979	979	862	165	100.00%	88.05%	NA
Allen County Juvenile Court	5	26	26	25	5	100.00%	96.15%	NA
Ashland County Department of Job and Family Services	101	878	548	525	65	64.36%	95.80%	NA
Ashtabula County Children Services Board	152	1084	850	705	126	82.89%	82.94%	NA
Ashtabula County Juvenile Court	3	5	0	0	0	0.00%	/0	NA
Athens County Children Services Board	153	1237	1019	933	126	82.35%	91.56%	NA
Auolaize County Department of Job and Family Services	8	61	61	60	8	100.00%	98.36%	NA
Belmont County Department of Job and Family Services	61	418	281	211	45	73.77%	75.09%	NA
Belmont County	12	69	5	5	1	8.33%	100.00%	NA

This view shows the results for each performance measure on each agency.

CREATING A CUSTOM VIEW

While directors are primarily interested in the performance of their own agencies, they may be interested in comparing their agency with other agencies. Therefore, directors may wish to save this view as a custom view.

The steps to create a custom view are shown below:

1. Click on the **Save** icon on the lower right of the window.

Children Services Board	152	1084	850	705	126	82.89%	82.94%	NA
Ashtabula County Juvenile Court	3	5	0	0	0	0.00%	/0	NA
Athens County Children Services Board	153	1237	1019	933	126	82.35%	91.56%	NA
Auglaize County Department of Job and Family Services	8	61	61	60	8	100.00%	98.36%	NA
Belmont County Department of Job and Family Services	61	418	281	211	45	73.77%	75.09%	NA
Belmont County	12	69	5	5	1	8.33%	100.00%	NA

2. Name your custom report in the **Name** box.
3. Click **Select My Folders**.

Save As

Specify a name and location for this entry.

Name:

Description:

Screen tip:

Location: [Select another location...](#) **Select My Folders**

OK Cancel

4. Click **OK**.

The custom report will appear in your **My Folders** tab.

QUALITY ASSURANCE PROCESS

Keeping data clean and representative of actual work can be an arduous process; however the following guidelines provide substantial guidance for continuous improvement processes. By following the steps outlined below, agencies can easily determine which children have not been visited.

1. Log into BIC.

2. Navigate to **Public Folders > OCF - SACWIS Management Reports**
3. Click on the **Visitation – Monthly** cube.

Important: This demonstration serves to identify the children who have had missed visits in FFY2010.

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2010
Adams County Children Services Board	38	39	36	36	36	32	32	31	33	35	
Allen County Children Services Board	90	95	95	86	85	79	78	74	72	66	
Allen County Juvenile Court	3	3	4	3	3	2	3	3	1	1	
Ashland County Department of Job and Family Services	68	67	68	71	65	74	82	78	78	76	
Ashtabula County Children Services Board	106	101	95	94	97	95	93	89	90	87	
Ashtabula County Juvenile	0	0	0	0	1	1	1	0	0	0	

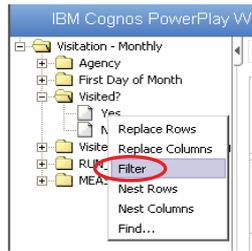
The default view of the **Visitation – Monthly** cube appears.

4. From the panel on the left, click on the plus sign (“+”) before folder “Visited?”



The options box, related to the “Visited?” folder expands.

5. Right click on **No**.



After right clicking “No” the folder options box expands.

6. Click **Filter**.

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2010
Adams County Children Services Board	38	39	36	36	36	32	32	31	33	35	
Allen County Children Services Board	90	95	95	86	85	79	78	74	72	66	
Allen County Juvenile Court	3	3	4	3	3	2	3	3	1	1	
Ashland County Department of Job and Family Services	68	67	68	71	65	74	82	78	78	76	
Ashtabula County Children Services Board	106	101	95	94	97	95	93	89	90	87	
Ashtabula County Juvenile	0	0	0	0	1	1	1	0	0	0	

The screen shows the number of children who have had missed visits in each month.

7. **Click** on your agency’s name to filter the report so only your agency’s data are displayed.

IBM Cognos PowerPlay Web Explorer

Visitation - Monthly

Clermont County Department of Job and Fa... First Day of Month Yes Visited in Placement Setting?

Placed All Month as values	10/1/2010	9/1/2010	8/1/2010	7/1/2010	6/1/2010	5/1/2010	4/1/2010	3/1/2010	2/1/2010	1/1/2010	12/1/2009
Clermont County Department of Job and Family Services	111	259	244	224	245	239	213	212	210	213	22
Clermont County Department of Job and Family Services	111	259	244	224	245	239	213	212	210	213	22

8. On the bottom menu, click the “+” sign.



Cognos Viewer - Monthly Visitation DT

Roger Ward Log On Log Off

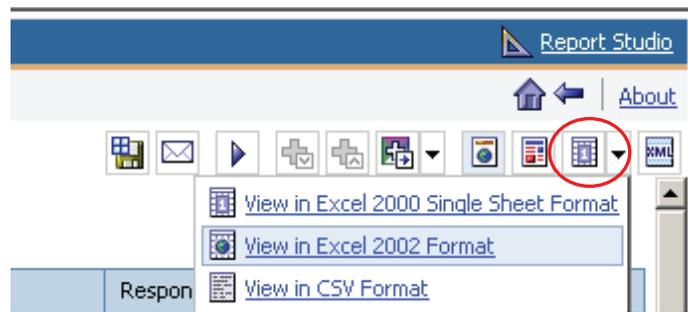
Report Studio

Monthly Visitation Detail Report

Person ID	Month	First Name	Last Name	Birth Date	Visited?	Visited in Placement Setting?	Case ID	Agency	Responsible Worker	Supervisor	Run Date
-----------	-------	------------	-----------	------------	----------	-------------------------------	---------	--------	--------------------	------------	----------

This screen shows a detailed report of all children who have missed visits.

9. Export this file to Excel, by click the **second icon to the right** on the top right menu.



10. Select “**View in Excel 2002 Format**”.

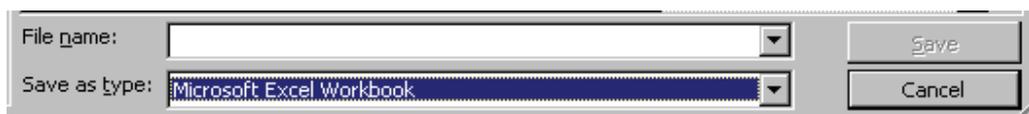
11. An Excel spreadsheet is created, and a message window will ask “What do you want to do?” Select ‘**Open.**’

12. Save the spreadsheet by clicking on the **File** menu.

13. Click **Save As**.

14. Name the spreadsheet in the **File name** box.

15. In the **Save as type** box, select **Microsoft Excel Workbook**.



16. Click **Save**.

 A screenshot of an Excel spreadsheet window titled "Monthly Visitation Detail Report". The spreadsheet has columns A and B, and rows 1, 5, and 8. The title "Monthly Visitation Detail Report" is centered across the top. Data is present in rows 5 and 8. A red circle highlights the top-left corner of the spreadsheet area (cell A1).

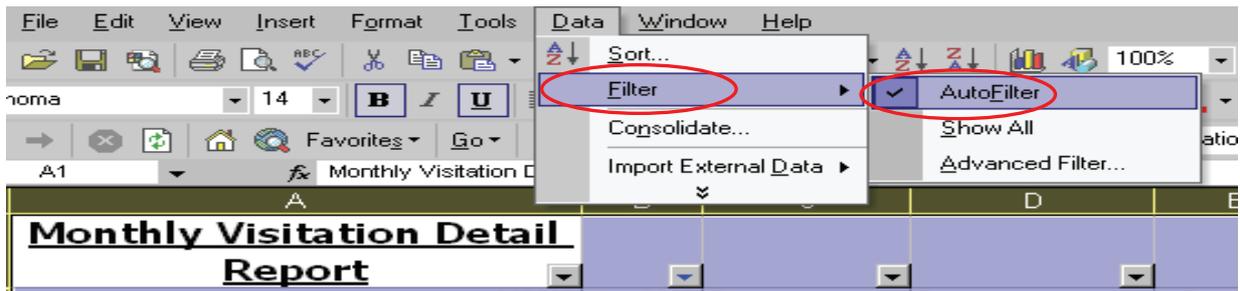
Monthly Visitation Detail Report	
1	
5	369293 Jan 20
8	399724 Sep 20

17. In the Excel window, **click on the upper left hand corner** of the window. This highlights the entire spreadsheet.

18. From the main menu, click **Data**.

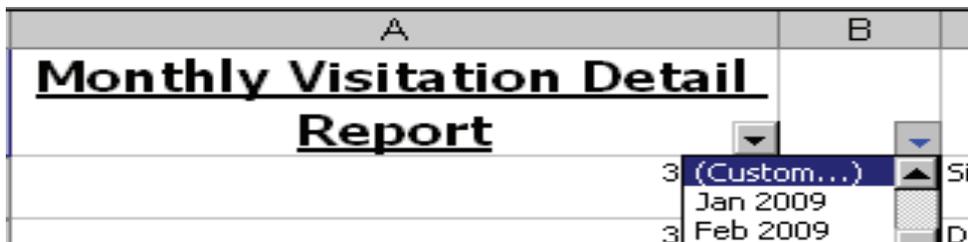
19. Mouse over the word **Filter**.

20. Click **AutoFilter**.

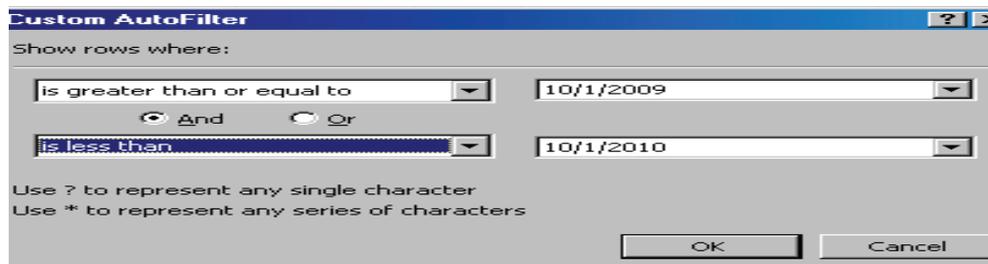


21. From column B, click the **down arrow**.

22. Click “**Custom...**”



The Custom AutoFilter box appears.



23. In the top left box, select “**is greater than or equal to.**”

24. Select the radio button “**And.**”

25. In the lower left box, select “**is less than.**”

For FFY2010, follow steps 27 through 39.

26. In the top right box, select “**10/1/2009**”

27. In the lower right box, select “**10/1/2010.**”

28. Click OK.

For FFY2011, follow steps 30 thru 32.

29. In the top right box, select “**10/1/2010**”

30. In the lower right box, select “**10/1/2011.**”

31. Click OK.

These are the records agencies need to review to determine if visits were actually done, but were not recorded appropriately in SACWIS. Visits are counted for this Federal measure when they meet the conditions outlined in the following reference document:

<http://www.webetools.com/drc/users/kb.php?op=10716>

Additional Assistance

If you need additional assistance, please contact Tim Doyle-Wenger at Tim.Doyle-Wenger@jfs.ohio.gov or Roger Ward at Roger.Ward@jfs.ohio.gov.

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