Healthy Marriage and Responsible Fatherhood Grants

Information, Family Outcomes, Reporting, and Management (nFORM 2.0) System User Manual

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I. Healthy Marriage and Responsible Fatherhood Grants: Data Collection and Performance Reporting Using nFORM 2.0

This manual provides a detailed description of the Information, Family Outcomes, Reporting, and Management 2.0 (nFORM 2.0) system, which Healthy Marriage and Responsible Fatherhood (HMRF) grant recipients will use to collect, store, and analyze performance measure data required by the Administration for Children and Families (ACF). The manual is designed as a reference for grant recipients to use throughout the project. It provides answers to many of the questions grant recipients may have as they use nFORM. If grant recipients cannot find answers to their questions in this manual, they may ask the nFORM 2.0 Help Desk for assistance. The nFORM 2.0 Help Desk is described in Module II of this manual; several training videos and other resources are also available on the HMRF Grant Resources Site.

A. What is nFORM 2.0?

nFORM 2.0 is a management information system that each HMRF grant recipient will use to collect the information that will be reported to the Office of Family Assistance (OFA) within ACF. Grant recipients will use nFORM to collect information about:

- Program operations (for example, outreach and recruitment activities, enrollment, staff qualifications and training, staff supervision and observations, and implementation challenges)
- Services (for example, case management activities, workshop attendance, and referrals)
- Client characteristics and outcomes (for example, applicant characteristics survey, program entrance and exit surveys of clients)

nFORM is designed to generate all necessary calculations at the touch of a button for the required semiannual Program Progress Reports (PPRs) and Quarterly Progress Reports (QPRs). Some data can also be exported to other programs, such as Microsoft Excel, for grant recipients to view and analyze. nFORM is web-based and does not require users to download any applications or program any code. nFORM is accessible anywhere there is Internet access and is provided free to each OFA-funded grant recipient.

Minimum system requirements. nFORM 2.0 is Section 508 compliant, and works on multiple platforms including desktop computers, laptops, and tablets – specifically iPads (not mini) and Samsung Galaxy Tabs. Please note that nFORM 2.0 has not been optimized for use with smartphones, and that updates to operating systems may affect nFORM 2.0 functionality.

Because nFORM is a web-based system, you must use a web browser to access nFORM and to administer the surveys to clients. nFORM and the surveys have been tested by using the Google Chrome browser app (version 86) and the Microsoft Edge browser app (version 84). nFORM has not been tested with other web browsers, such as Mozilla Firefox and Safari, and it may not work as intended with those other browsers. It is also always recommended to keep browsers updated to their latest versions so that they have the most recent bug fixes and security updates. The browser version is identified by selecting "Help" in the menu bar of the web browser and choosing "About." Please consult your tablet user guide for instructions on how to ensure that your browser version is up to date. Finally, do not use Internet Explorer due to security issues affecting that browser.

nFORM also requires the web browser to support Javascript. The browser also should allow pop-ups (external links open in a new window or tab) and accept session-based cookies. By default, the major web browsers are configured to handle these requirements.

Grant recipients should consider using mobile hotspots or JetPacks to enable nFORM to be used in areas that otherwise do not have sufficient Internet access. Grant recipients who are using mobile hotspots or JetPacks should ensure they are optimized to maximize signal strength. Grant recipients should also avoid running system updates or other data-intensive maintenance functions while using nFORM with a mobile hotspot or JetPack.

B. Overview of tasks performed in nFORM

nFORM is designed to (1) support collection of all required performance measure data, (2) facilitate grant recipients' required quarterly reporting, and (3) help grant recipient staff track clients and document services. Data should be entered into nFORM in real time so that it is accurate, up-to-date, and ready for required reporting to ACF. This section provides a brief overview of the tasks that staff will complete in nFORM. Module II provides more information about where to access this functionality in nFORM, as well as where in the user manual to find step-by-step instructions for each function.

Initial grant recipient administration tasks. Staff from the nFORM Team at Mathematica established an account for an initial site administrator at each grant recipient. Before serving clients, that site administrator should create user accounts for the other grant recipient staff who will use nFORM, customize nFORM to reflect each grant recipient service location and, if the grant recipient is conducting its own evaluation, applicable treatment and control groups. Site administrators will also add service providers and partner agencies to the system so that staff can access the service provider information to refer clients to needed services.

Client intake tasks. At client intake, grant recipients will share a privacy statement so that each client is aware of their data privacy rights, and then enter information about the client to create a client record. The information entered at client intake includes the application date, the population for which the client will be receiving services, and contact information. Additionally, grant recipients providing services to couples will use the application form to link together each partner's client record in nFORM. After the grant recipient creates a new client profile, nFORM will automatically generate a unique client ID number.

Using nFORM, each new client will complete an applicant characteristics survey (ACS) at intake. This survey collects such information as the client's demographic characteristics, financial status, and family status. Site administrators will assign a case manager to each client. If the grant recipient is conducting a local evaluation, staff will record a client's service assignment (treatment or control group) in nFORM after the client completes the applicant characteristics survey. Module V provides more information about who is considered to be a client for purposes of creating client records in nFORM.

Workshops and sessions management. Grant recipient staff will use nFORM to create workshops and schedule workshop sessions. nFORM makes it easy to schedule sessions that recur for the required length of the workshop and to track attendance of clients who are registered for sessions as well as clients who drop in to sessions. nFORM also facilitates session cancellations, and rescheduling sessions to occur at different dates and times.

Service contacts, referrals, program supports, and incentives. Grant recipient staff will also use nFORM to track individual service contacts (ISCs), referrals, and incentives provided to clients. For ISCs, the grant recipient will enter information such as the length and location of each contact and issues discussed during the contact. Case managers are responsible for noting what referrals a client receives and if the client follows up on the referral. nFORM will remind the case manager to request this information. Information on incentives includes the type of incentive and the reason for providing it to the client. Grant recipients that serve couples will track participation at both the individual and couple levels.

Entrance and exit surveys. At the start of their first workshop, clients will complete an entrance survey, and at the end of their last workshop (or 14 days after the entrance survey is completed if the program is structured to last less than that), clients will complete an exit survey. These surveys ask clients questions from five outcome domains: (1) parenting, co-parenting, and fatherhood; (2) economic stability; (3) healthy marriage and relationships; (4) personal development; and (5) program perceptions. Grant recipients are encouraged to contact their FPS with any concerns or requests about survey timing.

Table I.1 below shows which surveys are administered in nFORM to each type of client population; all surveys are available in nFORM in English and Spanish. Please note that when couples are served by either FRAMEWorks or Fatherhood FIRE programs, each partner is surveyed separately.

Table I.1. Client surveys by client population

Client population	Survey
FRAMEWorks programs	
Adult individual	Adult entrance and exit survey
Adult couple	Adult entrance and exit survey
READY4Life programs	
Youth	Youth entrance and exit survey
Fatherhood FIRE programs	
Reentering individual	Reentering fathers entrance and exit survey
Community individual (father)	Community fathers entrance and exit survey
Community individual (mother)	Community mothers entrance and exit survey
Community couple (father)	Community fathers entrance and exit survey
Community couple (mother)	Community mothers entrance and exit survey

Grant recipient staff will make sure clients are set up to complete the correct surveys. The surveys are web-based for clients to complete on their own using a computer, laptop, or tablet. Administering the surveys via the web allows them to be linked directly to nFORM and improves data quality. For example, nFORM has skip patterns automatically programmed to direct clients to the right questions based on their previous responses. Importantly, nFORM is programmed with audio computer-assisted self-interview technology (ACASI). ACASI gives clients the option to listen to a recording of the questions and response options with headphones, rather than having to read them on the screen. Program staff will schedule clients' completion of the surveys and also track each client's completion in nFORM. Tracking and administering surveys using nFORM is easy; surveys only become available to administer to clients in their intended order of administration. The applicant characteristics survey must be completed by clients first. The ability to generate a passcode for a client to access the entrance survey is not available until after an applicant characteristics survey is submitted. Likewise, a passcode for a client to access their

exit survey is not available until after their entrance survey has been submitted. nFORM automatically accesses the versions of the entrance and exit surveys that match the population from the client's record. This means that clients will automatically get the survey that is tailored to them.

Program operations survey and narrative. Each quarter, program staff will use the nFORM system to complete the program operations survey, which consists of questions about topics such as outreach and recruitment of clients into the program; staff qualifications; and implementation challenges. Grant recipients will also provide narrative answers to a set of questions to provide context for their program operations. These two elements are part of the required reports described next.

Reporting. All grant recipients are required to collect and report on performance measures using the nFORM system. ACF requires two types of reports: a semiannual Performance Progress Report (PPR) and a Quarterly Progress Report (QPR). The QPR provides a subset of the information that is reported on the PPR. Grant recipients are required to submit a report to ACF each quarter. The required reports alternate between QPRs and PPRs; QPRs are due in January and July and PPRs are due in April and October.

To produce the reports, grant recipients first complete the quarterly program operations survey. All of the quantitative information for the reports is then generated at the touch of a button in nFORM. Grant recipients then review the quantitative information to inform the narrative they draft using a template provided in nFORM. After drafting the narrative, grant recipients should review the reports for accuracy before submitting them to ACF.

Grant recipients can analyze the data in nFORM in other ways, including a query tool, a data export, and operational reports which help grant recipient staff identify, for example, outstanding surveys to be completed by clients.

Guidance on using nFORM. A number of informational resources about nFORM and performance measures data collection are available on the HMRF Grant Resources Site. The resources site contains links to this user manual, several training videos, a document describing data collection and logistics, a data dictionary describing the variables included in the data export, guidance on seeking IRB approval, and other resources. Grant recipients are encouraged to use these resources to learn how to use nFORM and to find answers to their questions about using the system. In addition, the nFORM Team will host regular office hours to highlight different nFORM functions and answer grant recipient questions.

Grant recipients may also reach out to the nFORM web help desk for technical assistance. A ticket describing the grant recipient's technical assistance need can be submitted on nFORM's help page. Grant recipients are encouraged to provide as much detail about their question as possible, including screen numbers, device and browser specifications, and client ID numbers. Grant recipients, however, should never include client personally identifiable information (PII), like client name, in a help desk request.

C. The BUILD Project

Mathematica is conducting the BUILD (Building Usage, Improvement, and Learning with Data in HMRF Programs) project to support ACF's learning agenda and enable the 2020 cohort of HMRF grant recipients to measure their program performance and make data-driven decisions for program improvement. In addition to enhancing and maintaining nFORM and providing training and technical assistance to grant recipients, Mathematica will provide cross-grant recipient analyses to support ACF's performance monitoring and reporting and to advance understanding of HMRF programs, services, and

outcomes. Mathematica obtained an exemption from the Health Media Lab Institutional Review Board to analyze grant recipients' nFORM data for these analyses, without specific consent from grant recipient clients to do so.

D. Keeping data confidential

Some of the information collected and stored in nFORM is considered confidential or sensitive. nFORM will include some PII. PII is information that can be used on its own or in combination with other information to identify an individual. PII in nFORM includes clients' contact information and aspects about clients' involvement in the HM or RF program. (However, no Social Security numbers will be recorded in nFORM). Additionally, some of the performance measures are sensitive questions on topics including financial history, domestic violence, and children's names/initials. The security features of nFORM help protect the confidentiality of client information.

Mathematica has deployed the nFORM 2.0 system to the Amazon Web Services (AWS) cloud which is FedRAMP-certified to ensure effective, repeatable cloud security. Safeguards that will be used to protect sensitive data stored within the nFORM 2.0 system are consistent with the Privacy Act, the Health Insurance Portability and Accountability Act, the Federal Information Security Management Act (FISMA), and National Institute of Standards and Technology security and privacy standards. Identifiable data will be encrypted at all times (in transit and at rest) using cryptographic modules that are compliant with Federal Information Processing Standard 140-2, and will be securely deleted from the system when no longer needed. Access to the nFORM system will be controlled via multifactor authentication mechanisms and will be limited for both grant recipient and Mathematica staff. A grant recipient will only be able to view and report data for its own program.

In addition to these nFORM-specific procedures, Mathematica has extensive corporate administrative and security systems to prevent the unauthorized release of personal records, including state-of-the-art hardware and software for encryption that meets federal standards, other methods of data protection (e.g., requirements for regular password updating), and physical security that includes limited key card access and locked data storage areas. Mathematica also requires every employee to sign a pledge to protect the privacy of data and client identity, and breaking that pledge is grounds for immediate dismissal and possible legal action.

E. Reporting security incidents

Grant recipients should immediately report suspected or confirmed cases of unauthorized nFORM access. Examples include sharing user accounts, allowing unauthorized individuals to access nFORM and view client data, usernames and passwords being obtained by someone other than the user, and changes made to a user account's multifactor authentication process settings without the user's knowledge. Grant recipients should be careful not to include PII when reporting such incidents; client ID numbers or other references can be used.

Grant recipient staff should immediately report suspected or confirmed nFORM-related security incidents to a site administrator at their organization. The site administrator should immediately report the issue to Mathematica by completing a help desk ticket as described in Module II. Grant recipients should also inform their own IRB of any security incidents, as applicable.

II. Introduction to nFORM Functions

nFORM is designed to help users easily navigate through the system as they complete case management and reporting tasks. Icons are used to identify each nFORM function, and every nFORM screen is labeled with a screen number that users can reference should they have specific questions requiring assistance. nFORM screen numbers are generally in the upper left or lower right of a screen. In addition, consistent design elements guide grant recipients through the system. These include:

- Clearly labeled buttons such as **Save** are used throughout nFORM.

- The tool tips icon displays field definitions and information on using the system. Users simply hover their cursor over the icon to view the information.

- Red asterisks are included throughout nFORM to indicate required fields.

- Important messages and instructions appear in italics indicating, for example, if a user tries to save a form with information missing from a required field.

- Plus and minus sign buttons allow users to expand (plus sign) or collapse (minus sign) an information table.

- Arrow buttons allow users to change the order of search results by ordering results either alphabetically or numerically (ascending or descending).

- Calendar functions allow users to quickly select dates for entry. Users can also type in dates using the MM/DD/YYYY format.

A. Navigating through nFORM's main functions

nFORM's Home Page (screen H1, below) displays a description of the system's functions. The nFORM 2.0 logo appears on the top left of the page; users can click on this logo anywhere in nFORM to be directed back to the home page. The grant recipient's name is displayed across the top of the page, and the user's name is displayed on the top right. At the bottom of the page is an Office of Management and Budget notice in compliance with the Paperwork Reduction Act, and a notice advising users to not enter dummy, mock, fake, or fictitious data in nFORM as this may cause inaccuracies in the required federal reports produced by nFORM.

The header of the Home Page displays nFORM's six main tabs, which correspond to the main functions of nFORM. These tabs are: Clients, Workshops, Service Providers, Reports, Settings, and Help. These tabs appear at the top of every screen in nFORM. Links to these tabs also appear at the bottom of every screen.

Access to each nFORM tab is determined by the user's level of access to nFORM; users will not see the tabs that they do not have permission to access. The types of nFORM user accounts and the levels of nFORM access are described further in Module IV. Further, the beginning of each module states which types of nFORM users have access to the functionality described in that module.

Following is a brief description of each tab, the tasks that can be completed within that tab, and the module within this user manual that provides more detailed steps on the nFORM functionality within that tab.

- On the **Clients** tab, grant recipient staff can enroll new clients and record, view, and edit important information about clients such as client contact information; client status; service contacts, referrals, and incentives; and workshop participation. Grant recipient staff can also assign case managers to clients and access surveys for completion by clients. Modules V, VI, and VII describe functionality within the Clients tab.

- On the **Workshops** tab, grant recipient staff record, edit, and view details about the workshops offered by their program. The Workshops tab includes creation of workshops, session series, and session occurrences; scheduling and rescheduling workshop sessions and occurrences; registering clients for workshops; and tracking session attendance. Module VI describes the functionality within the Workshops tab.

- Grant recipient staff use the **Service Providers** tab to add, edit, and view the service providers to which clients can be referred, the service provider's contact information, and whether the service provider is a partner agency (an organization with which the grant recipient has a partnering agreement such as a memorandum of understanding [MOU]). Module III describes functionality within the Service Providers tab.

- Grant recipients will use the **Reports** tab to record information about program operations, create reports, and analyze performance measures data. The Reports tab includes the program operations

survey and progress narrative; creation of required ACF reports; operational reports; and the query tool. Module VIII describes the functionality within the Reports tab.

- Grant recipient staff use the **Settings** tab to add, edit, and view grant recipient locations, service assignments (for grant recipients conducting their own local evaluations), and user accounts. Modules III and IV describe functionality within the Settings tab.

- Grant recipient staff may use the **Help** tab whenever they have questions about using nFORM that are not addressed in this manual. The Help tab guides grant recipient staff through the process of submitting inquiries to the nFORM Help Desk. The HMRF Grant Resources Site also provides links to this nFORM User Manual and other useful resources for grant recipient staff. **Users should periodically clear their cached images and files to see the new versions of nFORM resources on the resources site.** A phone number is listed on the nFORM help page for grant recipient site administrators to call should they experience any nFORM log-in issues.

B. Getting started: Logging into nFORM

Each person who uses nFORM must have their own user name and password to access the system. The user name is the user's email address; grant recipient staff or partner agency staff must never share a user name to access nFORM. Mathematica created a user account for an initial grant recipient site administrator. That site administrator is responsible for configuring grant recipient locations, service providers, and other information in nFORM (see Module III), and creating and managing individual staff accounts for all other nFORM users at the grant recipient (see Module IV).

nFORM requires a multifactor authentication process at log in to help protect the security of the data stored in the system. The first level of authentication is entering the user name and password. The second level of authentication is a phone call or text message process using a ten-digit phone number (no extensions). Please note that using a phone number for a landline phone limits a user from accessing nFORM outside of their office. Using a cell phone number provides users with more freedom to access nFORM from various locations. Cell phone users must be in an area with adequate cell phone reception to receive verification phone calls or text messages in a timely fashion.

New user accounts will be created with the new user's preferred authentication method (text message or phone call). Based on that preference, the user will receive either a text message or telephone call each time they log in to nFORM. Users can change the preferred multifactor authentication method at any time by logging into nFORM and modifying their user profile.

Once a user account is set up, the nFORM user will receive an account creation email with an invitation to use the system. Users click on the link in the email to validate their email address. The email address serves as the user name and is not case sensitive. Users are then prompted to create a secure, case-sensitive password that is at least eight characters long and contains at least one letter, one number, and one special character (such as !, @, #, $, or %). After the password is created, the link in the account creation email will no longer be valid. Users are also required to reset their passwords every 60 days. Upon logging into nFORM following the password expiration, users will receive notification to change their password.

II.B.1   Login process (screen G0)

To log in to nFORM, open your web browser and go to the nFORM URL, which opens the nFORM Log In page. To easily access nFORM, grant recipient staff should bookmark this URL on their computers: https://hmrf-nform.acf.hhs.gov/nFORM

Read the disclaimer and check the box to agree to the terms and conditions. Enter your username (email address) and password and then click on the "Log in" button to begin the multifactor authentication process. Depending on the authentication method selected, a screen message will indicate that the system is either calling or texting your phone. An example message (text message authentication method) is shown below.

You will then receive either a text message or a phone call. For telephone calls, users must answer the phone, listen to the six-digit code read in the automated message, enter that code into the "Verification Code" field on the nFORM screen, and click the "Verify code" button to complete the log-in process. The automated message will repeat the six-digit code 3 times. For text messages, users will be sent a message containing the six-digit code, enter that code into the "Verification Code" field on the nFORM screen, and click the "Verify code" button to complete the log-in process. Users must complete this authentication process within four minutes of clicking on the Log In button, or the six-digit code will expire.

Text Message   **Text Message**   **Phone Call**

If you do not receive a telephone call or text message, ask a site administrator to review your telephone number for accuracy. If text messaging is selected as the multifactor authentication method, confirm that the telephone number associated with the account is a mobile phone number that receives SMS messages. Using a cell phone for multifactor authentication—either through text messaging or calling—requires good quality cell phone reception in the location where users access nFORM. If cell phone service is poor, users may not receive the text message for authentication or it may be delayed. If a site administrator confirms that the correct telephone number is listed on the user's account and the user is not receiving the text message, poor cell service is likely resulting in the text message not coming through in a timely manner or at all. In these cases, consider changing to the telephone call method or using a landline phone.

nFORM will automatically log users out after 15 minutes of inactivity. Activity in nFORM means saving a screen or navigating to a new screen. Note that typing is not considered an activity in nFORM. A pop-up message will appear in nFORM when there is one minute left before being automatically logged out.

To log off nFORM at any time, click the "Log off" button located in the top right corner of any nFORM page.
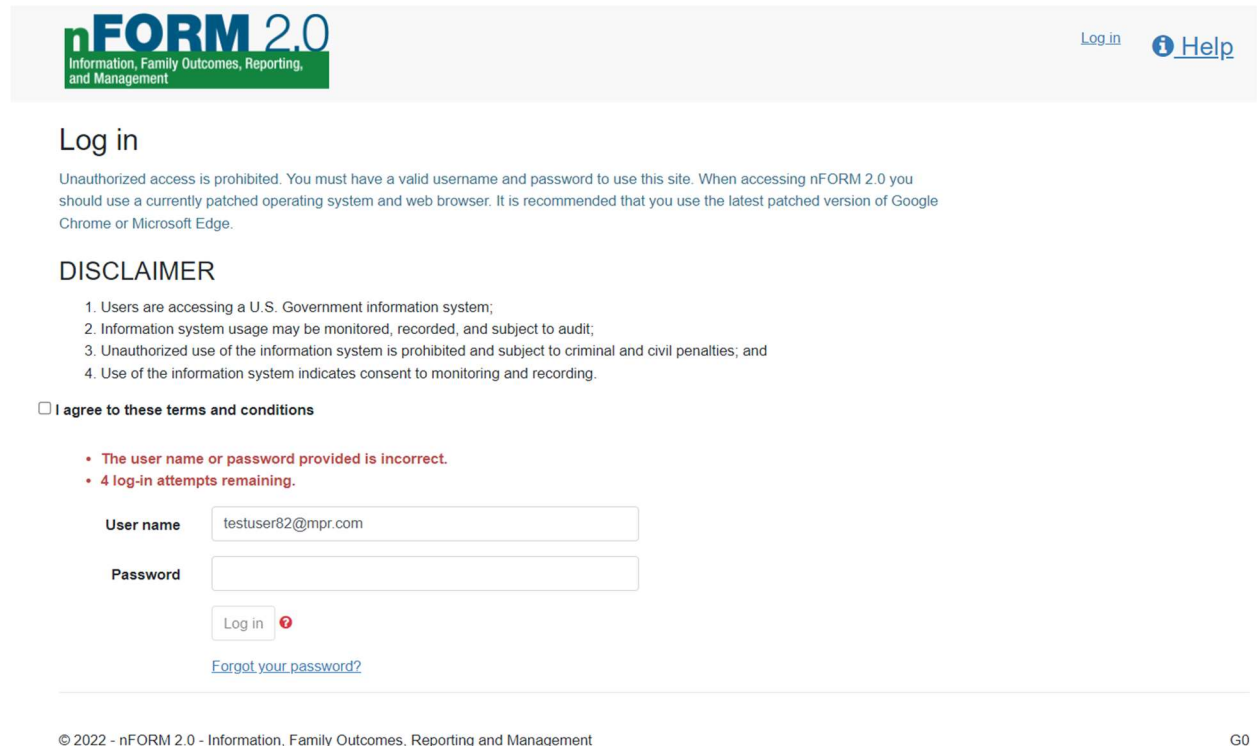
II.B.2   Forgot your password?

If you forget your password, click on the "Forgot your password?" link on the Log in page (G0). You will be prompted to enter your user name to receive an email with a link to reset your password. You must complete the password reset within 15 minutes of receiving the email or the link will become inactive. If that occurs, repeat the procedure to have an active link resent to your email.

If you enter the wrong password five times within a single 24-hour period without successfully logging in, your account will be deactivated and you will no longer be able to log in. After each unsuccessful log

in, nFORM will remind you how many attempts remain before you will be unable to log into the system without support from a site administrator.

If you exceed the maximum number of login attempts, contact your site administrator to reset your password. You will then receive an email with a link to create a new password. You must click on the link within 15 minutes of receiving the email or the link will become inactive. Check your SPAM folder if you do not receive the email to reset your password.

C. Seeking technical assistance (screen HD1)

Grant recipients can request technical assistance regarding the nFORM system and performance measures by completing a help desk ticket in nFORM under the Help tab. Grant recipient users should contact the site administrator who set up their account for assistance with log-in issues; site administrators have the authority and tools to address log-in issues. All other types of inquiries can be submitted to your Family Assistance Program Specialist (FPS). **Grant recipients are encouraged to review this manual and the other informational resources available on the HMRF Grant Resources Site before submitting a help desk ticket.**

Site administrators, case managers, and general user account types can all submit help desk tickets and access the informational resources that are available on the HMRF Grant Resources Site. Grant recipient staff are encouraged to raise questions with a site administrator at their grant recipient before submitting a help desk ticket.

II.C.1   Getting help with log in issues

If a user is unable to log in to nFORM, the grant recipient site administrator should first ensure that the user's account is active, and that the correct phone number for the multifactor process is recorded on the

user's profile. In addition, the user's password can be reset. If a user is still unable to log in, the site administrator should submit an inquiry through the nFORM Help Desk or, if necessary, call Mathematica's nFORM Log In Help Line at: 844-619-6841. The Help Line is available during regular business hours (Eastern time), excluding Federal Holidays. If you leave a voicemail, we will respond as quickly as possible.

To ensure timely response to technical assistance questions, the nFORM Log In Help Line should only be called for help with logging into nFORM. All other inquiries about nFORM and performance measures should be submitted by completing a help desk ticket in nFORM.

II.C.2   Submitting an nFORM help desk ticket

Any nFORM user may request technical assistance regarding the nFORM system and performance measures by completing a help desk ticket in the Help tab (screen HD1). To begin, use the dropdown menu to select the category that best fits your nFORM system or performance measure inquiry. A description of each category and the relevant nFORM User Manual modules appear in the following table II.1.

Please review the applicable section of the manual, the other informational resources, and the training videos before submitting a help desk ticket.

Table II.1. nFORM help desk categories

Category	Description
Client intake/services	Module V of the nFORM User Manual describes client enrollment; Module VII describes client case management. If submitting a ticket, please include the nFORM screen number(s) and Client ID number(s), as applicable.
Client surveys/ performance measures	Modules V and VII of the nFORM User manual and the Performance Measures and Data Collection Logistics manual describe client survey administration using nFORM; the HMRF Performance Measure Sources manual describes the performance measures on each survey. If submitting a ticket, please include the specific measures(s) if you have questions about the constructs and domains. If you have questions about survey administration, please include name of the survey, survey questions and/or pages, screen number(s), and Client ID number(s), as applicable.
Workshops	Module VI of the nFORM User Manual describes workshops and sessions. If submitting a ticket, please include the screen number(s), as applicable.
QPR/PPR reporting	Module VIII of the nFORM User Manual describes QPR and PPR reporting. If submitting a ticket, please include the nFORM screen number(s), report type/item, and reporting period, as applicable.
Query tool	Module VIII of the nFORM User Manual describes the query tool. If submitting a ticket, please include the dashboard or tab name, variable(s), and time options, as applicable.
Operational reports	Module VIII of the nFORM User Manual describes the operational reports. If submitting a ticket, please include the nFORM screen number(s) and report name(s), as applicable.
Service providers	Module III of the nFORM User Manual describes adding and editing service providers. If submitting a ticket, please include nFORM screen number(s), as applicable.
Settings/user accounts	Module III of the nFORM User Manual describes nFORM settings and Module IV describes adding and editing user accounts. If submitting a ticket, please include nFORM screen number(s), as applicable. Please provide information on user accounts that have been deactivated or locked, as applicable.

Category	Description
Security incident	Site administrators should use this category when reporting an nFORM-related security incident to Mathematica. Immediately report suspected or confirmed cases of unauthorized nFORM access. Examples include sharing of accounts and allowing unauthorized individuals to access nFORM and view client data. Please provide a description of the incident and information on affected user accounts, as applicable.
Miscellaneous	nFORM users may submit all other types of inquiries through this category.

When you submit an inquiry, please include the information specified in the text box on the screen so that someone from Mathematica can assist you as quickly and fully as possible. It is helpful to include the screen numbers associated with the issue, example client IDs associated with the issue (if applicable), and a thorough description of the issue. **Importantly, do not include personally identifiable information, such as client names, in a help desk ticket or any email.**

After your ticket is submitted, a green box will appear confirming the submission. You will receive a response to your inquiry via email. Be sure to check whether emails are in your SPAM folder.

III. Grant recipient Administrative Functions

Typically the data manager at each grant recipient will have a site administrator account and will use the Settings and Service Providers tabs to set up nFORM to reflect the grant recipient's configuration, including adding the names of all grant recipient office locations, adding service providers to which the grant recipient refers clients, and creating all the nFORM user accounts for the grant recipient. The Settings tab is also where site administrators will add service assignment categories (research groups) if the grant recipient is conducting its own local evaluation.

All site administrators can perform grant recipient administrative functions in nFORM. Case managers and general users can manage the service provider directory if a site administrator has provided their account with that permission.

A. Grantee configuration (screen G1)

The site administrator will use the grantee configuration page under the Settings tab to add, edit, and view grant recipient locations and service assignments (if the grant recipient is conducting its own local evaluation). If a grant recipient is not conducting a local evaluation, the service assignments table will not display.

B. Grantee locations (screen G2)

Grant recipients that serve clients in multiple office locations can record an nFORM user's primary location and the location where a client will be receiving services. Location is an optional field that allows grant recipients to track data by grant recipient location; however, it does not limit any functions within nFORM. Recording the grant recipient location in the client's Application Form allows grant recipients to view their program's enrollment by grant recipient location in the query tool. Case managers at a specified location are still able to view all clients for their grant recipient, regardless of their location.

Select the +Add Location button in the Grantee Locations field to open the Add/Edit Grantee Location screen (G2). Enter the name of the grant recipient location in the Location text box and any applicable information in the Additional Information box; select the Save button to complete this process.

To edit details about existing grant recipient locations, select the View button next to the relevant location in the Grantee Locations table. This opens the Add/Edit Grantee Location screen (G2). Select the Edit button to change the name of the grant recipient location and then click the Save button.

If a grant recipient location has been created in error, site administrators can delete the location in nFORM by selecting the Delete button. nFORM only permits the deletion of grant recipient locations that are not referenced in any other record in nFORM. **Grant recipient locations should only be deleted if created in error; deleting a grant recipient location means that it will no longer appear in the Grantee Location dropdown menus in nFORM.** For example, it will no longer appear as an option on the application form.

C. Service assignments (screen G3)

For grant recipients conducting their own local evaluations, site administrators can add service assignments to nFORM and view the available service assignments on the Grantee Configuration page (G1). The service assignment function enables staff to assign clients to the appropriate service categories after their client record is created.

Site administrators will identify the service name, which is the grant recipient's selected name for a specific research group; the applicable service category (Treatment, Control Waitlist (With Services), Control Waitlist (NO Services Provided), Control (With Services), or Control (NO Services Provided); and a brief description of the service and how it differs from others to which clients may be assigned. The service assignment names have a 500 character limit. Site administrators can create as many service assignments as needed in nFORM. Note that clients assigned to the Control Waitlist (NO Services Provided) and the Control (NO Services Provided) service assignments will not have the Service History or Workshops/Sessions tabs appear in their client profiles and they will not appear in the list of eligible clients for registering clients for session series and for recording attendance.

Select the +Add Service Assignment button in the Service Assignments table on the Grantee Configuration page (G1) to open the Add/Edit Service Assignment screen (G3). When all three fields are completed, select Save to add the service assignment to nFORM.

To edit service assignment information, select the View option on the Grantee Configuration page to open the Add/Edit Service Assignment screen (G3). Click the Edit button to modify the information or delete the service assignment. Service assignments may be deleted by site administrators only when the service assignments are not referenced in any other record in nFORM. After clicking the Delete button to remove the service assignment, a message will appear asking for confirmation of the deletion. **Service assignments should only be deleted if created in error; deleting a service assignment means that it will no longer appear in dropdown menus in nFORM.**

D. Service providers (screens G4 and G5)

Grant recipients will use the Service Providers tab as a directory of the agencies and organizations to whom they refer clients for services. After service providers are added to nFORM, users can navigate to the Service Providers tab to search for a provider by type of services or the name of the provider. Users can also choose to display all service providers that have been added to the grant recipient's directory.

Add and edit service providers. Site administrators can add and edit service providers that appear on the Service Providers tab. Other users can perform these functions if a site administrator has given them that permission in their user profile.

Before adding a new service provider, search the directory on the Service Providers tab (G4) to see if a record for the provider already exists. There is no duplicate detection process for service provider entries in nFORM. Grant recipients are responsible for keeping their service provider directory up-to-date and free of duplicate entries.

If no existing record for a service provider is found, add a new service provider to the system by selecting the +Add Service Provider button on the Service Providers tab (G4); this will open the Add/Edit Service Provider screen (G5).

Enter the service provider's name and website (if available) in the top section of screen G5. The Name field has a 500 character limit. Complete the check box if the service provider is a partner agency; a partner agency is an organization with which a grant recipient has a partnering agreement, such as an MOU. In the second section of the Add/Edit Service Provider screen, enter a physical address and mailing address (if different) for the service provider. Enter key personnel in the highlighted area that follows, including their contact information. Use the check box to indicate the primary contact for the service provider. Each service provider must have at least one contact name. If a primary contact is unavailable for a service provider, enter a placeholder, such as "TBD" or "Front Desk."

Select the +Add Contact button to add as many contacts as needed. Contacts can also be removed by selecting the –Remove Contact option.

Next, scroll down on the Add/Edit Service Provider screen to the Services Provided section and check all the services offered by the service provider. Additional information about some service categories can be viewed by hovering your cursor over the tool tips icon.

After entering all relevant information for a service provider, select Save to add the service provider to nFORM.

To view or edit information for an existing service provider, click on the View button next to the applicable service provider on G4 to open the Add/Edit Service Provider screen. Click the Edit button to modify information about the service provider and then click Save to save all of the changes made. You can also mark a service provider as Inactive on this screen; this will indicate to all grant recipient staff that the grant recipient is no longer referring clients to that service provider. Scroll to the bottom of the page and select the check box to indicate the service provider is inactive.

Site administrators may delete service providers only when the service providers are not referenced in any other record in nFORM. After clicking the Delete button to remove the service provider, a message will appear asking for confirmation of the deletion.

Service providers should only be deleted if they were created in error because the deletion removes the service provider as an option to be selected in other areas of nFORM. If your grant recipient is no

longer referring clients to a service provider, but the service provider is already referenced in other nFORM records, check the box to mark the provider as inactive rather than deleting the service provider.

Find service providers. After service providers are added to nFORM, users can easily search for a specific service provider by its name or by selecting a category of service on the Service Providers tab (G4).

After entering a name and/or selecting a service category from the dropdown menu, select the Search button to display the service providers that match the search criteria. After you enter search terms into the Name field (for example, "Goodwill"), service providers with the search term anywhere in their name will display. Selecting a type of service from the Services dropdown menu will return all service providers that offer the selected service. Clicking Search without entering any text in the name field or selecting a service category will return all service providers for your grant recipient.

You can sort the returned results by service provider name, types of services, contact name, phone number, email address, and whether the service provider is a partner agency by using the arrow button next to each column heading.

IV. Adding and Editing nFORM User Accounts

Grant recipient site administrators add nFORM user accounts for grant recipient staff in the Settings tab by opening the Users page (U1). On the Users page, site administrators can create new user accounts, edit existing user permissions, reset passwords, deactivate, and lock user accounts for users within their own grant recipient. The Users page also lists each user's last name, first name, user type, user name, grant recipient location, whether the account is currently active, whether the user has permission to view the Query Tool, and whether the user is from a partner agency. Site administrators can filter for users based on grant recipient location, first and last name, and user type. By default, inactive users are hidden on the page, but can be viewed by clicking the Show Inactive Users button. Site administrators can sort the users listed on this screen by any of the columns, and view a user's profile by selecting the View button to the left of the user's name. Site administrators are the only nFORM users with this account management functionality; all other users manage their own accounts only.

Users

Filter Criteria

Grantee Location	All Locations		
Last Name		User Type	All User Types
First Name			☐ Show Inactive Users

Search   Clear Criteria

+ Add User   Items per page 10

View	Last Name ⇕	First Name ⇕	User Type ⇕	User Name ⇕	Grantee Location ⇕	Active ⇕	Query Tool Permission ⇕	Partner ⇕
🔍 View	Case Manager	Marybeth	Case Manager	testuser43@mpr.com		Y	Y	N
🔍 View	Case Manager	Test	Case Manager	testuser24@mpr.com		Y	N	Y
🔍 View	General	Marybeth	General	testuser143@mpr.com		Y	N	N
🔍 View	General	Matt	General	testuser174@mpr.com		Y	N	N
🔍 View	Site Admin	Matt	Site Administrator	testuser103@mpr.com	Location G2S1	Y	Y	N
🔍 View	Site Administrator	Marybeth	Site Administrator	testuser108@mpr.com		Y	N	N
🔍 View	Site Administrator	MarybethM	Site Administrator	testuser82@mpr.com		Y	Y	N
🔍 View	Test18	Test18	Site Administrator	jun.y.park@gmail.com		Y	N	N
🔍 View	Valenzuela	James	Site Administrator	JValenzuela@mathematica-mpr.com		Y	N	N

9 Record(s)

Clients   Workshops   Service Providers   Reports   Settings   Help

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Site administrators are the only users who can add and edit user accounts for their grant recipient under the Settings tab.

Mathematica created a user account for an initial site administrator at each grant recipient. That site administrator is responsible for creating and managing individual staff accounts for all other users at the grant recipient.

Access to nFORM functionality and information in the system is determined by user type and permissions. That is, users have expanded or restricted access to the system based on the type of account they are assigned and the permissions provided by the site administrator.

Site administrator accounts have the capability to input data, view client-level data, and perform administrative functions. Case manager accounts have the ability to input data and view client-level data. General user accounts have the most restricted access to nFORM functionality; general users can input data and view limited client-level data, such as searching to see if a client is in the system. Site administrators select the appropriate user type when creating a new account.

Site administrators can provide case managers and general users with additional permissions in the user's profile. Site administrators do this by checking a box next to the permission(s) they want to give to the user. If a permission is selected, the user has additional functionality or access to information in nFORM. The user permissions are:

- Case Manager Assignment, which allows users to assign case managers to clients.
- Enrollment, which allows users to enroll new clients and edit enrolled clients' information.
- Query Tool, which allows users to view the Query Tool. This permission is limited to three active user accounts for each grant recipient.
- Service Provider Management, which allows users to add and edit service providers.
- Sessions Series Management, which allows users to add and edit session series.

The following Table IV.1 lists each type of nFORM user and each user's access to specific nFORM functions.

Table IV.1. nFORM functionality by user type

Tasks	Grant Recipient User Roles		
	Site Administrator	Case Manager	General
User Management: Other People's Accounts			
User List	Yes	No	No
Add, Deactivate, and Lock Users	Yes	No	No
View and Edit User Profiles	Yes	No	No
Reset Passwords	Yes	No	No
User Management: Own Acccount			
View and Edit User Profile	Self	Self	Self
Change Password	Self	Self	Self
Client Management			
All Clients List	Yes	Yes	Yes
My Clients List	Yes	Yes	No

Tasks	Grant Recipient User Roles		
	Site Administrator	**Case Manager**	**General**
Add/Edit Client Application	Yes	Yes	Optional
Add/Edit Client Program Info (Individually and in bulk)	Yes	Yes	Optional
View Client Profile	Yes	Yes	Optional
Generate Survey Passcode (Individually and in bulk)	Yes	Yes	Optional
View Applicant Characteristics Survey	Yes	Yes	No
Assign/Unassign Case Managers (Individually and in bulk)	Yes	Optional	No
Edit Data Outside Intake Form	Yes	Yes	No
Record Service Assignment	Yes	Yes	Optional
Edit Local Evaluation Status/Service Assignment	Yes	No	No
Service Management			
View Client Service History	Yes	Yes	No
Add/Edit and View Individual Services (Individually and in bulk)	Yes	Yes	No
Delete Client Service	Yes	No	No
Workshop Management			
View Workshop List/Details	Yes	Yes	Yes
Add/Edit and Delete Workshops	Yes	No	No
Session Series Management			
View Session Series List/Details	Yes	Yes	Yes
Register Clients in Session Series	Yes	Yes	Yes
Add/Edit Session Series	Yes	Optional	Optional
Cancel/Reinstate Session Series	Yes	Optional	Optional
Delete Session Series	Yes	No	No
Session Occurrence Management			
View Session Occurrence List/Details	Yes	Yes	Yes
Cancel/Reinstate/Reschedule Session	Yes	Yes	Yes
View/Record Client Attendance	Yes	Yes	Yes
Generate Roster	Yes	Yes	Yes
Administrative Operations			
Add/Edit/Delete Messages/Reminders	Yes	Optional	Optional
View Messages/Reminders	Yes	Yes	Yes
Add/Edit/Inactivate/Delete Service Providers	Yes	Optional	Optional
View Service Provider Listing/Details	Yes	Yes	Yes
View/Add/Edit/Delete Grantee Locations	Yes	No	No
View/Add/Edit/Delete Service Assignments	Yes	No	No
Reporting and Other Functionality			
Complete Program Operations Survey	Yes	No	No
Generate QPR/PPR	Yes	No	No
Generate Operational Reports[a]	Yes	Yes	Yes
Export nFORM Data	Yes	No	No

	Grant Recipient User Roles		
Tasks	**Site Administrator**	**Case Manager**	**General**
Access Query Tool[b]	Optional	Optional	Optional
Submit Help Desk Tickets	Yes	Yes	Yes

Note: All optional tasks are granted by permissions selected by a site administrator.

[a] Access to specific operational reports varies by user account type and permissions selected by a site administrator; see Module VIII for which reports are accessible by user type.

[b] Up to three nFORM user accounts at each grant recipient can be given permission to use the query tool.

As indicated in the above table, only site administrators can delete information in nFORM. Site administrators can only delete the following information from nFORM: individual client service contacts, workshops, workshop session series, messages/reminders, service providers, grant recipient locations, and service assignments. This information can only be deleted when it is not referenced in any other nFORM record. Client records cannot be deleted from nFORM; this is a quality control feature to prevent erroneous client deletions from the system. Grant recipients are therefore encouraged to confirm applicants' program eligibility before adding them to nFORM.

Given the potential risks of inadvertently deleting information, nFORM automatically asks site administrators to confirm each requested deletion. Site administrators using Chrome may be given the option to prevent these confirmations from appearing, but should not choose to do that.

A. Add user accounts (Screens U1 and U2)

Before creating a new user account, first search existing users in nFORM on the Users screen (U1) to avoid creating multiple user accounts for the same person. If an active user account already exists for the user, then there is no need to create another user account. If an account exists for the user but it is deactivated, the site administrator can re-activate the user account on the User Profile screen (U3). If the existing account is locked, the site administrator will need to contact the nFORM 2.0 help desk to unlock the account. If no user account exists, create a new user account. To create a new user account, select the +New User button on the Users screen (U1) to open the Add/Edit User screen (U2). To comply with FISMA security standards, user accounts should be set up for individuals only. Multiple individuals should never share a single nFORM user account. In addition, no two user accounts (whether activated, deactivated, or locked) can share the same email address. Active, deactivated, and locked user accounts are explained in more detail in Module IV.B.

Fill in the required information about the user:

- First and last name
- User name (the user's email address). nFORM does not allow creation of two user accounts with the same email address.
- Ten digit phone number at which the user will receive the multifactor authentication phone call or SMS text message. Telephone numbers that include extensions are not compatible with nFORM's multifactor authentication process.
- The preferred authentification method (phone call or SMS text message). If SMS text is preferred, the ten digit phone number must be for a phone that can receive texts.
- The user type—site administrator, case manager, or general user

The following information should be entered but is not required:

- Grantee location of the user. If the user is at multiple locations, note the primary location. This field does not limit the user's ability to access nFORM data across locations.
- If the new user is from a partner agency.

The user permissions will automatically be selected based on the default permissions for the user type selected. Edit these permissions by selecting or de-selecting the boxes to provide the new user with the desired access to nFORM functions. Note that the query tool is the only permission that can be selected or deselected for site administrators.

After completing the necessary fields, select the Save button to add the new user to nFORM. The new user will then appear in the list of users on the Users page (U1). An email will be automatically sent to the email address entered for the new user; this email provides instructions for setting a password and logging into nFORM, as described in Module II.

B. Edit user profiles (screen U3)

Site administrators can access and edit user profiles by selecting the View button next to a user's name on the Users page to open that user's User Profile screen (U3). Individual users can access and edit their own profiles at any time by clicking on their user name in the upper right hand corner of any nFORM screen to open the User Profile screen. Case managers and general users can reset their own passwords and edit their profile information and multifactor authentication settings. Case managers and general users cannot activate, deactivate, or lock their own user accounts, nor can they access any other user's profile.

User Profile

Castro, Matthew	
User Name	testuser13@mpr.com
Phone	(609) 555-7987
Authentication Method	Automated phone call
User Type	Site Administrator
Grantee	Grantee 1 RF (LE)
Location	n/a
Permissions	All Permissions

[🔍 Change Password] [✏ Edit Profile]

Clients   Workshops   Service Providers   Reports   Settings   Help

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Reset passwords. To reset a user's password, click the Reset Password button on the User Profile screen (U3). An email with a link will be sent to the user. The link will only be active for 15 minutes once the email is sent. The user should follow the instructions in the email to reset his or her password. Passwords must be at least 8 characters long, and contain at least one number and at least one special character (! @ # $ % ^ & *).

Edit user profiles. To edit a user's profile information, click the Edit Profile button on the User Profile screen (U3) to open the Add/Edit User screen (U2). Then click the Edit button on the bottom of the Add/Edit User screen to make the fields editable. The profile information and multifactor authentication information can be modified.

Site administrators can also change the user permissions of individual accounts by selecting or deselecting the user permission check boxes at the bottom of the Add/Edit User screen (U2).

After all edits have been made to the user profile, click the Save button. The User Profile screen (U3) will then display a message that the user profile was updated successfully.

Deactivate user accounts. Deactivate a user account by clicking the Deactivate User Account button on the User Profile screen (U3). A message that the user account was deactivated successfully will display at the top of the User Profile screen. By default, only active user accounts are displayed on the User Screen (U1). When site administrators opt to view all users on screen U1, the value in the Active column will change from a Y to N to note that the account is now inactive. That user will not be able to log into nFORM with an inactive user account.

As a security measure, users will automatically have their nFORM account deactivated if they have not logged in for more than 60 days. These accounts will then appear with an N in the Active column on the Users screen (U1). Users at risk of having their accounts automatically deactivated will receive three emails reminding them to log into nFORM before their account becomes inactive. Users will receive these reminders two weeks, one week, and one day before their account is scheduled to become deactivated.

Activate a deactivated user account. To activate a previously deactivated user account, site administrators should select the user's account on the Users page and open the User Profile screen (U3). Click the Activate User Account button on this screen. A message that the user account was successfully activated will display at the top of the User Profile screen. This user will once again be visible by default on the Users screen (U1). The Active column on the Users screen (U1) will change from N to Y to note that the account is active and the user can now log in to nFORM.

When a user account is re-activated, the user can access nFORM using their old password. The user will be prompted to enter a new password if their password has expired. For added security, users should reset their password after their account is re-activated. If the user does not log in on the same day on which their account is re-activated due to inactivity, the account will be deactivated again overnight, and will need to be activated again.

Lock user accounts. Lock an active or deactivated user account by clicking the Lock User Account button on the User Profile screen (U3). Site administrators will see a message that the account was successfully locked at the top of the User Profile screen. Like inactive user accounts, these user accounts will no longer be included by default on the Users screen (U1). When site administrators opt to view all users on screen U1, the Active column will display a value of N to indicate that the account is now locked. Users with locked accounts will not be able to log into nFORM. Site administrators will not be able to unlock these accounts, and should contact the nFORM 2.0 help desk for support to unlock an account if needed. **Deactivated accounts that have not been activated within 30 days of becoming deactivated will become automatically locked.**

V. Enrolling Clients

The Clients tab is used by all site administrators, all case managers, and general users with enrollment permission to complete tasks associated with client enrollment. Creating client records in nFORM enables grant recipient staff to track client participation in their HMRF programs.

Enrolling clients is functionality available to all site administrators, all case managers, and general users with enrollment permission. Clients include anyone served by HMRF grant funding, and, if a grant recipient is conducting a local evaluation, control group members who may or may not receive grant funded services. The following individuals are not considered grant funded program clients and should not be entered as clients in nFORM:

- Individuals under age 13

- Individuals who participate in the same workshops and services as FRAMEWorks, READY4Life, or Fatherhood FIRE clients, but who are not specifically served with HMRF grant funding

- Individuals in control groups who are not receiving any services from the grant recipient and who will not be completing the applicant characteristics, entrance, or exit surveys. This includes local evaluation control groups based on external administrative data; if the control group individuals were entered into nFORM, but not administered the applicant characteristics survey, they would always have a "pending enrollment" status.

Entering these clients into nFORM will affect the usefulness of the grant recipient performance measures.

A. Enroll new clients for individual services (screens C1 and C2)

When enrolling a new client, first search existing clients in nFORM on the All Clients page (C1). Search by the applicant's first and last name to determine whether the applicant is already entered as a client in nFORM. Ask applicants about other names that may be used and search those as well. Some first names may be entered in shortened or alternative versions (e.g., Bill, Billy, Will, Willy in place of William). For example, nFORM would not flag William Smith and Bill Smith as duplicate entries. nFORM will, however, return names that begin with the letters searched, for example, searching for "Will" will return William in the search results provided Will was the only search criterion. Applicants may also go by more than one name (e.g., a middle name) or use nicknames. You may also search for the client by their phone number.

All Clients

Search Criteria

Grantee Location	[dropdown]		
Client ID	[field]	Case Manager	[dropdown]
Last Name	[field]	Application Date	[field] 📅
First Name	[field]	Enrollment Date	[field] 📅
Middle Name	[field]	Client Status	[dropdown]
Phone Number	[field]	☐ Include Duplicate Confirmed	
Population	[dropdown]	Service Assignment	[dropdown]

[Search] [Clear Criteria]

+Add Client   Items per page 10 ▾

Clients   Workshops   Service Providers   Reports   Settings   Help

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Search all possible names an applicant uses to determine if a record already exists in nFORM. If it is unclear whether a client already has an existing record in nFORM by name alone, open the profile of the possible match to further verify (e.g., by confirming birthdate).

If the applicant already has a record in the system, there is no need to create another record. Staff conducting intake may want to advise the client's assigned case manager. In addition, if the client is pending enrollment, the client can be given the applicant characteristics survey (see Module V.D below).

If the applicant is not found as a current client in the system, select the +Add Client button on the All Clients page (C1) in the Clients tab to open the Application Form (C2).

Grant recipient staff are encouraged to confirm each applicant's eligibility for the grant program before creating a new client record in nFORM. Client records cannot be deleted from nFORM; this is a quality control feature to prevent erroneous client deletions from the system. Therefore, extraneous records for ineligible clients will be retained in nFORM with records for eligible clients, which may complicate case management.

Complete the Application Form (C2) for the applicant. In the top portion of the screen, enter the application date and the name of the grant recipient staff member completing the form. The Form Completed by drop-down menu is populated with all staff members who have nFORM user accounts with active users preceding inactive users. The application date is prefilled as the current date; grant recipient staff may only enter the application date as the current or an earlier date.

Grant recipient staff must then present the Privacy Act Statement, printed in the application form, verbally or in writing to the applicant. The statement explains the purpose of data collection and the extent to which client information will be kept confidential. Check the box indicating the client has been offered the privacy statement in order to save the form.

Enter the following information about the applicant in the Client Information section of the Application Form:

- First, middle, and last name

- Date of birth

- Referred by type

- Referral organization name

- Grantee location (if applicable)

- Population

- Local evaluation status (if grant recipient is conducting a local evaluation)

- Intimate partner violence or teen dating violence screening and outcome

- Home, cell, and work phone numbers

- Email

- Social media information (Facebook, Twitter, other social networks)

- Address(es)

If the client refuses to provide his or her date of birth, grant recipient staff should try to record at least the correct month and year, or the correct year of birth for the applicant. As stated previously, clients whose age is 24 years old or younger can be assigned to the Youth population.

Grant recipients must select the type of agency or organization from which the client was referred to the program. If the client was not referred by another agency or organization, but rather chose to attend the program themselves, grant recipients can select the "Self-referrals" option.

Select a client population based on the types of services your program provides, how your program defines its target population(s), and how your program will measure performance.

- For FRAMEWorks grant recipients the client population options are Adult Couple and Adult Individual.

- For READY4Life grant recipients, the only available client population option is Youth.

- For Fatherhood FIRE grant recipients the client population options are Community Couple, Community Individual, and Reentering Individual.

For example, grant programming may focus on serving couples (either Adult Couples for FRAMEWorks grant recipients or Community Couples for Fatherhood FIRE grant recipients), or clients in relationships may be served as part of programming targeted for individuals. Clients whose age is between 13 and 24 years old can be assigned to the Youth population by READY4Life grant recipients. If enrolling a client as a Community Individual or member of a Community Couple, grant recipient staff will be prompted with an additional field to select if the client is a mother. The response to this question will determine which version of the surveys the client receives – those for fathers or those for mothers.

If a couple is receiving services together, this should be reflected in the client population selected on the Application Form (that is, "Adult Couple" for FRAMEWorks programs or "Community Couple" for Fatherhood FIRE programs). Grant recipient staff follow the same enrollment steps described in this section for each partner of a couple, including identifying both partners as participating in the local evaluation, if applicable. Then, staff must also link the partners together as a couple unit in nFORM. See Module V.E for more information on entering couples into nFORM.

Grant recipients are encouraged to speak with their FPS to finalize their target population(s). A client's population can only be modified until the client takes the entrance survey, which ensures that a client completes an exit survey for the same population. A client's population should not be changed while the client is taking a survey. Grant recipients serving more than one client population are encouraged to create a written protocol for staff to follow to determine the correct client population that should be recorded for applicants during intake. For example, grant recipients that serve both individuals and couples should have clear procedures in place to determine during intake whether individuals may be interested in and eligible to receive services with a partner.

Grant recipients conducting their own local evaluation must check the applicable box in the middle of the Application Form if the applicant will be part of the program's local evaluation. This box should be left unchecked if the client is not participating in a local evaluation. Checking the local evaluation box will enable a service assignment (for example, whether a client will be in a treatment or control group) to be designated for the client on their profile page after the client completes the applicant characteristics survey. It is important for staff to be trained on whether or not the box should be checked, particularly if grant recipient staff will be serving clients who will participate in a local evaluation as well as clients who will not.

If a mistake is made in whether the local evaluation box is checked, the site administrator can edit the client's Application Form and correct the mistake. Select the Edit button in the top right corner of the Client Information box to open the Application Form screen (C2). Click Edit at the bottom of the form. In the middle of the form, check the box next to "Check here if client is in a local evaluation" and click Save at the bottom on the form. The client will then be part of the local evaluation and the client's service assignment can then be saved on their profile. If a client was mistakenly indicated as being in a local evaluation, site administrators repeat the same process to uncheck the box that signifies the client is part of the local evaluation.

Grant recipients must enter all available client contact information into nFORM. In the case that grant recipients are using another system to record clients' contact information, grant recipients must still enter a minimum of one set of contact information in nFORM, defined as one primary physical address and either one phone number or one email address. Grant recipients can enter additional primary or secondary addresses by selecting the Add Address button.

If the client does not have a phone number or email address, check the box that indicates this contact information is unavailable. In these situations, it is very important to gather information about additional contacts so that the client can be reached, if needed.

If the applicant provides a cell phone number and you plan to use text messaging as a contact method, be sure to ask the applicant if they agree to be contacted by text messaging. Some people incur costs when they receive text messages, so it is important to verify in advance that applicants agree to be texted. If the applicant agrees to be contacted by text messaging, check the box to indicate this on the client's record. While additional contacts are not required, grant recipients are encouraged to record information for two to three people who will know how to reach the client. Additional contacts can help you reach clients for services, workshops, and data collection (for performance measures and a local evaluation, if applicable). To record additional contacts for the client click the +Add Contact button to open the data entry fields. Record the following information about each additional contact:

- First, middle, and last name
- Relationship to the client
- Address
- Home, cell, and work phone numbers

- Email

- Social media information (Facebook, Twitter, other social networks)

Select Save to create a client record in nFORM for the applicant; the client record will be automatically assigned a unique client ID number. After the completed Application Form is saved, grant recipient staff will be able to view the information entered on the form, with the exception of the outcome of intimate partner violence screening. For the protection of clients, this screening outcome will not be viewable after it is entered and saved.

B. Duplicate detection check and Client Profile page (screen C3)

After hitting Save on the Application Form, nFORM will automatically run a duplicate client record check for the new client record. This is a second layer of quality assurace after staff manually search for exisiting records by the applicant's name and nicknames. The duplicate check will identify any existing client records that match the new record on first name, last name, and date of birth. As described at the beginning of this module, it is important to first conduct a manual check to determine if the client is in

nFORM because the automatic check will not identify nicknames and alternative versions of a name (e.g., Bill for William).

If a possible duplicate client entry is found, resolve the duplicate entry following the process described in Module V.C of this user manual. If no duplicate client entry is found, the new client's profile screen will automatically open (C3).

The top of the client profile displays the client's first and last name and the client's ID number. Information entered in the Application Form will display in the Client Information section of the Profile screen. The client information can be updated by case managers and site administrators by clicking the Edit button.

C. Identify and resolve duplicate client records (screen C6)

After selecting Save on the Application Form (C2), nFORM will automatically run a duplicate check using the applicant's first name, last name, and date of birth to identify whether an existing client record matches the new record on those three fields.

When a new client record matches an existing record on first name, last name, and date of birth, the nFORM user is taken to the Possible Duplicate(s) Found screen (C6) which lists potential duplicate

matches based on the new client's name, client ID number, and date of birth. Additional information—service assignment, program grantee location, case manager(s), application date, and client status—is displayed for the existing clients to help grant recipient staff determine whether there is a true duplicate. To view more details about existing clients select the client ID button. Information on existing clients cannot be edited from this screen.

There are three options for addressing duplicate client records:

- Users with enrollment permission can edit the client record that was just created if it has inaccurate information (for example, the wrong name or date of birth).

- Site administrators can confirm a record as a duplicate if the information in the client record is correct. The duplicate record is flagged as a duplicate entry; this is a quality control feature so that client records are not mistakenly deleted from the system. Records that are confirmed as duplicates cannot have any service information recorded.

- Site administrators can use the override function to allow two client records with identical first name, last name, and date of birth to remain in nFORM. Site administrators should confirm that the two records are two distinct individuals before overriding a possible duplicate.

D. Administer applicant characteristics survey (screen C3)

After a client record is created, the client will have a status of "Applicant pending enrollment" displayed in the Program Information section of the client's Profile page. Enrollment is completed after the client responds to the applicant characteristics survey, and for clients who are part of local evaluations, after the client's service assignment is recorded in their profile. The client's nFORM-generated enrollment date is the earliest date that a client can be registered for and recorded as attending workshops, and the earliest date for which information about individual services, such as incentives, can be recorded. nFORM includes data validation checks so that any participation in workshops or services that occurs before the nFORM enrollment date cannot be recorded in nFORM.

Grant recipients must ensure that their data collection procedures adhere to ACF's recommended sequence so that service and participation data can be captured accurately in nFORM, and quarterly reports reflect actual services and performance.

To administer the applicant characteristics survey on a laptop or tablet, click the Action button on the Client Surveys table found in the middle of the Profile page (C3), and select the Passcode option. This selection will open the Generate Survey Passcode screen, which displays the URL for the survey, the client's ID number, and a passcode that is usable for the next 96 hours. The passcode can be reused by the client up to 10 times within the 96 hour timeframe from when it was first generated. A message also displays that notifies the user of when the passcode will expire and how many times the passcode has been used. Please note that passcodes will expire after 96 hours or after 10 uses, whichever comes first. Once a survey is submitted, the passcode cannot be reused.

The URL for all client surveys is: https://hmrf-nform.acf.hhs.gov/survey

Grant recipient staff should bookmark the survey URL on all devices that clients will use to respond to the applicant characteristics, entrance, and exit surveys. We encourage you to bookmark the survey URL in advance of enrolling clients. Once the passcode is entered, the survey will open. Clients can take as long as they need to respond to the survey, but the survey will automatically log out after 30 minutes of inactivity as a security precaution. **Review the Performance Measures and Data Collection Logistics Manual found on the HMRF Grant Resources Site for information on keeping client IDs and passcodes secure.**

Clients should complete the surveys on a separate desktop, laptop, or tablet computer than the device the grant recipient staff person is using. It is important for grant recipient staff and clients to use separate devices so clients can only access the surveys and not other parts of nFORM. The device clients use for the surveys should meet the minimum system requirements described in Module I.A.

Open the survey URL for the client on the device the client will use to respond to the survey. Insert the client's ID number and passcode into the relevant fields on the Survey Login page, or provide this information to the client to enter. The client will then be asked to confirm his or her name before beginning the survey. For clients who will be taking the survey in Spanish, select the Español link on the Survey Login page before clicking "Log in" so that the client confirmation page displays in Spanish for the client.

This link will also select the appropriate ACASI audio of the survey, either English or Spanish. The audio portion will not play automatically, so clients must click the play button to hear it. Please note that the ACASI audio functionality is not compatible with screen reading technology such as JAWS. The Performance Measures and Data Collection Logistics Manual provides more information on administering surveys to differently-abled applicants and clients.

Once the client's name is confirmed, the client will answer the questions on each screen of the applicant characteristics survey, clicking the Next button to advance to the next question or the Back button to return to earlier questions.

After answering each question, the client will submit the completed applicant characteristics survey on the final screen. For more information on the survey process, see Module VII.

Encourage all clients to complete the applicant characteristics survey, though clients are free to skip any questions they do not wish to answer. If an important question is left blank, nFORM will prompt the client to respond. For example, nFORM may prompt the client with a message that "This question is very important. Please select an answer." Some questions are particularly important because their responses route clients to other questions in the survey. If the client still chooses to leave the question blank after the prompt, the client should click the Next button a second time to advance to the next question.

After the client submits a survey completed on a laptop or tablet, the status of the applicant characteristics survey on the Client Survey table will change to Complete.

Entering applicant characteristics survey paper copies into nFORM. In some cases, grant recipient staff will data enter a client's paper survey responses into nFORM. In this situation, grant recipient staff should click the "Action" button next to the applicant characteristics survey in the Client Surveys box on C3, but select "Paper Copy" rather than "Passcode." The Generate Survey Passcode screen will launch but will reflect the fact that you are entering responses from a paper survey.

If grant recipient staff are entering data from a paper survey, staff will be prompted to select the date on which the client completed the survey from the date picker on the screen. This will allow the client's enrollment date to reflect the actual date of survey completion, rather than the date of data entry. Surveys may be backdated up to 4 days from the data entry date.

Then, grant recipient staff can navigate through the questions and record clients' answers. After grant recipient staff submit the survey, its status will display as "Paper Complete" in the Client Surveys box on screen C3. To see the client's responses to the applicant characteristics survey, click the Review button, which opens the completed survey.

Entering applicant characteristics survey refusals. In some cases, clients may refuse to complete the survey altogether. (For information on refusal conversion, grant recipients are encouraged to review the Performance Measures and Data Collection Logistics Manual distributed by ACF and posted on the HMRF Grant Resources Site (see Module II).) Instead of selecting the Passcode or Paper Copy options, the staff member who set up the survey can select the Refuse Survey option under the Action button on

the Client Surveys table found in the middle of the Profile page (C3). This will load the Generate Survey Passcode screen, which will reflect that the client is refusing the survey.

The staff member will enter the client's ID and passcode as they would if the client were completing the survey. However, after confirming the client's name, the staff member will be prompted to enter the date on which the client refused the survey and the reason for the refusal.

The client's status for the applicant characteristics survey will then display "Refusal" in the Client Surveys box on screen C3.

V.D.1   Generating passcodes for the applicant characteristics survey in bulk

Certain grant recipients, especially those that enroll clients into programming as a cohort, may administer the applicant characteristics survey to multiple clients at the beginning of a workshop. If grant recipient

staff plan to administer the survey to many clients at a time, they can generate passcodes in bulk rather than individually.

On the Clients tab, select the Bulk Update option and the Passcode Generation option. On the Bulk Generate Survey Passcode screen (C17), select the applicant characteristics survey. From there, grant recipients can search for clients based on the following criteria:

- Grantee location

- Client status

- Population

- Case manager

- Workshop and session series

- Application date

- Enrollment date

Clients who fit the specified criteria will be listed in the Eligible Clients box on screen C17. Grant recipient staff can select one or more clients from the Eligible Clients box and click the Select Client(s) arrow to move them to the Generate passcode for box. Upon clicking Save, a PDF entitled "SurveyLoginSheet" will download. The PDF will list each client's name, location, passcode generation date, client ID, and passcode. Like a passcode generated individually on the Client Profile (C3), these passcodes will be valid for 96 hours and can be used up to 10 times within that timeframe, until the survey is submitted. The PDF will also indicate when the passcodes were generated and a reminder that the passcode expires in four days.

V.D.2 Recording service assignments for local evaluations

After the applicant characteristics survey is complete, the client's status on the Profile page will change to Active for clients who are not part of a local evaluation. If a client is part of a local evaluation, the client's service assignment (Treatment, Control (With Services), Control (NO Services Provided), Control Waitlist (With Services), or Control Waitlist (Without Services) needs to be selected in the Program Information box on the Profile screen (see Module III.C for how to create service assignments)). Once this is done, the client's status will change to Active.

To do this, select the Edit button in the top right corner of the Program Information box to open the Edit Program Information screen (C8). Then select the appropriate Service Assignment using the drop-down menu. If the applicant characteristics survey was either completed on paper or refused, staff members must also select a value for the "Enrollment Date" field from one of two options: the date on which the survey was entered/refused, or the current date. If a mistake is made in selecting the client's Service Assignment, the site administrator can follow this same process to correct the mistake. If a client was mistakenly identified as being in the local evaluation or the client was not identified as part of the local evaluation, but should be, a site administrator can make a correction to the client's application form as described in Module V.A above.

Note: When editing a client's service assignment, please only make changes to the service assignment. Clients assigned to a service group should be clients whose statuses are Active, so do not change the client status at the same time that you edit the service assignment. If you do need to edit a client's status, please do so after you select their service assignment.

Some grant recipients may be conducting local evaluations in which clients can be assigned to a waitlist condition; they may be assigned to a waitlist control group with either partial services or no services. If these clients are later able to receive services, their service assignment can be changed by the site administrator from a control to a treatment assignment on the Edit Program Information screen (C8).

C8. Edit Program Information ✕

* Indicates required field(s)

* **Service Assignment** ❓	--Select service assignment ⌄
* **Client Status**	Applicant pending enrollment ⌄
* **Status Change Date**	12/10/2020 📅
* **Enrollment Date**	Paper Copy complete date (1/4/2(⌄

Save   Cancel

When a client's case status changes to Active the other client management functions in nFORM for the enrolled client are enabled. Service delivery can then be recorded for the client and the entrance survey automatically becomes available (see Module VII for details on the entrance survey, which the client will complete during the first workshop).

ACF's intended standard enrollment and data collection process is for HMRF grant recipients to administer the applicant characteristics survey in nFORM before the first workshop or ISC. This standard process allows grant recipients to enter any service contacts and register clients for workshops in advance of their first workshop session. nFORM includes important date checks so that clients cannot be marked as attending any service contact or workshop session occurrence that precedes their enrollment date. Grant recipients must plan their enrollment and data collection processes accordingly.

E.   Enroll new clients for couple services (screens C1 and C2)

For programs that provide services to couples, each partner will need to be entered and linked together in nFORM. The process is the same as enrolling individual clients into the system with only one additional step. Grant recipient staff follow the same enrollment steps described above for each partner of a couple; however, staff must also link the partners together as a couple unit in nFORM.

In this manual, partner 1 refers to the first member of a couple for whom an Application Form is completed, and partner 2 refers to the second member of a couple for whom an Application Form is completed.

First, complete the steps outlined above to create a client record for partner 1. Make sure that you have selected a population type of Adult Couple (FRAMEWorks grant recipients) or Community Couple (Fatherhood FIRE grant recipients). When one of these couple populations is selected, the Partner Name

dropdown menu will appear. Select Pending Partner from the dropdown menu to indicate that a record for partner 2 still needs to be created.

After creating partner 1's client record, and if no possible duplicate record is found, partner 1's profile page will open. The top of the client profile displays partner 1's first and last name and client ID number, and a Pending Partner warning message will appear in red.

To add partner 2, complete an Application Form for him or her. Select the applicable couple population on partner 2's Application Form to make the Partner Name dropdown menu appear. All clients added to nFORM with Pending Partner selected in the Partner Name field will then appear in the Partner Name dropdown list so that they can be selected as an applicant's partner. Select partner 1's name to link partner 1 and partner 2 as a couple in nFORM.

After partner 2 is added, and if no possible duplicate record is found, partner 2's profile page will automatically open. Both partners' first and last names and client ID numbers are displayed at the top of the client profile. The lower client ID number will always appear first. Below the partners' names are tabs that open profile screens for each partner. Each partner's tab displays information from their Application Form and can be updated by grant recipient staff by clicking the Edit button.

If a tab does not appear for partner 1 on the couple's profile screen (C3), partner 1's name was not selected on partner 2's Application Form to link them as a couple. Click the Edit button in the Client Information section of the Profile Screen to open partner 2's Application Form. Then click the Edit button on the bottom of the Application Form. Confirm that the appropriate population has been selected (Adult Couple or Community Couple) and select partner 1's name from the Partner Name dropdown list. Select Save; after a successful duplicate client check, you will be directed to the couple's profile screen (C3). Confirm that separate tabs appear for partner 1 and partner 2.

If a couple is participating in a local evaluation, grant recipient staff should ensure that both partners in the couple have the same service assignment. Once service assignments are selected and saved, they cannot be changed by grant recipient staff. A red warning message will appear at the top of the Profile page when couples are enrolled as part of a local evaluation, but the partners have different service assignments. In addition, the couple's service and workshop participation will not be fully counted on the QPR and PPR. As noted earlier, if a mistake is made in selecting a client's Service Assignment, or if a waitlist control client becomes eligible to receive treatment services, a site administrator can change the assignment by selecting Edit on the Program Information section of the Profile Screen. If the client was mistakenly identified as part of the local evaluation or mistakenly not identified as part of the local evaluation, a site administrator must edit the local evaluation check box in the client's Application Form (screen C2).

Each client, whether an individual or part of a couple, must complete the applicant characteristics survey after their Application Form has been completed. This can be done simultaneously (or during the same session) if they enroll together, or during different sessions if each partner enrolls separately. Note that couples do not need to be enrolled simultaneously. It is important, however, to complete these steps in a timely manner for both partners so that they are Active in nFORM and all client management functions are enabled. Note that as soon as one partner becomes Active, the other tabs in the client profile are available and service information can be recorded. However, only clients who are Active can be registered for workshops. Grant recipients should confirm that both partners complete the steps to become Active so that both partners can be registered for workshops.

In addition, RF grant recipients providing services to couples should review ACF's guidance on survey administration for women in RF programs; this guidance is included in the Performance Measures and Data Collection Logistics Manual which is available on the HMRF Grant Resources Site.

F. View all clients (screen C1)

Site administrator and case manager users can search for a client served by their grant within nFORM by clicking the All Clients link under the Clients tab. After entering search criteria in one or more fields, click the Search button; the results will populate on the bottom of the screen. If multiple criteria are entered, the search returns only those clients who match all the search criteria. Clicking Search without entering any search criteria returns all client records for the grant recipient.

Search criteria include the following fields:

- Grantee location
- Client ID
- Client last, first, and middle names
- Client phone number

- Client population

- Case manager assigned to the client

- Application date

- Enrollment date

- Client status

  – "Include Duplicate Confirmed" checkbox (by default, this client status is excluded from searches)

- Service assignment (only grant recipients with their own local evaluations)

All Clients

⊖ Search Criteria

Grantee Location	[dropdown]		
Client ID	[field]	Case Manager	[dropdown]
Last Name	[field]	Application Date	[field] 📅
First Name	[field]	Enrollment Date	[field] 📅
Middle Name	[field]	Client Status	[dropdown]
Phone Number	[field]	☐ Include Duplicate Confirmed	
Population	[dropdown]	Service Assignment	[dropdown]

Search | **Clear Criteria**

+ Add Client   Items per page 10 ⌄

Client ID ⇕	Last Name ⇕	First Name ⇕	Phone Number(s) ⇕	Service Assignment ⇕	Grantee Location ⇕	Case Manager(s) ⇕	Application Date ⇕	Enrollment Date ⇕	Client Status ⇕	Population ⇕
🔍 10017261	Flower	Michelle					4/26/2018	11/9/2018	Active	Adult individual
🔍 10021176	Gale	Dorothy	(609) 555-1212		Location - New3		8/17/2020	8/18/2020	Active	Adult individual
🔍 10015380	Garfunkel	Art		G2 No Services	Location G2S1		2/7/2018	12/2/2020	Active	Adult couple
🔍 10020724	Guy	Other	(111) 111-1111	G2 Treatment Group	Location - New3		5/31/2019	6/22/2020	Active	Adult individual
🔍 10021985	Hardy	Darrell	(609) 555-1212		Location G2S2		11/1/2020	12/16/2020	Active	Adult couple
🔍 10010145	HMTest	HMTest			Location G2S2		12/22/2016		Applicant pending enrollment	Adult couple
🔍 10011571	Hofstadter	Leonard	(212) 555-5555	G2 Treatment Group	Location G2S1	Marybeth Case Manager	1/19/2017	1/19/2017	Incarcerated	Adult couple
🔍 10011584	Hofstadter	Penny	(212) 555-6666	G2 Treatment Group	Location G2S2	MarybethM Site Administrator	1/19/2017	1/19/2017	Active	Adult couple
🔍 10000090	Hold	Temporary	(555) 555-5555			Matt Case Manager	7/14/2015	8/13/2015	Consent revoked	Adult couple
🔍 40001276	Hood	Robin	(212) 555-1212	G2 No Services Control Group	Location - New3	Marybeth Case Manager	11/20/2015		Applicant pending enrollment	Adult couple

« 4 5 **6** 7 8 »   185 Record(s)

Authorized users may view an individual client's Profile (C3) by clicking on the Client ID button for that client. Clicking on the Client ID for a client with Duplicate Pending status opens the Duplicate Pending screen (C6).

G. View clients by case manager/assigned program staff (screen C9)

Grant recipient staff who manage a case load may view an abbreviated list of clients assigned to them by clicking the My Clients (C9) link under the Clients tab. On this screen, grant recipient staff can view and search among the clients to whom they have been assigned as a case manager. This screen allows grant recipient staff to easily find their own clients to perform specific case management tasks, such as administering the client surveys; adding service contacts, referrals, and incentives; and recording individual make-up sessions. Case manager and site administrator users can also perform these functions in nFORM even if they are not assigned to specific clients.

Like the All Clients (C1) screen, the My Clients (C9) screen offers the ability to search for clients using the criteria:

- Grantee location
- Client ID
- Client last, first, and middle names
- Client phone number
- Client population
- Case manager assigned to the client
- Application date
- Enrollment date
- Client status
  - "Include Duplicate Confirmed" checkbox (by default, this client status is excluded from searches)
- Service assignment (only grant recipients with their own local evaluations)

My Clients

Search Criteria

Grantee Location	[dropdown]			
Client ID	[ ]	Service Assignment	[dropdown]	
Last Name	[ ]	Application Date	[ ] 📅	
First Name	[ ]	Enrollment Date	[ ] 📅	
Middle Name	[ ]	Client Status	[dropdown]	
Phone Number	[ ]	☐ Include Duplicate Confirmed		
Population	[dropdown]			

[Search] [Clear Criteria]

Items per page 10 ⌄

Client ID ⬍	Last Name ⬍	First Name ⬍	Phone Number(s) ⬍	Service Assignment ⬍	Grantee Location ⬍	Application Date ⬍	Enrollment Date ⬍	Client Status ⬍	Population ⬍
🔍 10022434	Albert	Mark	(609) 586-7684	CW (WS) 1		11/28/2020	11/27/2020	Active	Community individual
🔍 10022094	Cage	John	(609) 983-9898	CW (WS) 1	Northside	11/11/2020	11/9/2020	Active	Reentering individual
🔍 10025172	Coviello	Israel	(678) 282-5803; (678) 766-4149		Northside	5/17/2021	5/19/2021	Active	Reentering individual
🔍 10022816	Delgado-Pritchett	Gloria	(212) 999-8473		Northside	12/8/2020		Applicant pending enrollment	Reentering individual
🔍 10026032	Holdall	Cyndie D.	(830) 537-2586; (830) 643-7768	Treatment 2	Location 5	5/28/2021	5/31/2021	Active	Community individual

5 Record(s)

Clients   Workshops   Service Providers   Reports   Settings   Help

@ 2022 - nFORM 2.0 - Information, Family Outcomes, Reporting and Management   C9

VI. Managing Workshops and Sessions

A. Overview of workshops and sessions (screens W1 to W10)

The Workshops tab is where site administrator, case manager, and general users create and manage workshops, session series, and session occurrences, and where grant recipient staff find information on the workshops offered by their grant program.

Managing workshops and sessions is functionality available to all site administrators. Case manager and general users have access to only specific functionality for managing workshops and sessions.

Grant recipient staff complete the following tasks on the workshop tab:

- Create workshops and session series

- Cancel/reinstate session series and occurrences

- Reschedule session occurrences

- Register clients for sessions

- Generate client rosters and track attendance

The healthy marriage or responsible fatherhood programming that grant recipients provide clients is recorded in nFORM following the workshop, session series, and session occurrence hierarchy illustrated here:

Figure VI.1. Workshop-session series-session occurrence hierarchy in nFORM

- A **workshop** is a curriculum or set of classes offered by the grant recipient based on the curriculum developer's specifications for group-based or individual programming. Grant recipients may offer multiple workshops for their clients (for example, a workshop for fathers in the community and a workshop for reentering fathers). All grant recipients must offer primary workshops and grant recipients may or may not offer optional workshops (both explained in more detail below).

- A **session series** is the offering of that workshop to each new cohort or group of clients to which the grant recipient plans to offer services and/or a curriculum together. Grant recipients may offer the same workshop in multiple session series such as a daytime session series, an evening session series, and a weekend session series to accommodate different client schedules. Grant recipients offering the same workshop but in different languages should set up separate series for the two offerings, for example, setting up a Spanish series and an English series. Grant recipients should give each session series a unique and easily recognizable name, but should be sure to never include client PII like names in the name of session series.

- **Session occurrences** are the individual classes within a session series; for example, a weekend session series of a given workshop may occur on 10 consecutive Saturdays beginning in June.

Setting up workshops, session series, and session occurrences following this hierarchy is necessary for accurate reporting of workshop participation in the quarterly reports.

Depending on their user permissions, grant recipient staff will complete various tasks related to workshops, session series, and session occurrences under the applicable pages within the Workshops tab.

B. Workshops

A workshop must be created before session series or occurrences can be scheduled. Only site administrators can create workshops.

Under the Workshops tab, select the Workshops page (W1) to view all of the workshops offered by your grant recipient. The table displays the workshop name, population served, whether registration is required for clients, enrollment category, workshop type, and the total hours in the workshop.

Add Workshops. Site administrators add new workshops by first selecting the +Add Workshop button on the Workshops page (W1) to open the Add/Edit Workshop screen (W2).

In the top portion of the Add/Edit Workshop screen (W2), the Program field will pre-fill with the applicable program type for your grant recipient (that is, FRAMEWorks, READY4Life, or Fatherhood

FIRE). The site administrator should select the primary population to be served by the workshop and enter the name of the workshop and a brief description of it, whether registration is required for workshop attendance, the workshop's enrollment category, and the total length of the workshop in hours. Grant recipient staff should also select the relevant activities and, for FRAMEWorks and READY4Life grant recipients, elements of the workshop. Finally, grant recipient staff should select the workshop type and structure and enter one or more curricula or other group service for the workshop.

Site administrators should select Yes for Registration Required if clients must be registered in advance of attending the workshop. Clients can then be registered by name for the workshop, so they appear as an expected attendee on the rosters for individual workshop sessions. If the client misses a session occurrence, and registration is required, nFORM will display the absence in the client's profile. Requiring registration does not preclude clients from participating in a workshop session on a drop-in basis as long as their nFORM enrollment date (the date their status becomes Active) is on or before the date of the session occurrence. Site administrators should select No for Registration Required if client registration is not mandatory. Attendance for workshops that do not require registration will be recorded as drop-in attendance.

Note that the workshop's Registration Required field cannot be changed after a selection is made and saved.

Site administrators should select Open for Enrollment Type if clients can enroll in the workshop at whatever time they enroll in the program. Select Cohort for the Enrollment Type if clients enroll in the workshop at the same time as a group and progress through the workshop together. Site administrators should select Other if clients enroll in workshops in some other fashion.

Then, grant recipient staff should select whether the workshop is Primary, Optional, or Not in use. Select Primary if the workshop is part of the essential group-based services that all clients within a population are expected to attend. Select Optional if the workshop is one that clients can attend, but are not expected to attend as part of the grant recipient's essential group-based services. Not in use means the workshop is no longer offered by the program.

Grant recipients also designate structures for these workshops based on the curricula they offer. Workshops with a Single structure are composed of one curriculum. Workshops with a Linked structure are composed of two or more curricula that are offered as distinct components. Workshops with a Blended structure are also composed of two or more curricula, but in this case, the curricula are offered in a way in which the curricula cannot be disentangled. Grant recipient staff will then select one or more curriculum or group service offered through the workshop, all of which are listed in the drop-down menu at the bottom of the screen, and the hours of that curriculum.

After completing all required information, select Save to add the new workshop to nFORM. You will be automatically taken back to the Workshops page (W1) and the newly created workshop will appear in the Workshops table.

Grant recipients can use nFORM's reporting features–the query tool, operational reports, and data export (see Module VIII for more details)–to analyze workshop participation by specific workshops and session series. The query tool's Workshop Participation – All Workshops tab analyzes the level of participation and characteristics of participants for selected workshops and series, while the Workshop Participation – Primary Workshops tab allows users to assess progress towards target participation in primary workshops by population. The Series Session Attendance operational report shows the attendance for individual

clients by selected workshop and series, and the data export allows for analyzing session attendance by individual clients. Using these tools, grant recipients can describe workshop participation for each workshop in the progress narrative portion of the QPRs and PPRs.

Edit and Delete Workshops. Site administrators can edit information about specific workshops by clicking on the Workshop Name button on the Workshops page (W1). The Add/Edit Workshop screen (W2) for the selected workshop will open in a view-only format. Select the Edit button at the bottom of this screen to enable editing of the population, workshop name, description, total hours to be offered, activities, and elements (FRAMEWorks and Fatherhood FIRE grant recipients only) fields for the workshop. Note that you cannot change whether a workshop requires registration after it is initially entered and saved. After editing the relevant fields, select the Save button to save the edits for the

workshop. You will automatically be taken back to the Workshops page (W1) and the revised workshop information will appear in the Workshops table.

If a workshop has been created in error, site administrators can delete the workshop by selecting the Delete Workshop button on the lower left corner of the Add/Edit Workshop screen (W2), after this screen has been enabled for editing. **Workshops should not be deleted for any other reason than being created in error because deleting a workshop will remove all session series created for it and ALL recorded attendance by clients.** After clicking the Delete Workshop button, a warning message will appear asking the site administrator to confirm that the workshop should be deleted. If you confirm the deletion, you will automatically be taken back to the Workshops page (W1) and the deleted workshop will no longer appear in the Workshops table.

C. Session series

Under the Workshops tab, select the Session Series page (W4) to view all of the session series for your grant recipient. A table shows the series name, workshop the series is a part of, the location where the session series is held, the facilitator(s), the number of session occurrences in the series, the start date of the series, and a button for managing registration for the session series.

The workshop dropdown menu allows grant recipient staff to restrict the session series table to only show the series for the selected workshop. The arrow buttons in the header of each column can be used to sort the session series, for example, by location. These features allow grant recipient staff to quickly find specific session series and to manage client registration.

VI.C.1   Adding a new session series (screens W4 and W5)

Grant recipient staff with session series permissions can add new session series for workshops by first selecting the +Add Session Series button on the Session Series page (W4) to open the Add/Edit Session Series screen (W5). In the top portion of this screen, select the workshop for which a session series will be added. The registration requirements, total hours to be offered, and workshop description will automatically fill-in for the selected workshop. Note that this information about the workshop is only editable by site administrators from screen W2.

Complete the Session Series Details portion of the Add/Edit Session Series screen (W5). Provide a name for the session series that describes the curriculum as well as the timing, for example, ABC curriculum

June 2017 evenings. Be sure to never include client PII like names in the name of session series, and select the agency that will provide the session series from the dropdown menu. Insert the maximum number of clients who can attend each session occurrence or, if there is no limit to the number of clients who can attend, check the No Limit check box. The maximum number of clients entered in this screen will limit the number of clients who can be registered for that session series.

Enter information about the location where the sessions will be provided, including the name, address, and telephone number of the location.

In the Facilitators section, grant recipient staff can enter the names of up to 15 facilitators of the session series. At least one facilitator name must be entered.

In the bottom portion of the screen add information about the date and time of the session occurrences in the series. First, enter the total number of session occurrences to be included in the series. If the number of session occurrences in the series is greater than one, the Recur Every field will appear at the bottom of the screen; select the day(s) of the week on which the session occurrences will be held.

Next, enter the date of the first session occurrence by using the calendar feature to select the date or by entering the date in MM/DD/YYYY format. Use the dropdown menus to select the start time of the session occurrences.

Enter one start and end time for all sessions in the series and double-check that the duration, auto-filled based on start and end time, is accurate based on the Total Hours to be Offered for the workshop as entered on screen W2 and the number of session occurrences in the series as entered on screen W5. A warning message will appear if the number of session occurrences multiplied by the duration of each session is 20% more than the Total Hours to be Offered, but the series can still be saved. If the number of session occurrences multiplied by the duration of each session is less than the Total Hours to be Offered, the series cannot be saved until this discrepancy is fixed.

Use the Edit Occurrence Details processes described below in Modules VI.D.1 and VI.D.4 to create session series with session occurrences that do not recur on the same days each week. First, create the desired number of session occurrences and have them recur on a weekly basis. Then follow the instructions in those sections to change the dates of individual session occurrences to the desired dates. Use the same Edit Occurrence Details processes to edit the start and end times of occurrences when times or durations differ across the sessions in a series.

W5. Add/Edit Session Series   ✕

* Indicates required field(s)

* Workshop Name	--Select workshop ▾
Registration Required	○ Yes ○ No Total Hours to be Offered [ ]
Enrollment	[ ]
Type	[ ] Structure [ ]
Curriculum or other group service	[ ]
Description	[ ]

Session Series Details

* Session Series Name	[ ]
* Agency Providing	--Select agency ▾
* Max # of Clients	[ ] ☐ No Limit

Location

* Location Name	[ ]
* Street	[ ] * City [ ]
* State	--Select ▾ * Zip [ ] Phone [ ]

Facilitators: 1 (# of Facilitators)

* Enter Facilitator
(Enter all that apply)

Facilitator #1

[ ]

⊕ Add Facilitator

Select the Save button to add the new session series to nFORM. You will automatically be taken back to the Session Series page (W4) and the newly created session series will appear in the Session Series table.

VI.C.2   Editing, canceling, and deleting session series (screens W4 and W5)

To edit information about session series, site administrators select the applicable Series Name button on the Session Series page (W4) under the Workshops tab. The Add/Edit Session Series screen (W5) for the selected session series will open in a view-only format. Select the Edit button at the bottom of the screen to enable editing of the session series details, location, facilitators, and date and time sections of the screen. Select the Save button to save any edits made for the session series. You will automatically be taken back to the Session Series page (W4) and the edited session series information will appear in the Session Series table.

Select the Cancel Upcoming Session(s) button on the Add/Edit Session Series screen to cancel all future session occurrences for the series. You will be asked to confirm the cancellation; if you confirm the cancellation, you will automatically be taken back to the Session Series page (W4). The session series for which you cancelled the upcoming sessions will still appear on the Sessions Series table, but clients can no longer be registered for the session series and attendance cannot be recorded for the sessions that were canceled. The Registration/Manage button will change to a Registration/View button, which opens a view-only version of the Manage Client Registration screen (W8) for the session series. The Manage Client Registration screen (W8) is described in the following section of this manual.

To delete a session series, site administrators may select the Delete Session Series button after selecting the Edit button at the bottom of the Add/Edit Session Series screen (W5). After clicking the button, a warning message will appear asking the site administrator to confirm the session series deletion. After confirming the deletion, the site administrator will automatically be taken back to the Session Series page (W4); the deleted session series will no longer appear in the Session Series table. As noted above, **workshops should not be deleted unless they were added to nFORM in error because deleting a workshop will remove the workshop including all session series created for it and ALL recorded attendance.**

VI.C.3 Registering clients for session series (screens W4 and W8)

All nFORM users can register clients to attend sessions of workshops that require registration. First, on the Session Series table on the Session Series page (W4), select the Manage button for the session series for which you want to register clients; this will open the Manage Client Registration screen (W8).

The top of the Manage Client Registration screen (W8) displays the name and details of the workshop, the session series name, and details about the session date, time, and location.

The Filter Eligible Clients section displays drop-down menus that allow nFORM users to filter clients by grantee location, client ID, first and last name, case manager, client status, population, service assignment (for local evaluations only), and enrollment date range. If entering multiple criteria and select Search, only those clients who match all criteria will appear. The Clear Criteria button clears all prior filter selections.

Below the Filter Eligible Clients section, the Eligible Clients box displays the names and client IDs of clients who can be registered for the workshop, filtered based on the criteria entered. If no criteria are entered, the Eligible Clients box will display the names and client IDs of all eligible clients.

Clients who are eligible to be registered for a session series include clients who are participating in the program, that is, clients with any Client Status other than Applicant Pending Enrollment, Duplicate Pending, Duplicate Confirmed, or Consent Revoked. The client ID can be used to distinguish between different clients with the same or similar name. Clients with a status of Applicant Pending Enrollment must complete the applicant characteristics survey and have their service assignment recorded (if applicable) to change to Active, before they can be registered for workshop series. Clients who become Active in nFORM after the start date of a workshop session series will appear in the Eligible Clients box for subsequent session occurrences in that session series.

There is no way to register clients or record their attendance in nFORM for session occurrences that precede their nFORM enrollment date (the date on which their status in nFORM changes to Active from Applicant Pending Enrollment). In addition, even if the client is enrolled in nFORM before the end of a session series, the client cannot be retroactively registered for a series after the last session occurrence. Finally, note that clients who are registered for a session series on the same day of a session in that series

will not appear on the series' registration list until the next session occurrence; these clients are not considered to be registered in advance of a session if the registration date and session date are the same. (This is further described in Module VI.D.4 below.) However, staff can record these clients as drop-ins, and they will appear as registered in advance for subsequent sessions.

Grant recipients must plan their enrollment and data collection procedures accordingly to ensure accurate recording of service and participation data.

In addition, clients participating in a local evaluation must have a treatment, control (with services), waitlist control (with services) assignment; clients with a control (no services provided) or waitlist control (no services provided) assignment will not be displayed in the list of clients who can be registered for a workshop session series.

W8. Manage Client Registration

Workshop Name	CBE Workshop
Session Series	1/8/2021 Series for AD Cutover
Enrollment	Cohort
Type	Optional
Structure	Linked
Curriculum or other group service	Building Futures
Session Start Date	1/8/2021
Session Start Time	6:00 PM
Location Name	Library
Address	21 Hanover Road - Anytown, NJ

Filter Eligible Clients

Grantee Location		Case Manager	
Client ID		Client Status	
Last Name		Population	
First Name		Service Assignment	
Enrollment Date Range:	From	To 1/28/2021	

Search   Clear Criteria

Registration

Eligible Clients:		Clients already registered:
7, Test (10022201)	**→** Register Client(s)	Cheese, Chuckie (10021260)
Allen, Jeff (10000566)		Dummy, Crash (10000537)
Brady, Tom (10022311)		Griswold, Clark (10000032)
Brady, Tom (40001357)		Parker, Peter J (10000016)
Doe, Jane (10000058)	**←** Remove Client(s)	Smith, Jane (10009237)
Dummy, Crash (10000540)		Smith, Will (10021257)
Eval, Local (10008364)		
Grimes, Rick (10000061)		
Howard, Moe (10021273)		
Jetson, George (10001497)		
Jetson, Jane (10001507)		
Parker, Peter (10000430)		
Potter, Harry (10000391)		
riddle, tom (10022065)		
Test, Ava (10021244)		
Venkman, Peter (10000375)		
Woman, Wonder (10021192)		

Seats Available: 6

ⓘ Client ID appears in parentheses after name.

Save Cancel

Use your cursor to select the names of the clients that you want to register for the session series, then hit the Register Clients button. This will transfer the client names to the right-hand box to show that they are registered for the session series. The Seats Available indicator in the lower right corner of the screen displays the number of clients who can still be registered for the session series. Select Save when you have finished registering clients for the session series; you will automatically be taken back to the Session Series page (W4).

You can remove clients from the list of registered clients by selecting their name(s) in the right hand box on the Manage Client Registration screen (W8) and selecting the Remove Client(s) button to move them back to the list of unregistered clients in the left-hand box. Changes to the list of registered clients must be made before the session series has ended. Clients who are removed from the advance registration list will no longer appear on the client roster or appear on screen W9 as advanced registered. In addition, clients who are registered, deregistered, and then reregistered will only appear as registered for a series for the session following the most recent date they were registered for a series.

D. Sessions (screens W7, W9, and W10)

Under the Workshops tab, select the Sessions screen (W7) to view all of the sessions for your grant recipient. The top of the screen will display red text showing the number of sessions that are pending attendance. Below that, the screen has filters that allow you to narrow the list of sessions to specific workshops or session series. The Sessions table displays the session occurrence date, session series name, facilitators, and status of the session. You can sort the sessions in ascending or descending order by any of these fields using the arrow button in the column header.

VI.D.1 Editing session occurrence details before or on the session date (W10)

Select the applicable Session Occurrence button on the Sessions table to view the Session Occurrence Details screen (W10). This screen has detailed information about the session occurrence. If the current date is before or on the session date, grant recipient staff can edit details of the session, like its location or facilitators. Grant recipients can also add names to individual sessions, although this detail is optional. Grant recipient staff can also reflect rescheduled sessions on this screen by entering the new date and time for the rescheduled session occurrence; select Save and the session occurrence will display in the Sessions table with the new session date and time. This feature is useful if, for example, the scheduled session falls on a holiday and must be rescheduled.

Grant recipients may also use this Edit feature to change session start or end times if their intent is to hold workshop session occurrences of varied lengths. nFORM automatically generates workshop sessions of

equal durations. However, users can adjust the duration of each session by adjusting its start and end time. A warning message will pop up that indicates the combined hours across the sessions in the series do not match the total hours specified for the workshop. This will occur if a change to the session duration results in the series duration being either less than the Total Workshop Hours to be offered or exceeds the Total Workshop Hours to be offered by more than 20%. The changes can still be saved.

Session occurrence details can only be edited on this screen before or on the scheduled date of the session occurrence. If the original date of the session occurrence has passed, but the session was held on a different date and/or time, then the actual details of when the session was held should be recorded as described below in Module VI.D.4 when recording attendance for the session occurrence.

W10. Session Occurrence Details   ×
* Indicates required field(s)

Session Series Name	1/8/2021 Series for AD Cutover
Agency Providing	1RF Agency 1 (Inactive) ⌄
Max # of Clients	12 ☐ No Limit
Workshop Total Hours	24 hours
Current Series Duration	24 hour(s) and 0 minutes

Occurrence Details

Session Name	
* Session Date	2/2/2021
* Session Start Time	6 ⌄ 00 ⌄ PM ⌄
* Session End Time	8 ⌄ 00 ⌄ PM ⌄
Session Duration	2 hour(s) and 0 minutes
* Location Name	Library
* Street	21 Hanover Road
* City	Anytown * State NJ ⌄
* Zip	07778 Phone

* Enter Facilitator
(Enter all that apply)

Facilitator #1   ● Remove Facilitator

Facilitator 1

Facilitator #2   ● Remove Facilitator

Facilitator 2

● Add Facilitator

Edit   Cancel

VI.D.2   Canceling and reinstating session occurrences (screen W7)

nFORM users may cancel individual sessions in the Sessions table on the Sessions screen (W7). To cancel an individual session, click the Cancel button under the Info column in the row of the session you want to cancel. You will be asked to confirm the cancellation of the session.

Confirm   ✕

Are you sure you want to cancel this session? You will not be able to record attendance once you cancel.

Click OK to continue with cancellation of this session.

                                                                    Cancel   **OK**

The Info column will now show a Reinstate button in the row of the session occurrence that was cancelled. Clicking the Reinstate button allows you to reverse the cancellation of a session occurrence. You will be asked to confirm the reinstatement of a cancelled session occurrence. The Cancel button will reappear for a reinstated session occurrence.

Confirm   ✕

Are you sure you want to reinstate this session?

Click OK to continue with reinstating this session.

                                                                    Cancel   **OK**

NOTE: Session duration associated with Cancelled sessions is not counted (included) when calculating series duration.

VI.D.3   Generating a roster of registered clients (screen W7)

All nFORM users may select the Generate button under the Roster column on the Sessions screen (W7) to generate a PDF list of the registered clients for a specific session occurrence. For sessions where registration is not required, the roster will include blank lines for recording attendance at the session, rather than any pre-printed names. Open the PDF file to view your generated client roster. You also have the option to save the roster to your computer or print it to record attendance. A roster can be generated for any session occurrence.

Sessions

⚠ 519 sessions are pending attendance.

⊖ Filter Criteria

Workshop:	--Select workshop ▾		
Session Series:	--Select session series ▾	**Session Status:**	--Select session status ▾

Items per page 10 ▾

Occurrence ⬍	Session Series ⬍	Facilitators ⬍	Status ⬍	Info	Roster	Attendance
🔍 Tue 2/2/2021 6:00 PM	1/8/2021 Series for AD Cutover	Facilitator 1; Facilitator 2	Upcoming	⊘ Cancel	🖨 Generate	n/a
🔍 Mon 2/1/2021 6:00 PM	1/8/2021 Series for AD Cutover	Facilitator 1; Facilitator 2	Upcoming	⊘ Cancel	🖨 Generate	n/a
🔍 Fri 1/29/2021 6:00 PM	1/8/2021 Series for AD Cutover	Facilitator 1; Facilitator 2	Upcoming	⊘ Cancel	🖨 Generate	n/a
🔍 Tue 1/26/2021 6:00 PM	1/8/2021 Series for AD Cutover	Facilitator 1; Facilitator 2	Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record

a. *Example of PDF roster file*

VI.D.4   Tracking session attendance (screens W7 and W9)

On the day a session takes place, the Status column on the Sessions screen (W7) will begin to display Pending Attendance. In order to remind grant recipient staff to record attendance as soon as possible, a message will appear at the top of the screen in red if one or more sessions are Pending Attendance. This count aggregates across all workshops and will decrease once attendance is recorded. Use this message as a check to make sure that attendance information is entered in a timely manner.

nFORM users may record attendance for a session occurrence by selecting the Record button that appears in red under the Attendance column for the applicable session occurrence on the Sessions screen (W7).

This opens the Track Session Attendance screen (W9). The top portion of this screen displays the workshop and session series names. The Occurrence Details section of the screen displays the date, time, duration, location, and facilitators of the session occurrence.

Occurrence details can be edited if the current date is after the session date by selecting the Edit button in this section of the screen. Click the Edit button to record a new session date, session start time, session end time, location, or facilitators if those differ from what was originally scheduled when creating the session series. This feature is useful if, for example, there were substitute facilitators for a scheduled session, or a session had to be rescheduled at the last minute due to weather conditions or facilitator illness.

Grant recipients may also use this Edit feature if their intent is to hold workshop session occurrences of varied lengths, since nFORM automatically generates workshop sessions of equal durations. Grant recipient staff can edit session durations in advance by adjusting the session start and end time on screen W10 before or on the date of the session, as described at the beginning of this section. If the session date has passed, these details can be edited on screen W9. As on screen W10, a warning message indicating the combined hours across the sessions in the series do not match the total hours specified for the workshop will pop up, if edits to a session's start and end time results in the series duration being either less than the Total Workshop Hours to be offered <u>or</u> exceeds the Total Workshop Hours to be offered by more than 20%. In this instance, the changes can still be saved.

Grant recipient staff can also edit occurrence details to name individual sessions, although this detail is optional. Finally, grant recipients can add notes about each session on this page.

Sessions

⚠ 1447 sessions are pending attendance.

⊖ Filter Criteria

Workshop:	--Select workshop ⌄		
Session Series:	--Select session series ⌄	Session Status:	--Select session status ⌄

Items per page: 10 ⌄

Occurrence ⇕	Session Series ⇕	Facilitators ⇕	Status ⇕	Info	Roster	Attendance
🔍 Wed 2/6/2019 7:00 PM	1/7/2019 start date		Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record
🔍 Mon 1/28/2019 8:00 PM	1/7/2019 start date		Session Complete	⊘ Cancel	🖨 Generate	✏ View/Edit
🔍 Tue 1/22/2019 8:00 PM	1/7/2019 start date		Session Complete	⊘ Cancel	🖨 Generate	✏ View/Edit
🔍 Mon 1/14/2019 8:00 PM	1/7/2019 start date		Session Complete	⊘ Cancel	🖨 Generate	✏ View/Edit
🔍 Mon 1/7/2019 8:00 PM	1/7/2019 start date		Session Complete	⊘ Cancel	🖨 Generate	✏ View/Edit
🔍 Wed 2/6/2019 4:00 PM	1/9/2019 Start Date		Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record
🔍 Wed 1/30/2019 4:00 PM	1/9/2019 Start Date		Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record
🔍 Wed 1/23/2019 4:00 PM	1/9/2019 Start Date		Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record
🔍 Wed 1/16/2019 4:00 PM	1/9/2019 Start Date		Pending Attendance	⊘ Cancel	🖨 Generate	🔔 Record
🔍 Wed 1/9/2019 1:00 PM	1/9/2019 Start Date		Canceled	↺ Reinstate	🖨 Generate	✏ View/Edit

1 2 3 4 5 »

1560 Record(s)

Clients   Workshops   Service Providers   Reports   Settings   Help

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W7

If no clients attended the session occurrence, select the applicable checkbox at the top of the Attendance section of the Track Session Attendance screen (W9). This will complete the process of recording attendance for these situations.

If one or more clients attended a session occurrence, grant recipient staff should record attendance for registered clients under the Advance Registration subsection of the Attendance section of the screen. Select the names of the registered clients who attended in the left box and use the top Add Clients button to move these clients to the box on the right-hand side for clients who attended the session. As you move clients to this box, the attendance counter above will increase to reflect the number of clients in the box.

Use this as a data quality check to make sure the number recorded as attending matches the number from the sign in sheet.

The registered clients who attended the session will now appear in the top box on the right. Similarly, select the names of the registered clients in the left-hand box who did not attend the session and use the lower Add Clients button to move their names to the box of clients who DID NOT attend the session. The registered clients who did not attend the session will then appear in the appropriate box on the right to record their absence, and the number of clients in the attendance counter above the appropriate box will increase accordingly.

Grant recipient staff can reverse the process by using the Remove Client(s) buttons, which will also decrease the attendance counter.

Note: Clients who were registered on the same day as the session will not appear in the Advance Registration box for that session, as this is not considered Advance Registration. However, these clients *will* appear under the Drop-Ins section – described below – for that session, and they will appear in the Advance Registration box for subsequent sessions.

The attendance screen is not considered complete until all registered clients are moved into either the attended or did not attend boxes. The red Record button on the session occurrence screen will not change to View/Edit until all registered clients have been moved from the left-hand box into one of the right hand boxes.

Clients who were not registered for a session but who were eligible to be registered for a session will appear in the Available Clients box on the left side of the Drop-Ins subsection of the Track Session Attendance screen (W9). Clients are considered eligible for a session if their enrollment date is the same date as a session occurrence or prior and do not have a client status of Applicant Pending Enrollment, Duplicate Pending, Duplicate Confirmed, or Consent Revoked.

While all eligible clients will initially appear in the Available Clients box, grant recipient staff have the ability to filter this list by grantee location, client ID, client name, assigned case manager, client status, population, service assignment (for local evaluations only), and enrollment date range.

Recording attendance for drop-ins is similar to the process for registered clients. Select the names of the clients who dropped-in to the session in the box on the left and use the Add Client(s) button to move the clients to the box on the right-hand side to indicate clients who attended this session. These clients will be recorded as attending as drop-ins for the session.

Please ensure attendance has been recorded for all session occurrences as quickly as possible after each session occurs.

As noted in Module V, nFORM includes an important date check so that clients cannot be marked as attending any service contact or workshop session occurrence that precedes their enrollment date. If a

client's nFORM enrollment date is after the initial session occurrence(s) of a workshop series, they can still be registered for that workshop series but they cannot be marked as preregistered/attending, dropping in to, or making up the session occurrences that precede their enrollment date.

Grant recipients with rolling session series, where clients can attend any session occurrences across series within the same workshop curriculum, can be marked as drop-ins to these session occurrences. As long as the session series are created within the same workshop in nFORM, their attendance will be counted on the quarterly reports as if they attended sessions within the same series.

Select Save when you finish recording attendance for the session occurrence. You will then be taken back to the Sessions screen (W7).

VII. Managing Enrolled Clients

nFORM case management functions are found under the Clients tab.

Case management functionality is available to all site administrators and all case managers. Limited functionality is available to general users with enrollment permissions.

In addition to client enrollment functions described in Module V, nFORM users complete the following functions through the Clients tab:

- Edit client information including client status

- Assign case managers

- Administer client surveys

- Record and view service contacts with clients

- Record and view referrals made to clients

- Record and view incentives provided to clients

- Remove client's registration from current and upcoming workshops

- Review client's session attendance

- Record individual make-up sessions for missed workshops

All of these functions are performed by opening a client's record through the All Clients screen (C1) or My Clients screen (C9) and navigating to the client's Profile, Service History, or Workshops/Sessions screens (C3, C4, and C5). The Bulk Update screen (C14) allows for editing multiple clients' statuses and case manager assignments at one time. The following sections describe how to complete case management functions for individual clients and in bulk (if applicable); the last section of this module describes how these functions differ for clients enrolled as couples.

A. Client profile (screen C3)

Click on the applicable Client ID number on the All Clients (C1) or My Clients (C9) client listings to open the client's Profile page. The Profile page summarizes the client's enrollment in the program, contact information, assigned caseworkers, client survey status, service contacts, referrals, incentives, and workshop attendance.

VII.A.1 Editing client information (screens C2 and C3)

The Client Information box on the Profile screen (C3) shows the information that was recorded on the client's Application Form (C2) during enrollment. Grant recipient staff with enrollment permissions can edit the client's information by selecting the Edit button on the Program Information box to open the Application Form (C2). Clicking Edit at the bottom of the Application Form enables most of the information on the form to be edited. For example, if the grant recipient is conducting a local evaluation and a mistake is made in designating whether a client is participating in the evaluation, site administrators will correct the local evaluation checkbox by editing the Application Form. **However, the Application Date cannot be changed after saving the Application Form. A client's Population may be changed until the client begins their entrance survey. Intimate partner violence/teen dating violence screening is only editable if it was originally recorded that the applicant had not been screened.** The result of the intimate partner violence screening will also not display in the client profile. Click Save after editing the client's information; another duplicate detection process will automatically begin after edits to the Application Form are saved.

VII.A.2 Editing client status individually (screens C3 and C8)

The Program Information box on the client's Profile page shows the client's status and the effective date of the current status. If the client has completed the enrollment process by completing the Application Form and the applicant characteristics survey (and a Service Assignment has been made if the client is participating in a local evaluation), then the client's enrollment date will also display in this box. The enrollment date is the date on which the client completes the applicant characteristics survey.

Grant recipient staff with enrollment permissions can edit the client's status by selecting the Edit button on the Program Information box to open the Edit Program Information page (C8).

If the client is participating in a local evaluation, their Service Assignment is selected after they complete the applicant characteristics survey. This process is described in Module V.D.2. If the client is initially assigned to a control waitlist group (with either partial services or no services), but is later selected to receive treatment services, the site administrator can reassign the client by editing the Service Assignment on the Edit Program Information page (C8). Please see the Performance Measures and Data Collection Logistics Manual for more information on control waitlist clients.

To change the Client Status, select the Edit button and then the applicable client status option from the Client Status dropdown menu. Options on this drop-down menu include: Active, Completed/graduated, Consent revoked, Deceased, Drop out, Duplicate confirmed, Incarcerated, Moved out of area, Non-responsive, Primary complete/Optional active, Removed from program, State of emergency, and Temporary hold. Table VII.1 provides brief descriptions of each status code. Additionally, grant recipients should review ACF's guidance on end-of-program client status and implications for program completion, exit surveys, and QPR/PPR reporting; this guidance is included in the Performance Measures and Data Collection Logistics Manual which is available on the HMRF Grant Resources Site.

After selecting the appropriate Status Code for the client, choose the associated Status Change Date. The Status Change Date is automatically set to show the current date. Grant recipient staff can use the calendar feature or enter a different date in the MM/DD/YYYY format. Status change dates must be between the Application Date and current date. Click the Save button to save the new client status.

VII.A.3 Editing client status in bulk (screen C16)

The Bulk Update screen (C14) button, located next to the All Clients (C1) and My Clients (C9) screen buttons, allows nFORM users to change the Client Status for multiple clients at the same time. Use the Filter Eligible Clients section at the top of the screen to find clients by grantee location, their current

client status, population, case manager assignment, workshop and session series they attended, enrollment date range, and service assignment (for local evaluations only). Note that if entering multiple criteria, only those clients who match all criteria will appear. The Clear Criteria button clears all prior filter selections.

The Eligible Clients box below displays the names and client IDs of the clients whose statuses can be changed, filtered based on the criteria entered. If no criteria are entered, the Eligible Clients box will display the names and client IDs of all eligible clients. After selecting the names of those clients whose statuses will be changed, click the Select Clients button to move their names to the Clients to be updated box.

When all desired Eligible Clients have been selected, choose the new client status from the Client Status drop-down menu. Table VII.1. below provides descriptions of each status code.

C16. Bulk Update Client Status   ✕

* Indicates required field(s)

Client Selection

⊖ Filter Eligible Clients

Grantee Location	[dropdown]	Case Manager	[dropdown]
Client Status	[dropdown]	Service Assignment	[dropdown]
Population	[dropdown]	Workshop	[dropdown]
		Session Series	[dropdown]

Enrollment Date Range: From   To

[   ] 📅   1/28/2021 📅

[Search]   [Clear Criteria]

Eligible Clients: Clients to be updated:

7, Test (10022201)
Allen, Jeff (10000566)   ❯
Brady, Tom (10022311)   Select Client(s)
Brady, Tom (40001357)
Cheese, Chuckie (10021260)
Doe, Jane (10000058)   ❮
Dummy, Crash (10000537)   Remove Client(s)
Dummy, Crash (10000540)
Eval, Local (10008364)
Grimes, Rick (10000061)
Griswold, Clark (10000032)
Howard, Moe (10021273)
Jetson, George (10001497)
Jetson, Jane (10001507)
Parker, Peter (10000430)
Parker, Peter J (10000016)
Potter, Harry (10000391)
riddle, tom (10022065)
Smith, Jane (10009237)
Smith, John (10000045)

ⓘ Client ID appears in parentheses after name.

Client Status Selection

* Client Status   [dropdown]

[Save]   [Cancel]

Grant recipients should use the Client Status operational report to monitor client status across all of the grant recipient's clients. This report is described in Module VIII.B.

Table VII.1. nFORM status codes

Status code	Definition
See the Performance Measures and Data Collection Logistics Manual on the nFORM help tab for ACF's guidance on when to use the non-responsive, drop out, and completed/graduated statuses.	
Applicant pending enrollment	nFORM automatically sets this status after the grant recipient staff completes the Application Form.
Active	nFORM automatically sets this status after the client completes the applicant characteristics survey, and, if the client is in a local evaluation, after a service assignment is selected. At this point the client has completed enrollment in the grant recipient's program.
Duplicate pending	nFORM automatically sets this status; it cannot be selected by grant recipient staff. When the completed Application Form is saved, nFORM automatically runs a duplicate check against existing client records (as described in Module V). If a match is found, the client status is set to Duplicate pending. The client status will automatically change to Applicant pending enrollment if the duplicate is overridden by the grant recipient site administrator.
Duplicate confirmed	Site administrators and case managers can confirm a record as a duplicate on the Possible Duplicate(s) Found screen. Only site administrators can edit the status of clients with a status of Duplicate confirmed. Individual services, referrals, and incentives, and participation in workshops cannot be recorded in nFORM for records with this status.
Completed/graduated	Client has completed all required or recommended services. Program completion—which services are recommended/required and the level of participation that is expected before a client is considered to have completed or graduated—is defined per a grant recipient's approved grant application and any modifications approved by OFA through non-competing continuations. For example, a program may define completion as when a client has attended 100 percent of the workshop sessions and participated in 2 meetings with a case manager. Clients who have completed/graduated may still be eligible for other services in a program.
Consent revoked	Grant recipients may be required to obtain informed consent from enrollees either as part of or outside of a local evaluation. These grant recipients should use the "Consent revoked" status code when: 1. A client revokes their consent to participate in the grant recipient's local evaluation and the client will not continue participating in the program. 2. A client is not participating in a local evaluation but revokes their consent to have their data collected and used by the grant recipient. If a client revokes consent to participate in a grant recipient's local evaluation but will continue participating in programming, uncheck the local evaluation checkbox in the client's profile (screen C2). This removes the client from the local evaluation and allows additional service and survey data to be collected. Grant recipients that do not request informed consent from clients should not use this code. If a client stops participating and is unresponsive to outreach, use the "Non-responsive" status code. If a client communicates to grant recipient staff that they no longer want to participate in programming, use "Drop out".
Deceased	Client passed away.
Drop out	Client has indicated that they are no longer interested in services or will not/cannot attend. At the program's discretion, staff may also classify a client as a drop out if s/he has not attended services for a certain amount of time as designated by the program (such as six months). This status could be used for clients who attended and then stopped as well as those who never attended services.

Status code	Definition
Incarcerated	Client is unable to participate in programming because they are in prison or jail.
Moved out of area	Client has moved out of service area or the grant recipient's service area has changed.
Non-responsive	Client is not regularly attending services and does not respond to outreach efforts, as defined by the grant recipient.
Primary complete/optional active	Client has reached primary workshop participation target for his/her population but is still participating in optional programming provided by grant recipient.
Removed from program	Grant recipient has determined that client cannot or should not attend the program, for example, because of illness preventing further participation, inappropriate behavior, violation of policy, or safety concerns for staff or other clients.
State of emergency	Client's participation is affected by a local or national emergency, such as a natural disaster or public health emergency.
Temporary hold	Client is not currently participating in services but may return, for example, because of a temporary change in work schedule or illness. This may include clients who are responsive to outreach but not attending services.

VII.A.4 Assigning case managers individually (screens C3 and C10)

Site administrators and case managers who are assigned to a client are listed in the Assigned Case Manager(s) box on the Profile screen (C3). Grant recipient site administrators assign case managers in nFORM by clicking the Edit button in the Assigned Case Manager(s) box to open the Case Manager Assignment (C10) screen. The ability to assign case managers is limited to site administrators and case managers to whom a site administrator has granted the user account permission to manage case manager assignment.

Highlight the applicable case manager(s) from the list of caseworkers available for assignment in the box on the left side of the Case Manager Assignment screen (C10). Click on the Assign Case Manager(s) arrow to move the selected case manager(s) from the Case Manager(s) Available for Assignment box on the left to the Assigned Case Manager(s) box on the right.

You can also unassign a case manager by selecting the case manager's name in the Assigned Case Manager(s) box on the right and clicking the Unassign Case Manager(s) button to move the case manager's name to the Case Manager(s) Available for Assignment box on the left.

Select Save and the assigned case manager(s) will appear in the Assigned Case Manager(s) box on the Client Profile screen (C3). In addition, the client will appear in the My Clients list of the assigned case manager(s).

VII.A.5   Assigning and unassigning case managers in bulk (screens C14, C15, and C20)

Site administrators can assign one or more case managers to multiple clients at one time. From the Bulk Update screen (C14), select the Assign Case Managers button to open the bulk Assign Case Managers screen (C15). The Filter Eligible Clients section of the screen allows site administrators to select clients based on grantee location, client status, population, case manager, enrollment date range, and service assignment (for local evaluation only). The Eligible Clients box below displays the names and client IDs of the clients who can be assigned Case Manager(s), filtered based on the criteria entered. If no criteria are entered, the Eligible Clients box will display the names and client IDs of all eligible clients.

To bulk assign Case Manager(s), select the clients to be updated from the Eligible Clients box by clicking the Select Client(s) button to move them to the Clients to be updated box. Then, select the Case Manager(s) to assign to those clients from the Case Manager(s) available for assignment box and click the Select Case Manager(s) button to move them to the Case Managers to be assigned box. Click save to assign the case managers to the selected clients.

Site administrators can also unassign a case manager from multiple clients at one time. From the Bulk Update screen (C14), select the Unassign Case Managers button to open the bulk Unassign Case Manager screen (C20). After selecting a case manager at the top of the screen, the Eligible Clients box will fill with all clients assigned to that case manager. That list of clients can be further filtered by searching on grantee location (if applicable), client status, population, and enrollment date range. Move clients from the Eligible Clients box to the Clients to be updated box using the Select Client(s) arrow and click Save to bulk unassign the specific case manager from all selected clients.

C15. Assign Case Managers   ✕

Client Selection

⊖ Filter Eligible Clients

Grantee Location	[▾]	Case Manager	[▾]
Client Status	[▾]	Service Assignment	[▾]
Population	[▾]		

Enrollment Date Range:

From		To	
[ ] 📅		3/7/2025 📅	

[**Search**] [Clear Criteria]

Eligible Clients:

- 12/08, Test Participant (10104967)
- 12/08, Test Participant 2 (10104970)
- 12/08, Test Participant 3 (10104983)
- Abbot, Katy (10081679)
- Abbott, Toby (10081695)
- Actor11, Pearl (10090880)
- Actor12, Rose (10090893)
- Actor2, Kelly (10090369)
- Actor3, Janet (10090699)
- Actor4, Eddie (10090709)
- Actor5, Peri (10090754)
- Actor6, Lapis (10090767)
- Actor7, Steven (10090848)
- Actor8, Connie (10090851)
- Actro1, Courtney (10090356)
- Adams, Callie (10081132)
- Adams, Jamie (10081145)
- Adamson, Devine (10088627)
- AdamsV2, Devin (10102309)
- Adler, Dira (10081776)
- Adler, Dana (10081750)

❯ Select Client(s)

❮ Remove Client(s)

Clients to be updated:

ℹ Client ID appears in parentheses after name.

Case Manager Selection

Case Manager(s) available for assignment:

- Case Manager, Test
- CaseManagerCM3, Test
- Site Administrator1, Test
- Site Administrator4, Test
- Case Manager, Test (Inactive)
- 61423, Test42 (Locked)
- 61423, Test43 (Locked)
- 61923, Test59 (Locked)
- 61923, Test60 (Locked)
- 62123, Test68 (Locked)
- 6923, Test17 (Locked)
- 6923, Test18 (Locked)
- 6923, Test19 (Locked)
- PenTestUser002, Test (Locked)
- Site Administrator5, Test (Locked)
- Site Administrator6, Test (Locked)
- test04, SAuser (Locked)
- Thomas, Carl (Locked)
- User792, Test (Locked)
- User793, Test (Locked)

❯ Select Case Manager(s)

❮ Remove Case Manager(s)

Case Manager(s) to be assigned:

VII.A.6 Administering client surveys individually (screen C3)

The Client Surveys box on the Profile page (C3) shows the status of the applicant characteristics, entrance, and exit surveys; grant recipient staff access surveys for clients from this box. Clients will

respond to the applicant characteristics survey at intake (as described in Module V), the entrance survey during the client's first workshop session before any instruction is provided, and the exit survey at the client's last workshop session, or 14 days after the entrance survey if the program of services is shorter than that.

Grant recipients are encouraged to contact their FPS with any concerns or requests about survey timing. A date validation in nFORM prevents the exit survey from being generated for 14 days after the completion date of the client's entrance survey. For example, if a client completed their entrance survey on January 12th, their exit survey would become available to administer starting on January 26th. The exit survey is not available before then to ensure that entrance and exit surveys are administered at the intervals specified by ACF.

If "Passcode" is selected from the "Action" dropdown next to the survey, the completion date of the survey is automatically set by nFORM when the web survey is submitted and it cannot be changed. If "Paper Copy" or "Refusal" are selected, grant recipient staff can enter a date up to 4 days in the past, and the survey completion or refusal date will be set to that date.

Clients should only complete each survey once. Thus, if a client attends multiple workshops, they should take the exit survey at the last session of the last workshop. Survey statuses are Incomplete, In progress, Complete, Paper Complete, or Refusal. Administering the exit survey too soon after the entrance survey may result in inaccuracies in the performance measures.

To launch the entrance and exit surveys, click the Action button on the Client Surveys table found in the middle of the Profile page (C3), and select the Passcode option. To enter data from a survey that was completed on paper, grant recipient staff can instead select the Paper Copy option. Both selections will open the Generate Survey Passcode screen, which displays the URL for the survey, the client's ID number, and a passcode that is usable for the next 96 hours. The passcode can be reused up to 10 times within the 96 hour timeframe from when it was first generated. A message also displays that notifies the user of when the passcode will expire and how many times the passcode has been used. Please note that passcodes will expire after 96 hours or after 10 uses, whichever comes first. Once a survey is submitted, the passcode cannot be reused.

The URL for all client surveys is: https://hmrf-nform.acf.hhs.gov/Survey

Grant recipients can bookmark this on separate devices to be used by clients to complete the surveys.

Once the passcode is entered, the survey will open. Clients can take as long as they need to respond to the survey, but the survey will automatically log out after 30 minutes of inactivity as a security precaution.

Note that the Action button for the entrance survey only becomes functional after the client has completed the applicant characteristics survey, and the Action button for the exit survey is only functional 14 days after the entrance survey is completed.

As with the applicant characteristics survey, clients should complete the surveys on a different desktop, laptop, or tablet computer from the device the grant recipient staff person is using. It is important for grant recipient staff and clients to use separate devices so clients can only access the surveys and not other parts of nFORM.

Open the survey URL for the client on the device the client will use to respond to the survey. Insert the client's ID number and passcode into the relevant fields on the Survey Login page, or provide this information to the client to enter. The client will then be asked to confirm his or her name before beginning the survey. For clients who will be taking the survey in Spanish, select the Español link on the Survey Login page before clicking "Log in" so that the client confirmation page displays in Spanish for the client.

The Client ID number and Passcode will open the appropriate entrance or exit survey based on the population selected for the client on the Application Form (C2). There are specific versions of the surveys

for clients enrolled as adult individuals/couples in FRAMEWorks programs, youth in READY4Life programs, community individuals/couples (fathers and mothers) in Fatherhood FIRE programs, and reentering individuals in Fatherhood FIRE programs.

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Survey Login

Unauthorized access is prohibited. You must have a valid Client ID and Passcode to use this site.

Client ID

Passcode

Log in

Español

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The client will be asked to confirm his or her name before beginning the survey.

nFORM 2.0
Information, Family Outcomes, Reporting, and Management

Survey Client Confirmation

Please confirm your identity.

Is your name **Peter Parker**?

No, Return to Login   Yes, Continue to Survey

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The client will then be taken to the disclaimer page. After reviewing this information, the client should select Next when she or he is ready to begin the survey.

Each page of the client surveys includes audio so that clients can listen to the questions read to them. Clients can re-listen to audio for any page by clicking the triangular play button on the bottom of the page. (Note that the play buttons appear differently on computers and tablets.) Spanish-speaking clients can choose to see the questions in Spanish and listen to Spanish audio for the questions at any time during the survey by clicking on the Español link.

After answering the questions on each page, the client will submit their completed survey on the final page of the survey. Clients who do not select "Yes, submit my survey" will have their survey appear as In Progress.

Once the completed survey is submitted, the survey status on the Client Survey table of the Profile page will change to Complete, upon refreshing or reopening the Client Profile screen. Although the client's

responses to the applicant characteristics survey can be reviewed to facilitate service delivery and workshop assignments, responses to the entrance and exit surveys cannot be reviewed. After completing the entrance and exit surveys, n/a will appear in the Action column of the Client Surveys box on the client's Profile page (C3).

Grant recipients should use the Survey Completion operational report to monitor administration of the client surveys. The operational report will show when clients completed each survey and which surveys are incomplete. This report is further described in Module VIII.B.

Client Surveys			
Type	Status	Date	Action
Applicant Characteristics Survey	Complete ☑	12/14/2020	🖨 Review
Entrance Survey	Complete ☑	01/28/2021	n/a
Exit Survey	Incomplete	--	Action ▾

Entering paper surveys. In some cases, grant recipient staff will be data entering a client's paper survey responses. In this instance, grant recipient staff should click the "Action" button next to the entrance or exit survey in the Client Surveys box on C3, but select "Paper Copy" rather than "Passcode." The Generate Survey Passcode screen will launch, but reflect the fact that staff are entering a paper survey.

Generate Survey Passcode to Record a Paper Copy ✕

You have requested the generation of a passcode to access the **Entrance Survey**.

To continue, please log in at the following URL:

At the log in, enter the client's id (**10026728**) and the following **passcode**:

5395846

Note: This passcode will expire in 96 hours; it can be used up to 10 times before it expires.

Cancel

Staff will then be prompted to select the date on which the client completed the survey from the date picker on the screen. This will allow the client's enrollment date to reflect the actual date of survey completion, rather than the date of data entry. Surveys may be backdated up to 4 days.

Then, grant recipient staff can navigate through the questions and record clients' answers. After grant recipient staff submit the survey, its status will display as "Paper Complete" in the Client Surveys box on screen C3.

Entering survey refusals. As with the applicant characteristics survey, clients may refuse to complete the entrance or exit surveys altogether. Instead of selecting the Passcode or Paper Copy options, in this case, the staff member who set up the survey can select the Refuse Survey option under the Action button on the Client Surveys table found in the middle of the Profile page (C3) next to the appropriate survey. This will load the Generate Survey Passcode screen, which will reflect that staff are entering a refusal.

The staff member will enter the client's ID and passcode as they would if the client were completing the survey. However, after confirming the client's name, the staff member will be prompted to enter the date on which the client refused the survey – up to 4 days in the past – and the reason for the refusal.

Grant recipients are encouraged to review the Performance Measures and Data Collection Logistics Manual distributed by ACF and posted on the HMRF Grant Resources Site (see Module II).

VII.A.7 Administering client surveys in bulk (screens C14 and C17)

If grant recipients plan to administer the applicant characteristics survey, entrance survey, or exit survey to multiple clients at the same or similar times, staff can generate survey passcodes in bulk rather than individually.

On the Clients tab, select the Bulk Update option and the Passcode Generation option. On the Bulk Generate Survey Passcode screen (C17), select the appropriate survey. From there, grant recipients can search for clients based on the following criteria:

- Grantee location
- Client status
- Population
- Case manager
- Workshop and session series
- Application date
- Enrollment date

Clients that fit the specified criteria will be listed in the Eligible Clients box on screen C17. Grant recipient staff can select one or more clients from the Eligible Clients box and click the Select Client(s) arrow to move them to the Generate passcode for box. Upon clicking Save, a PDF entitled "SurveyLoginSheet" will download. The PDF will list each client's name, location, passcode generation date, client ID, and passcode. Like a passcode generated individually on the Client Profile (C3), these passcodes will be valid for 96 hours and can be used up to 10 times within that timeframe, until the survey is submitted. The PDF will also indicate when the passcodes were generated and a reminder that the passcode expires in four days.

C17. Bulk Generate Survey Passcode

Select Survey

Survey -- Select survey

Client Selection

⊖ Filter Eligible Clients

Grantee Location		Case Manager	
Client Status		Workshop	
Population		Session Series	

Date From To

--Select date   1/15/2021

Search   Clear Criteria

Eligible Clients: Generate passcode for:

Select Client(s)

Remove Client(s)

ℹ Client ID appears in parentheses after name.

Save   Cancel

VII.A.8 Viewing client's service summary (screen C3)

The Service Summary box on the client's Profile page shows the number of service contacts, referrals, and incentives provided to the client and the most recent date each was provided. This box provides grant recipient staff with a snapshot of the client's service history and will alert caseworkers when a follow-up is needed about a referral. When any follow-up is needed, a red alert will appear in the referrals row of the

Service Summary box. This red alert should prompt grant recipient staff to review the client's Service History page so they can follow-up as needed. A red alert will also display in the Incentives/Program Supports row when Incentives exceed the maximum allowed.

Service Summary		
Type	**# Provided**	**Most Recent**
Service Contacts	8	1/11/2021
Referrals ⚠ Follow up needed	9	10/01/2020
Incentives/Program Supports	7	8/20/2020

VII.A.9   Viewing client's workshop summary (screen C3)

The Workshop Summary box on the client's Profile page lists the workshops that the client is enrolled in, the number of workshop hours received by the client, the number of workshop sessions that the client has attended, the date of the last workshop session attended, and the date of each workshop's next session. Beneath the Summary box, the primary workshop participation meter displays the client's progress toward participation in the target number of primary workshop participation hours specified for the client's population type.

Workshop Summary				
Name ***Primary***	**Workshop Hours Received**	**# Session(s) Attended**	**Last Session Attended**	**Next Meeting Date**
Dosage Workshop #5	4	1	12/11/2019	--
Blanco Test HMLE WS 1	4	1	11/12/2020	--
Atten Reqd Test WS 1	1	1	11/30/2020	--
Test 1HM Workshop 2*	3.3	3	5/04/2016	--
Elevate*	2.5	2	4/08/2019	--

Primary Workshop Participation for the Client

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

15
Target Hours

5.8
Total Hours Received

More detailed information can be found under the client's Workshops/Sessions page.

B. Service history (screen C4)

The client's Service History page (C4) provides a complete history of the (1) ISCs with the client, (2) referrals made for the client, and (3) incentives/program supports provided to the client. Summaries of each appear in three tables on the page.

As a reminder, a client's enrollment date is automatically set by nFORM once the applicant characteristics survey is completed in nFORM and, if applicable, the client's Service Assignment is selected. The client's nFORM enrollment date is the earliest date that a client is eligible to attend workshops and the earliest date for which information about individual services, such as incentives, can be recorded.

The Service History page (C4) does not display for clients who have not completed the applicant characteristics survey. For grant recipients conducting their own local evaluations, the Service History page also does not appear for clients who are assigned to the control (no services provided) or control waitlist (no services provided) service assignment categories.

Record service contacts. Site administrators and case managers record information about service contacts, such as case management sessions and reminder contacts, by clicking the +Add Service Contact button located in the Service Contacts table on the Service History tab (C4). This opens the Add/Edit Service Contact form (C7). On the top of the form, fill in information about the service contact including:

- Service date

- Case manager providing the service consultation

- Contact method

- Length of the contact

- Whether the contact resulted in direct client contact

- Any additional participants at the service contact other than the client

Contact methods include home visits; email; meeting in the community, high school, or office; mail; phone call; and text message. An "other" option is also available if the client was contacted in some other way. If the type of contact is email, text message, or mail, record an estimate of the length of time to prepare the contact and any back and forth with the client in that mode.

Use the "Additional Participant(s)" checkboxes to indicate who, in addition to the individual client, received the service. Because service contacts are recorded under individual client profiles, when both partners of a couple participate in the same service contact, be sure to check "Client's partner" when entering service contact information. The operational reports and data export will have one record for this service contact, which includes the couple ID number.

In the middle portion of the form, select the category or categories that best describe the types of issues and needs discussed during the service contact with the client. If none of the existing categories are applicable, select the "other" category and write in a brief description of the issue or need that was discussed. If the service contact was simply a reminder contact, select "Reminder contact" as the category.

In the bottom of the form, click the +Add Note button to add case notes to the service contact; throughout nFORM, 5,000 characters of text can be entered into each case notes field. Case managers should save their notes periodically by clicking anywhere in the form to avoid losing their work as nFORM will time out after 15 minutes of inactivity. Please note that typing is not considered activity and clicking on the form is the only way to safely extend your session in the notes field. After all information about the service contact is recorded, click Save and the service contact will appear on the Service Contacts table on the client's Service History tab (C4). Case notes cannot be edited after they are saved. Any additions or changes should be documented in another note. Case notes also cannot be exported from nFORM because they may contain clients' personally identifiable information.

You can edit information about a service contact by selecting the service contact date on the Service Contacts table and clicking the Edit button at the bottom of the form.

nFORM automatically identifies ISCs that are considered substantive. ACF requires Fatherhood FIRE grant recipients to provide each client with at least 8 substantive ISCs, which are defined as those that:

1. Last 15 minutes or longer;

2. Involve direct contact with the client (for example, in-person or by telephone);

3. Cover client issues and needs beyond just reminder contacts, and

4. Are recorded in nFORM

Using these criteria, nFORM data tools automatically report on the number of substantive ISCs provided to clients (see Module VIII.B for more information on the Individual Service Contact operational report). nFORM also identifies reminder-only service contacts as those where only a reminder contact occurred without any other client issues and needs recorded as part of the service contact.

Currently, ACF does not have a minimum requirement for the number of substantive ISCs FRAMEWorks and READY4Life grant recipients should provide to clients, but all grant recipients that offer case management as part of their program design can monitor substantive ISC receipt in the PPR, Individual Service Contact operational report, and data export.

Recording service contacts that occurred before a client was enrolled. Program staff may enter any substantive ISCs into nFORM that took place up to three months before a client was enrolled. Grant recipients do not need to get approval from their FPS before entering these types of ISCs. Since ISCs can currently only be entered into nFORM with a date that takes place on or after a client's enrollment date, program staff should enter the ISC that took place prior to enrollment with a post-enrollment date, and include a case note that mentions the contact took place before the client was enrolled along with the actual date on which the substantive ISC was provided.

VII.B.1 Adding service contacts in bulk

Grant recipient staff have the ability to add certain types of service contacts in bulk. From the Clients tab, select Bulk Update and Service Contacts to open the Bulk Entry – Service Contacts screen (C18). Staff should enter the date of the service they are bulk entering, the contact method, the case manager who contacted the clients, and the length of the contact, and indicate if the service contact resulted in direct client contact. Then, staff should select from the four types of client issues and needs discussed – comprehensive assessment, employment/job readiness, other targeted assessment, and reminder contact – that can be completed for multiple clients at one time.

C18. Bulk Entry - Service Contacts   ✕
* Indicates required field(s)

Enter Service Contact Information *Information entered will be saved to the profile for each client selected below*

⊖ Service Contact Information

| * Service Date | 1/28/2021 📅 | * Case Manager | Site Administrator, MarybethM ⌄ |
| * Contact Method | --Select contact method ⌄ | * Length of Contact | --Select length of contact ⌄ |

* Did service contact result in direct client contact? ❓   ○ Yes   ○ No

⊖ Client Issues and Needs Discussed

* **Client Issues and Needs Discussed** (Check all that apply)
  ☐ Comprehensive Assessment
  ☐ Employment/Job Readiness
  ☐ Other Targeted Assessment
  ☐ Reminder contact (call, email, text)

Note [   ]

Then, staff can search for clients based on the following criteria:

- Grantee location

- Client status

- Population

- Case manager

- Workshop and session series

- Application date

- Enrollment date range

  – Note that unlike other Filter Eligible Clients sections, the "To" date on screen C18 is not editable in this module. The "To" date pre-fills with the date selected as "Service Date" at the top of the screen because users cannot add a service contact on a certain date for a client who was enrolled after that date.

Clients that fit the specified criteria will be listed in the Eligible Clients box. Grant recipient staff can select one or more clients from the Eligible Clients box and click the Select Client(s) arrow to move them to the Clients to be updated box. Upon clicking Save, the service contact will be added to the individual profiles of all clients selected as Clients to be updated.

VII.B.2   Record and follow up on referrals

To record a referral provided during a service contact, site administrators and case managers click the +Add Referral button next to the service contact when the referral was made. This opens the Add/Edit Referral form (C12). The top of the form displays the information recorded about the service contact. In the middle section, grant recipient staff have the option to select a type of service, which will filter the list of providers in the Referred To dropdown to those offering that type of service. The provider names that appear in the dropdown menu are the providers recorded on the Service Provider tab.

C12. Add/Edit Referral   ✕
* Indicates required field(s)

⊖ Service Contact Information

Service Date	1/1/2021	**Case Manager**	MarybethM Site Administrator
Contact Method	During home visit	**Length of Contact**	30 - 59 min

Did service contact result in direct client contact?   Yes

Additional Participants   Child(ren)

Client Issues and Needs Discussed   Establish/modify child support order

Most Recent Note

⊖ Referral Information

Type of Service ❓   --Select Type of Service ⌄

* Referred To ❓   --Select service provider ⌄

* How was referral provided to client?   ○ In Writing   ○ Verbally

* Was referral also communicated directly to service provider?   ○ Yes   ○ No

Next, select whether the referral was provided to the client in writing or verbally, and whether the referral was also communicated directly to the service provider. If the referral is being entered for a member of the Adult couple or Community couple population, you must also select if the referral was for one or both partners.

⊖ Referral Types

* **Referral Types** (Check all that apply)

Assessment
- ☐ Comprehensive Assessment
- ☐ Employment/Job Readiness
- ☐ Other Targeted Assessment

Child Support/Custody/Visitation
- ☐ Establish/modify child support order
- ☐ Establish/modify child visitation order
- ☐ Establish/modify child custody order
- ☐ Establish/modify parenting plan
- ☐ Child support arrearages assistance
- ☐ Establish paternity
- ☐ Couple mediation

☐ **Child Welfare Services Involvement** ❷

☐ **Domestic Violence/Intimate Partner Violence** ❷

☐ **Financial Counseling**

Education
- ☐ English for Speakers of Other Languages (ESOL)
- ☐ General Educational Development (GED)
- ☐ Licensure/Certification (specify)

- ☐ Other Education (specify)

☐ **Family Therapy/Counseling Referral**

Job/Career Advancement
- ☐ Career planning
- ☐ Employment resources ❷
- ☐ Job search assistance ❷
- ☐ Resume development

☐ **Legal Assistance Referral**

Health/Mental Health Support
- ☐ Medical/Dental/Wellness
- ☐ Mental Health Referral
- ☐ Substance Abuse Referral
- ☐ Health Insurance

☐ **Parenting** ❷

Social services/Emergency needs
- ☐ Housing/Rent Assistance
- ☐ Childcare Assistance
- ☐ Clothing (not job related) ❷
- ☐ Public assistance/welfare ❷
- ☐ Food Assistance
- ☐ Obtain driver's license/state ID/birth certificate/other identifying documents
- ☐ Other social services/emergency needs (specify)

☐ **Healthy Marriage and Relationship Education Services** ❷

☐ **Other Referral (specify)**

☐ **Youth services (specify)**

⊖ Referral Notes

⊕ Add Note

In the Referral Types section, select the category or categories that best describe the referral.

Click the +Add Note button at the bottom of the form to record any notes about the referral. Like ISC notes, notes about referrals cannot be edited after they are saved. Any additions or changes should be documented in another note. Case managers should save their referral notes periodically by clicking the Save button to avoid losing their work, as nFORM will time out after 15 minutes of inactivity. **Please note that typing is not considered activity and the Save button is the only way to safely extend your session in the Notes field.**

Once all the information about the referral is entered, click the Save button at the bottom of the form. The referral just entered will now appear in the Referral History table on the Service History page (C4).

The Referral History table on the client's Service History page (C4) displays the date that each referral was provided, which nFORM user recorded the referral, where the client was referred, the type of referral, and whether the client followed through on the referral. Case managers will be alerted to check with a client on whether the client pursued a referral by the red alert Follow up needed message on the client's Profile page and in the Service Contacts table on the client's Service History page (C4). A Y in the Follow Up Needed column of the Referral History table will specify which referral requires a follow-up.

A case manager should confirm whether the client pursued the referral, and then access the referral record by clicking on the corresponding service date button in the Referral History table on the Service History page. This will open the Add/Edit Referral (C12) screen. To record the follow-up, click Edit on the bottom of the screen and answer the question in the Referral Information section on whether the client followed through with the referral. Select Unknown if it is not known whether the client followed through with the referral.

Click Save and the follow-up will be recorded. The flag indicating a follow up is needed will no longer appear on the Referral History table, and N will appear in the Follow Up Needed column of the Referral History table.

VII.B.3 Add and review incentives/program supports

Site administrator and case manager users record information about incentives and program supports provided to clients by clicking the +Add Incentive/Program Supports button in the Incentives/Program Supports table on the client's Service History page (C4). This opens the Add/Edit Incentive/Program Support form (C13). First, indicate whether the incentive/program support was provided to the client during a service contact, during a workshop session, or another time.

If you select that the incentive was provided during a service contact, the service contact information field will open. Select the date of the service contact for which the incentive was provided to the client. Information about the selected service contact will display. Review this information to confirm that this was the service contact when the client received the incentive. Next, fill the information under the Incentive/Program Support section of the modal.

If the incentive/program support is not associated with a service contact, click on the appropriate button to indicate that it was provided during a workshop session or another time. An abbreviated version of screen C13 will open. Specify the date on which the incentive/program support was provided.

C13. Add/Edit Incentives/Program Supports ✕

* Indicates required field(s)

* **When was this incentive/program support provided to the client?**
  ○ During service contact
  ○ During workshop session
  ◉ Another time

⊖ Incentive/Program Support

* **Date Provided**   1/28/2021 📅

ⓘ *All incentives must be approved by your OFA FPS.*

* **Category**   --Select Category ▾

* **Type** ❓   --Select Type ▾   * **Amount** $ [   ] .00

[Save] [Cancel]

For all incentives/program supports, use the dropdown menus on C13 to select the incentive/program support category and type. Enter the amount.

There are three available options for Incentive/Program Support Category for **incentives**:

- Incentives: Enrollment
- Incentives: Participation/Client Milestone
- Incentives: Survey Completion

There are five available options for Incentive/Program Support Category for **program supports**:

- Grant-funded Participation Supports: Transportation
- Grant-funded Participation Supports: Child care
- Grant-funded Participation Supports: Other
- Employment-related Supports: Work supports (e.g. work boots, clothing, tools)
- Employment-related Supports: Training

Finally, there are three available response options in the Type dropdown: gift card, direct payment to a vendor, and in-kind. Next to the Type field, there is a tool tip reminding grant recipient staff that direct cash payment to a client is not allowable.

The maximum dollar amount of incentives allowed for a single client is $350. If you are entering an incentive that will exceed the maximum for a client, a pop-up message will display.

This incentive will exceed the maximum dollar amount ACF set for incentives. Please refer to ACF's incentive guidance or contact your FPS for more information. Click OK to continue with save. Click Cancel to return to Incentives / Program Supports form.

OK Cancel

After entering information about the incentive, click Save and the incentive will appear in the Incentives/Program Supports table on the client's Service History page (C4). You can edit information about incentives and program supports by clicking on the date the incentive or program support was provided on the table and editing the information in the Add/Edit Incentive/Program Support screen (C13).

As a reminder, all incentives and program supports must be approved by your grant recipient's FPS. Grant recipients should discuss any questions about providing incentives and program supports to clients with their FPS and should review any guidance from ACF on the distribution and monitoring of incentives and program supports.

C. Workshops/Sessions (screen C5)

The client's Workshops/Sessions page (C5) displays summaries of the client's current and upcoming workshop sessions and the client's session attendance. From this page, nFORM users with permissions can remove a client's registration for an upcoming workshop and can record make-up sessions for workshops that the client has missed. Make-up sessions can only be recorded for workshops with an advance registration requirement; make-up sessions cannot be recorded for workshops that do not require advance registration. Other workshop attendance or changes must be entered in the Workshops tab (see Module VI).

The Current/Upcoming Workshops table on this page displays the date and time of the client's next scheduled workshop as well as the name and type of the workshop and the name of the session series. This provides caseworkers with a snapshot of a client's scheduled services.

The Session Attendance grid on this page shows the date of the client's sessions, the workshop and session series names, and whether the client attended the workshop. The Attended? column shows a Y if the client attended the session, an N if the client did not attend the session, and Made Up if the client received the content of a missed session individually, such as at an individual meeting with a caseworker. It shows a hyphenated line if the workshop did not require registration.

The Workshops/Sessions page (C5) does not display if the client has not completed the applicant characteristics survey. For grant recipients conducting their own local evaluation, the Workshops/Sessions page also does not display until the Service Assignment has been selected. The Workshops/Session page will never display for clients assigned to the Control (NO Services Provided) or Control Waitlist (NO Services Provided) Service Assignment category because according to their assignment they should not be receiving program services.

Remove workshop registration. Grant recipient staff can unregister a client for upcoming sessions of a workshop by clicking the Remove button in the Registration column of the Current/Upcoming Workshops table. A prompt will then appear asking for confirmation that the client's registration should be removed for all upcoming sessions of that workshop. You cannot unregister a client from a single session occurrence. If the nFORM user confirms that the client's registration should be removed, the Workshops/Sessions page will no longer show those upcoming workshop sessions and the client will no longer appear in the list of registered clients for recording attendance for any occurrence in the session series.

It is important to double check that a client should be unregistered from a series before removing their workshop registration. If a mistake is made, the client can be re-registered for the series; however, they will only show as registered for session occurrences after the new registration date. As always, clients who are not registered for a series will appear in the drop-in section of the attendance screen for occurrences that are scheduled after their enrollment date.

Record an individual make-up session. nFORM users can record make-up sessions for clients when attendance is recorded as N in the Attended? column of the Session Attendance table. The Record Make-Up button appears for these sessions. To record a make-up session, click the Record Make-Up button to open the Make-Up Workshop Session screen (C11). The top of the screen shows the workshop name, session series name, and date of the session that the client missed. Record the date that the session content was made up and record any relevant notes about the make-up session. Click Save and the attendance will change from N to Made Up in the Session Attendance grid on the client's Workshops/Sessions page (C5).

Information recorded for a make-up session in the Make-Up Workshop Session screen (C11) can be viewed by clicking the View Make-Up button that appears in the Make-Up Session column of the Session Attendance table. The Make-Up Workshop Session screen opens in read-only format, but can be edited after clicking the Edit button at the bottom of the screen. Grant recipient staff can then revise information about the make-up session or can delete the make-up session. Deleting the make-up session reverses the recorded attendance to N.

Clients cannot be recorded as dropping into or being registered for Sessions or Make-Up Sessions with dates prior to their enrollment date in nFORM. Rather, clients can drop into corresponding sessions, within the same type of workshop, that have dates that occur after their enrollment date. Contact the nFORM help desk with any questions about recording makeup attendance for workshop sessions that took place prior to a client's enrollment date.

D.   Managing enrolled couples

In nFORM, grant recipient staff will generally conduct case management functions for clients enrolled as couples following the same procedures described for individual clients. However, there are some differences in the layout of the Profile (C4), Service History (C5), and Workshop/Sessions (C6) pages for couple clients. When grant recipient staff open either partner 1 or partner 2's client record they will be directed to a page showing tabs for partner 1's Profile page, partner 2's Profile page, the couple's combined Service History page, and the couple's combined Workshops/Sessions page.

Please note that two partners enrolled as a couple cannot be "uncoupled" in nFORM once one of the partners has completed an entrance survey.

Each partner of an enrolled couple will have his or her own Profile page. Both partners' names and client ID numbers will be listed at the top of the Profile page in the order of their Client ID numbers. When one partner's Profile page is open, that partner's name appears in larger font and the tab for that partner's Profile page is highlighted in yellow.

The couple will have a single, combined Service History page (C4) that is nearly identical to the Service History page of individual clients; a couple's Service History page will include additional columns in the Service Contacts, Referral History, and Incentives/Program Supports tables to indicate whether the respective activity was for partner 1 only, partner 2 only, or the couple together.

The respective screens to enter information about service contacts, referrals, and incentives/program supports contain extra fields for recording whether the activity was for partner 1 only, partner 2 only, or the couple. All other screen functionality is identical for couple and individual clients.

C7. Add/Edit Service Contact

* Indicates required field(s)

⊖ Service Contact Information

* Service Date	1/28/2021 📅	*** Case Manager**	Site Administrator, MarybethM ⌄
* Contact Method	--Select contact method ⌄	*** Length of Contact**	--Select length of contact ⌄

* Did service contact result in direct client contact? ❓ ○ Yes   ○ No

* Service contact included   ○ Leonard Hofstadter only   ○ Penny Hofstadter only   ○ Couple

Additional Participant(s)
(Check all that apply)

☐ Child(ren)
☐ Other parent(s) of child (not partner)
☐ Other service provider
☐ Parent/guardian of youth client
☐ Other

⊖ Referral Information

Type of Service ❓	--Select Type of Service ⌄
* Referred To ❓	--Select service provider ⌄

* Referral For   ○ Leonard Hofstadter only   ○ Penny Hofstadter only   ○ Couple

* How was referral provided to client?   ○ In Writing   ○ Verbally

* Was referral also communicated directly to service provider?   ○ Yes   ○ No

Monitoring ISCs, referrals and incentives provided to couples. ISCs, referrals and incentives that are provided to couples are counted differently depending on whether they apply to one or both partners. See the tables below for more information on how ISCs (table VII.2), referrals (table VII.3), and incentives (table VII.4) provided to couples are reported in nFORM reports[1].

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[1] Substantive ISCs and referrals are reported on the PPR only (not the QPR). Incentives are not reported on either the QPR or PPR. ISCs, referrals, and incentives are all reported on the query tool.

Table VII.2. Monitoring individual service contacts provided to couples in nFORM data tools

Scenario	PPR (Section C-04.3)	ISC count in summary ISC operational report	ISC count in detailed ISC operational report	Data export (Service Contacts tab)	Query tool
Minnie participates in an ISC. Mickey does not participate in an ISC.	If substantive, 1 ISC is added in the total and average substantive ISC count.	If substantive or reminder-only,1 ISC is added in the total and applicable category counts for Minnie.	If substantive or reminder-only, 1 ISC is added in the applicable category count for Minnie.	For any type of ISC, 1 ISC row is added for Minnie.	**Individual Services tab**: For any type of ISC, 1 client is added to the number of clients who had ISCs, and 1 ISC is added to the count of total ISCs. Based on the issue/need discussed during Minnie's ISC, 1 ISC is also added in the Most Common Client Issues and Needs category count(s). **Grant Year Overview tab**: If Minnie was enrolled in the current grant year and the ISC was substantive, 1 ISC is added in the average substantive ISC count.
Minnie and Mickey each participate in an ISC (i.e., they each participate in an individual session).	If substantive, 2 ISCs are added in the total and average substantive ISC count.	If substantive or reminder-only, 2 ISCs are added to the total and applicable category counts, 1 each for Minnie and Mickey.	If substantive or reminder-only, 1 ISC is added in the applicable category count for Minnie and for Mickey.	For any type of ISC, 1 ISC row is added for Minnie, and 1 ISC row is added for Mickey.	**Individual Services tab:** For any type of ISC, 2 clients are added to the number of clients who had ISCs, and 2 ISCs are added to the count of total ISCs. If applicable, 1 or 2 ISCs are also added in the Most Common Client Issues and Needs category count(s) for Minnie and/or for Mickey, depending on whether either partner's ISC included any of the most common client issues and needs. **Grant Year Overview tab**: If Minnie and Mickey were enrolled in the current grant year and the ISCs were substantive, 2 ISCs are added to the average substantive ISC count.

Scenario	PPR (Section C-04.3)	ISC count in summary ISC operational report	ISC count in detailed ISC operational report	Data export (Service Contacts tab)	Query tool
Minnie and Mickey participate in an ISC as a couple.	If substantive, 1 ISC is added in the total and average substantive ISC count.	If substantive or reminder-only, 1 ISC is added to the total and applicable category counts for Minnie and Mickey.	If substantive or reminder-only, 1 ISC is added in the applicable category count for Minnie and for Mickey.	For any type of ISC, 1 ISC row is added for Minnie, and 1 ISC row is added for Mickey.	**Individual Services tab:** For any type of ISC, 2 clients are added to the number of clients who had ISCs, and 2 ISCs are added to the count of total ISCs, 1 each for Minnie and for Mickey, as data on this tab are represented at the individual level. If applicable, 2 ISCs are also added in the Most Common Client Issues and Needs category count(s) for Minnie and for Mickey, depending on whether the ISC included any of the most common client issues and needs. **Grant Year Overview tab**: If Minnie and Mickey were enrolled in the current grant year and the ISC was substantive, 1 ISC is added in the average substantive ISC count.

Table VII.3. Monitoring referrals provided to couples in nFORM data tools

Scenario	PPR (Section C-06)	Referral count in detailed Caseload Summary operational report	Data export (Referrals tab)	Query tool
Minnie receives a referral. Mickey does not receive a referral.	1 referral is added to the total referral count. If Minnie follows up on the referral, it is included in the total count of follow-ups on referrals.	If the referral needs to be followed up on, 1 referral is included in the "# of referrals requiring follow-up" count for Minnie.	1 referral row is added for Minnie.	**Individual Services tab:** 1 client is added to the number of clients who received referrals. The number of service contacts resulting in referrals would increase by 1 for Minnie, and 1 referral is added to the total referrals count. If applicable, 1 referral is also added in the Most Common Types of Referrals category count(s) for Minnie. **Grant Year Overview tab**: If Minnie's referral needs to be followed up on and she was enrolled in the current grant year, 1 referral is included in the "Number of referrals needing follow-up for current year enrollees" count for Minnie.

Scenario	PPR (Section C-06)	Referral count in detailed Caseload Summary operational report	Data export (Referrals tab)	Query tool
Minnie and Mickey each receive a referral (i.e., they each receive an individual referral).	2 referrals are added to the total referral count. If only Minnie follows up on her referral, it is included in the total count of follow-ups on referrals. If only Mickey follows up on his referral, only that one is included in the total count of follow-ups on referrals. If both Minnie and Mickey each follow up on their referral, 2 referrals are added to the total count of follow-ups on referrals.	If Minnie and/or Mickey's referral needs to be followed up on, 1 referral is included in the "# of referrals requiring follow-up" count for Minnie and/or Mickey. If the referrals for Minnie and Mickey both need to be followed up on, 1 referral is included in the "# of referrals requiring follow-up" count for Minnie and 1 referral is included in the "# of referrals requiring follow-up" for Mickey.	1 referral row is added for Minnie, and 1 referral row is added for Mickey.	**Individual Services tab:** 2 clients are added to the number of clients who received referrals. The number of service contacts resulting in referrals would increase by 2, 1 each for Minnie and Mickey, and 2 referrals are added to the total referrals count. If applicable, 1 or 2 referrals are also added in the Most Common Types of Referrals category count(s) for Minnie and/or for Mickey, depending on whether either partner's referral included any of the most common types of referrals. **Grant Year Overview tab**: If Minnie or Mickey's referral needs to be followed up on and they were enrolled in the current grant year, 1 referral is included in the "Number of referrals needing follow-up for current year enrollees" count for Minnie or Mickey. If the referrals for Minnie and Mickey both need to be followed up on, 1 referral is included in the "Number of referrals needing follow-up for current year enrollees" count for Minnie and 1 referral is included in the "Number of referrals needing follow-up for current year enrollees" count for Mickey.
Minnie and Mickey receive a referral as a couple.	1 referral is added to the total referral count. If they follow-up on the referral, it is included in the total count of follow-ups on referrals.	If the referral needs to be followed up on, 1 referral is included in the "# of referrals requiring follow-up" count for Minnie and Mickey.	1 referral row is added for Minnie, and 1 referral row is added for Mickey.	**Individual Services tab:** 2 clients are added to the number of clients who received referrals. The number of service contacts resulting in referrals would increase by 2, 1 each for Minnie and for Mickey, and 2 referrals are added to the total referrals count, as data on this tab are represented at the individual level. If applicable, 2 referrals are also added in the Most Common Types of Referrals category count(s) for Minnie and for Mickey, depending on whether the referral included any of the most common types of referrals. **Grant Year Overview tab**: If Minnie and Mickey's referral needs to be followed up on and they were enrolled in the current grant year, 2 referrals are included in the "Number of referrals needing follow-up for current year enrollees" count for Minnie and Mickey.

Similar to ISCs and referrals, incentives provided to couples are reported differently depending on whether they are provided to the couple as a unit or to each member of the couple individually. See table VII.4 below for detailed information on how the nFORM reports display client-level information for incentives provided to couples. Note that incentive counts are not reported in the QPR or PPR, and an incentive provided to a couple together is reported differently on operational reports than ISCs and referrals provided to a couple together. When using the data export, grant recipients should use the "Incentive-Program Support ID" variable to monitor the number of unique incentives provided and the "Incentive-Program Support Provided to Couple?" variable to identify whether both partners of a couple received an incentive together.

Table VII.4. Measuring incentives provided to couples in nFORM data tools[2]

Scenario	Incentive count in Summary Incentives operational report	Incentive amount in Detailed Incentives operational report	Data export (Incentives-Program Supports tab)	Query tool (Individual Services tab)
Minnie receives an incentive. Mickey does not receive an incentive.	1 incentive is added in the total and applicable category counts for Minnie.	The dollar amount received is reflected in Minnie's row.	1 incentive row is added for Minnie.	1 client is added to the number of clients who received incentives, and 1 incentive is added to the count of incentives received. The dollar amount of Minnie's incentive is included in the average incentives amount calculation. 1 incentive is also added to the applicable category count in each bar chart for Minnie.
Minnie and Mickey each receive an individual incentive.	2 incentives are added to the total and applicable category counts for Minnie and Mickey.	The dollar amount of each incentive is reflected in Minnie's row and Mickey's row.	1 incentive row is added for Minnie, and 1 incentive row is added for Mickey.	2 clients are added to the number of clients who received incentives, and 2 incentives are added to the count of incentives received. The dollar amount of each partner's incentive is included in the average incentives amount calculation. 2 incentives are also added to the applicable category counts in each bar chart.
Minnie and Mickey receive an incentive as a couple (i.e., the incentive is given to the couple to share).	2 incentives are added to the total and applicable category counts for Minnie and Mickey.	One half of the dollar amount of the incentive is reflected in Minnie's row and one half in Mickey's row.	1 incentive row is added for Minnie, and 1 incentive row is added for Mickey.	2 clients are added to the number of clients who received incentives, and 2 incentives are added to the count of incentives received, 1 each for Minnie and for Mickey, as data on this tab are represented at the individual level. 2 incentives are also added to the applicable category count in each bar chart.

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[2] If incentives are allocated to a partner in a couples' population whose status is Applicant pending enrollment, that portion of the incentive will not appear in the Incentives operational report until the client completes enrollment.

The Workshops/Sessions page (C5) also displays an extra column in the Current/Upcoming Workshops and Session Attendance grids to indicate to which member of the couple the row corresponds. All other functionality on this page is the same as for individual clients.

VIII.   Reports

Grant recipients can view and analyze the data stored in nFORM by using the operational reports, data export, and query tool features found under the Reports tab. The Reports tab is also used by site administrators to generate ACF's required reports on performance measures–called the Quarterly Performance Progress Report (QPR) and the semi-annual Performance Progress Report (PPR).

Access to the reporting functions depends on the user account types and permissions. (User account types and permissions are described in Module IV.) Grant recipient site administrators will generate the QPRs and PPRs. The types of operational reports that nFORM users can generate depends on their user account type (see Module VIII.B for more information). Additionally, nFORM data can be exported under the Reports tab by site administrators. At each grant recipient, up to three nFORM users (with any type of user account) can have query tool permissions, which gives them access to the query tool under the Reports tab.

A.   Quarterly/Semi-annual Performance Progress Reports (screen R1)

ACF requires that grant recipients submit two types of performance measure reports: a QPR and a more comprehensive semiannual PPR. Grant recipients are required to submit a report to ACF each quarter. The required reports alternate between QPRs and PPRs as indicated in table VIII.1 below; QPRs are due in January and July and PPRs are due in April and October.

Table VIII.1. Quarterly report due dates

Reporting periods during each grant year quarter (Q)	Report due to ACF	Report due date
Q1: September 30 – December 31	QPR	January 30
Q2: September 30 – March 31	PPR	April 30
Q3: September 30 – June 30	QPR	July 30
Q4: September 30 – September 29	PPR	October 30

Although nFORM generates the QPR and PPR, the reports must be submitted to ACF manually by grant recipient staff. That is, the QPR and PPR cannot be submitted through nFORM (for more information, see Module VIII.A.4). Site administrators should follow the steps below to generate the required reports.

VIII.A.1 Complete program operations survey

Grant recipients will respond to the program operations survey each quarter as the first step in completing their QPR or PPR. This survey asks grant recipients to provide information in such areas as outreach and recruitment activities, target enrollment, staff characteristics and training, and implementation challenges. The data will be part of the required reporting to ACF, cross-grant analysis conducted for ACF, and grant recipients' local evaluations, as applicable. This survey is completed for the grant recipient as a whole, rather than for each grant recipient location.

The program operations survey is a web survey that site administrators may complete on a desktop or laptop computer or on a tablet. If the program operations survey is completed on a tablet, the tablet should

be placed in the landscape or horizontal orientation for best navigation. Unlike the client surveys, the program operations survey does not include audio.

The survey is launched from the QPR/PPR screen (R1) by clicking the Start button in the Program Operations Survey column for the applicable reporting period. Reporting periods are designated by the Report Start, Report End, and Due Date in each row.

Within the web survey, click the Next button in the lower left corner of each screen to advance through the questions. You can also click on the Back button to return to prior questions. Answer each question in the survey and click Next on the Submit Your Survey page when finished. Responses to the program operations survey can be edited by clicking the View/Edit button for the applicable reporting period on the QPR/PPR screen (R1). This allows grant recipients to correct any mistakes in their program operations survey.

VIII.A.2 Generate QPR/PPR data

To generate the final version of the QPR or PPR, click the Generate QPR Data or Generate PPR Data button under the Performance Measures column for the applicable reporting period. This will compile all the required numeric performance measures about clients and service delivery, along with program operations survey responses, into a single PDF. For example, based on data entered in the system, nFORM will calculate the number of clients who enrolled in the program during the grant year-to-date, and the percentage who attended services. **Please note that beginning in grant year 2, QPR Section B-02.2b and PPR Section C-04.2b have been updated to include clients' cumulative participation in workshops in the calculations of grant recipients' progress towards their workshop participation targets.**

Save the file to your computer (outside of nFORM). nFORM will automatically suggest a file name that labels whether it is a QPR or PPR and the date the file was created, but grant recipients should modify the filename to include the reporting period (for example "PPR_performance_measures_due_20211030"). The QPR and PPR can be run at any time, so grant recipients should also clearly identify the file to be submitted to ACF as "FINAL" to distinguish it from draft versions. Report submission instructions are provided in Module VIII.A.4.

Grant recipients may use the QPR/PPR performance measures calculations to inform responses to the Progress Narrative (described in Module VIII.A.3). Please note that clients participating in a local evaluation who are assigned to Control (NO services) or Waitlist Control (NO services) groups are not included in QPR/PPR calculations. Grant recipients may note any impact this has on enrollment targets in their progress narrative.

VIII.A.3 Complete progress narrative

Grant recipients are required to provide quarterly narrative information about program operations, challenges, and successes that provide context to the quantitative (numeric) data compiled in the

QPR/PPR. The qualitative narrative helps grant recipients and ACF understand what works well in program design and implementation, and where there are challenges. The narrative can be used, for example, to describe any issues grant recipients have in reaching enrollment targets or, if applicable, to provide more detailed information about workshop participation when multiple workshops are aggregated in the same participation table on the QPR/PPR (as described in Module VI.B). Grant recipients are encouraged to concisely summarize key points in the progress narrative and discuss issues in more detail during discussions with their FPS, rather than restating their numeric data.

There are separate templates for the QPR and PPR and for Healthy Marriage and Responsible Fatherhood programs; as of February 2025 these templates are available in Word on the HMRF Grant Resources Site; users can access the Healthy Marriage version (available at https://www.hmrfgrantresources.info/resource/hm-qprppr-and-progress-narrative-templates) or the Responsible Fatherhood version (available at https://www.hmrfgrantresources.info/resource/rf-qprppr-and-progress-narrative-templates).

When saving the Word template to your desktop or another folder, add the due date for the applicable report to the file name. For example, you can name your last progress narrative for grant year 3 as "GrantName-PPR-narrative-10302024". Once the narrative has been completed, convert the Word file into a PDF by clicking "File", then "Save As", then selecting "PDF" from the drop-down menu of available file formats. Only PDF versions of the completed progress narrative can be uploaded into Grant Solutions.

Report submission instructions are provided in Module VIII.A.4.

PERFORMANCE PROGRESS REPORT
Office of Family Assistance
Healthy Marriage and Responsible Fatherhood Grant Program
REPORT FOR RESPONSIBLE FATHERHOOD PROGRAMS

OMB Control No.: 0970-0566
Expiration Date: 4/30/2024

B-01   PERFORMANCE NARRATIVE

Please provide details on the following questions about your program and services.

1. Target population

Please provide a detailed description of your target population.

VIII.A.4 Compile and submit report

QPRs and PPRs must be submitted in Grant Solutions as a Grant Note.

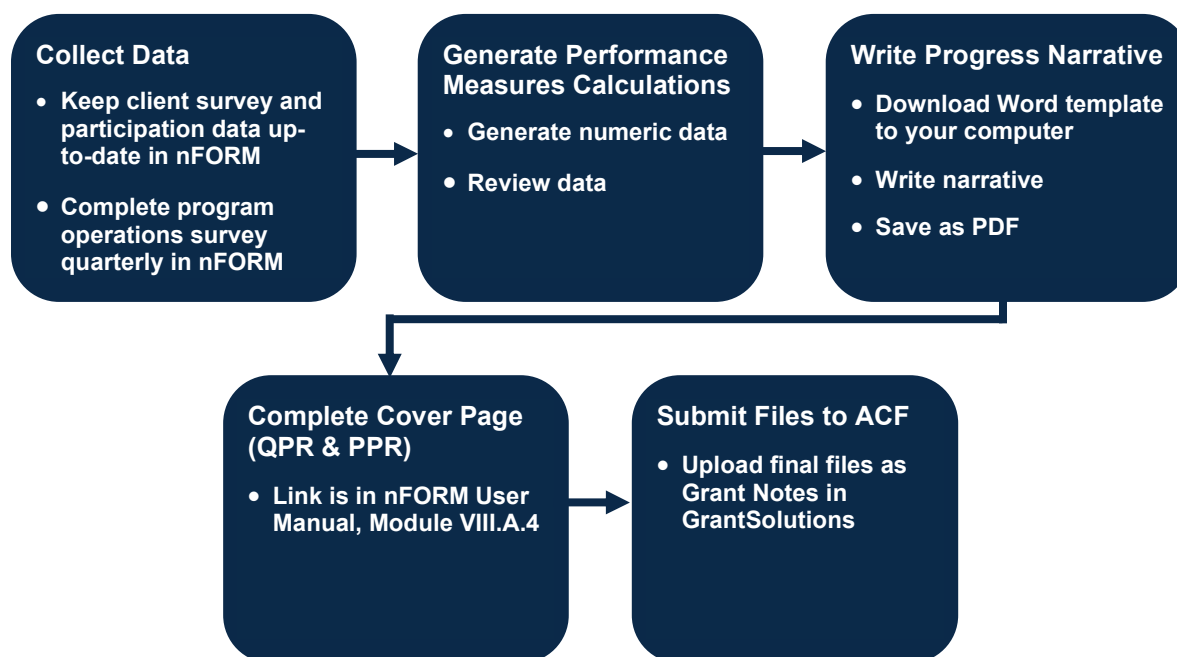The QPR or PPR submitted to ACF should include the following files:

- Cover page: Download the ACF-OGM-SF-PPR Cover Page found at https://www.acf.hhs.gov/discretionary-post-award-requirements and save this file to your computer.

- Performance measures (described in Module VIII.A.2)

- Progress narrative (described in Module VIII.A.3)

As a reminder, Federal Financial Reports or FFRs (SF-425) are due quarterly in the HHS Payment Management System (PMS). Please refer to your Notice of Award for more information on FFR reporting.

Please contact your FPS for additional guidance on the quarterly reports. The following flow chart summarizes the process for completing and submitting the QPR and PPR to ACF.

Figure VIII.1. Summary of QPR/PPR process

Collect Data
- **Keep client survey and participation data up-to-date in nFORM**
- **Complete program operations survey quarterly in nFORM**

Generate Performance Measures Calculations
- **Generate numeric data**
- **Review data**

Write Progress Narrative
- **Download Word template to your computer**
- **Write narrative**
- **Save as PDF**

Complete Cover Page (QPR & PPR)
- **Link is in nFORM User Manual, Module VIII.A.4**

Submit Files to ACF
- **Upload final files as Grant Notes in GrantSolutions**

B. Operational Reports (screen R2)

On the Operational Reports screen (R2) in the Reports tab, grant recipient users can access various reports to help manage the daily operations of their grant and to obtain information for the narrative portion of their QPR/PPR. For example, run the Survey Completion report to monitor whether enrollment is completed for clients and to identify which clients require a follow-up contact to complete their surveys. These operational reports are described in the following table VIII.2, along with the types of nFORM users who can access each report.

Table VIII.2. nFORM operational reports

Report name	Description	nFORM users with access
Caseload summary/detail	Identifies all staff with case management capability; their active client counts, client assignments, and client activity; and the average caseload across staff with case management capability. Includes couple identifier for applicable clients.	Site administrators and case managers

Report name	Description	nFORM users with access
Client Status report summary/detail	Counts of clients with each status code, and also details clients by location, their current status codes, and enrollment dates. Includes couple identifier for applicable clients.	Site administrators, case managers, and general users with enrollment permission
Incentives report	Includes all incentives provided to help grant recipients track incentives per ACF guidelines and FPS-approved incentive plans. Summary counts are provided by grant recipient location and population. The detailed report provides incentive counts and amounts by client. Incentives are reported in total and by category; incentives that exceed the ACF maximum are also identified.	Site administrators and case managers
Individual Service Contacts report	Identifies the average number of substantive ISCs and the average number of reminder-only contacts by client population and grant recipient location. The report also lists for each client the date of the client's most recent substantive ISC, the number of substantive ISCs, and the number of reminder-only contacts. (As a reminder, ACF defines substantive ISCs as service contacts that (1) last 15 minutes or longer, (2) result in direct contact with the client, and (3) cover client issues and needs beyond just reminder contacts.)	Site administrators and case managers
Local Evaluation Enrollment summary/detail (where applicable)	Counts of clients in each service assignment category within and across grant recipient locations. The report also details individual clients in each service assignment category. Includes couple identifier for applicable clients.	Site administrators, case managers, and general users with enrollment permission for grant recipients conducting local evaluations
Phone Number report	Lists grant recipient location, population, name, phone numbers, and indicator for permission to text. Can be filtered on specific client statuses and workshops, to help in following up with groups of clients at a time.	Site administrators, case managers, and general users with enrollment permission
Primary Workshop Participation summary/detail	Counts of clients and their average participation in primary workshop hours compared to target, within and across grant recipient locations. The report also details, by location, clients and their primary workshop participation. Includes participation data for primary workshop sessions where attendance is either fully or partially recorded.	Site administrators, case managers, and general users with enrollment permission
School Year Performance report	For READY4Life grant recipients only, this report includes the information from the PPR with calculations based on the school year calendar (July 1 to June 30) rather than the grant year calendar (September 30 to September 29).	Site administrators from READY4Life grant recipients only
Series Session Attendance	Identifies client attendance by series for selected workshop, series, and time frame. Includes couple identifier for applicable clients.	Site administrators, case managers, and general users with enrollment permission
Survey Completion summary/detail	Counts of clients by population who have completed each type of survey. The report also details, by location, clients and whether they have completed each survey—applicant characteristics, entrance survey, exit survey.	Site administrators, case managers, and general users with enrollment permission

Report name	Description	nFORM users with access
Survey report - Paper surveys	Identifies counts of surveys completed on paper at aggregate level (by location and population), and at individual client level, to help track data entry when paper surveys must be administered to clients.	Site administrators, case managers, and general users with enrollment permission
Survey report - Refused surveys	Identifies counts of refused surveys at aggregate level (by location and population), and at individual client level, to help organize follow-up with clients and identify any trends in refusals that should be addressed.	Site administrators, case managers, and general users with enrollment permission
User Account Activity	Identifies all authorized nFORM users at the grant recipient, their account type and permissions, and usage.	Site administrators
Zip Code report	Lists grant recipient location, population, client zip codes (based on application form data), and total number of clients with each zip code, to help see whether target geographic areas are being reached.	Site administrators, case managers, and general users with enrollment permission

To generate one of the operational reports, click the applicable link on the Operational Reports screen (R2) under the Reports tab. On this screen, nFORM users will only see the operational reports to which they have access.

Where applicable, select report options such as the start and end date of the time period to be reviewed, and then click on View Report to open the selected report in nFORM. Many of the reports have multiple pages to show both summary level data and detailed data at the individual client level; the nFORM couple ID number is also provided where applicable. Because service contacts are recorded under individual client profiles, when both partners of a couple participate in the same service contact, the operational reports and data export will include one record, which includes the couple ID number.

Each report can be opened in different formats such as a PDF or in Excel, which allows grant recipient staff to sort and filter the information in the reports. Click on the Save icon and select the appropriate format for opening the report, then save the report to your computer (outside of nFORM).

Survey Completion Summary

Grantee: Grantee 1 HM (LE)

Clients Enrolled: 9/30/2019 - 1/28/2021

Grantee	Population	Number of Clients who Completed					
		Applicant Characteristics Survey*		Entrance Survey		Exit Survey	
		Completed	Refused	Completed	Refused	Completed	Refused
	All	0	0	0	0	0	0
		0	0	0	0	0	0
Grantee 1 HM (LE)	All	44	14	9	7	3	1
	Adult couple	1	8	0	1	1	0
	Adult individual	1	6	0	0	0	0
	Youth	1	0	0	0	0	0

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C. Query Tool (screen Q1)

Up to three nFORM users at each grant recipient can access the query tool at any one time. The query tool helps grant recipients track, monitor, and analyze the data that are collected using nFORM. To give users access to the query tool, a site administrator selects a permission when setting up or editing the user accounts. These three users will access the query tool through the Query Tool screen (Q1) under the Reports tab. Site administrators can change the query tool permissions at any time.

The query tool does not open within nFORM itself, but in a different tab in your web browser. The query tool uses Qlik Sense software to display the nFORM data. The query tool screen in nFORM displays a disclaimer about the Qlik Sense software that all query tool users should review.

Visuals appear in the query tool only when the relevant data have been entered in nFORM. In addition, it is important for users to keep in mind that the query tool refreshes overnight. While the operational reports include up-to-date information, the query tool will display data entered into nFORM through the previous day.

To open the query tool, click the Launch Query Tool button on the Query Tool screen (Q1). The query tool then opens in a new browser tab. **Query tool users can use a screen reading assistive device, such as JAWS, to review compatible information in the same version of the Query Tool. Screen readers will be able to read information from all tables and data visuals.** When using date filters, select "Enable Accessibility" mode to access a compliant version of the filter that displays dates from a drop-down menu. Contact the nFORM help desk if the specific screen reader that is being used is not compatible with specific tables in the query tool. The nFORM help desk team can provide accessible versions of any tables in the query tool on request.

The query tool opens to a dashboard that provides a **Grant Year Overview**. The dashboard highlights grant recipients' current grant year progress in enrolling clients compared to enrollment targets, average hours of participation in optional workshops, average client receipt of substantive individual service contacts, average hours of primary workshop participation, completion of the client entrance and exit surveys, the number of referrals requiring follow up, and the number of workshop sessions pending attendance.

Boxes with question marks are tool tips similar to what is found in some screens in nFORM. Hover your cursor over the tool tips icon to view a more detailed description of the information displayed. For example, some tool tips describe how couples are counted toward enrollment targets. Tool tips are used throughout all tabs in the query tool.

Query tool users can download PDF images of each query tool tab by clicking the ellipsis icon in the top left corner of a tab and selecting "Download sheet as PDF". Single visualizations can also be downloaded either as an image (JPEG or PNG) or PDF by right-clicking on the chart and selecting "Download as…".

The current grant year is always listed in the upper left of the Grant Year Overview tab. Next to this is a description of the data that are found on the tab. To the right of the description are buttons that allow users to display data only for certain client populations served by their grant; only data for client populations with enrollment targets will appear in the query tool. (The grant recipient's enrollment and primary workshop participation annual targets are programmed into nFORM when approved by ACF.) Client data from client populations without an enrollment target will only appear in the operational reports, data export, and QPRs/PPRs.
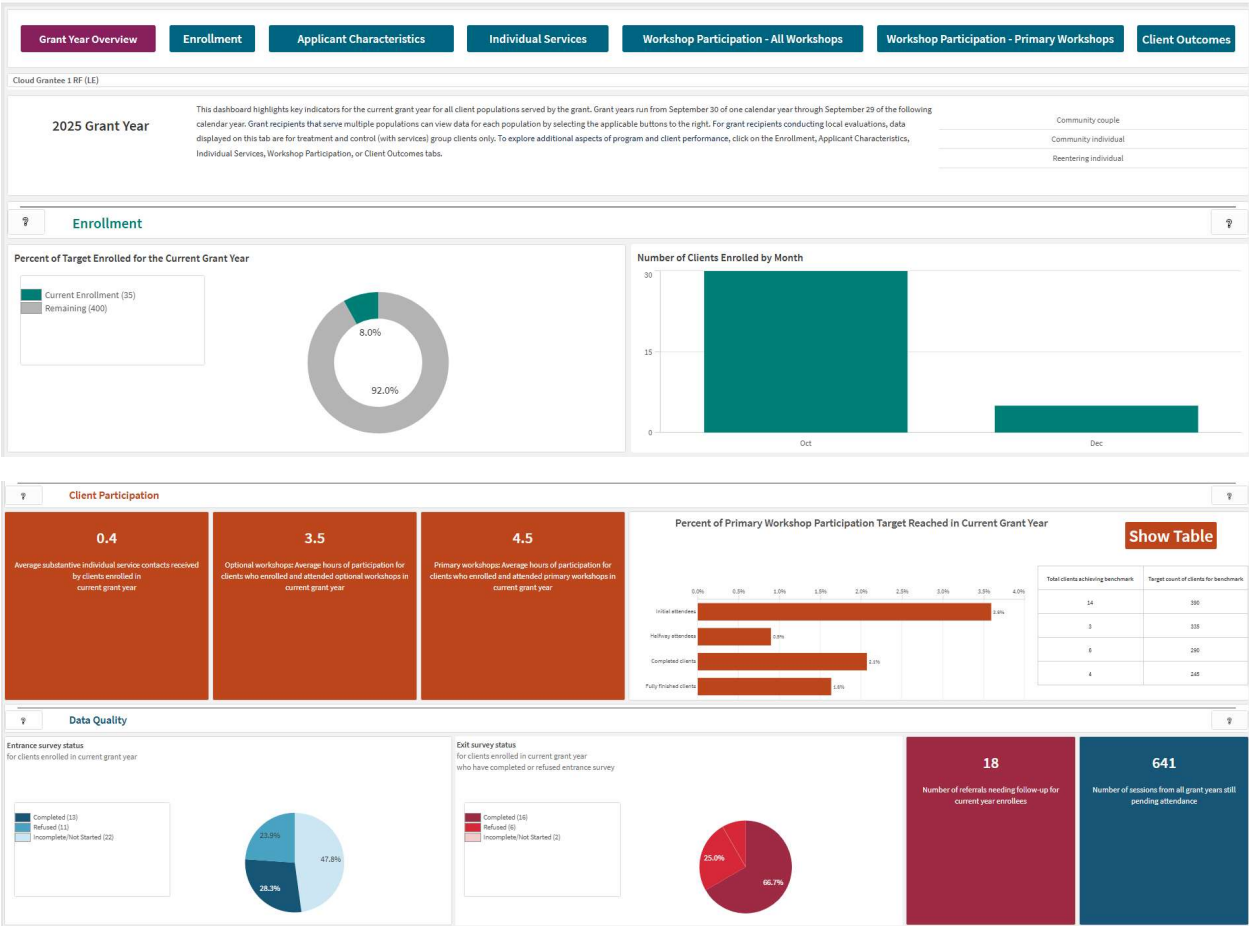
The Grant Year Overview tab includes various data visualizations organized into Enrollment, Client Participation, and Data Quality sections. The Enrollment panel on this tab displays a radial chart with the percent of clients enrolled compared to enrollment targets for the current grant year, and a bar chart of the number of clients enrolled by month. Hovering your cursor over the dial and bars in the visualizations will display the number of clients enrolled or the remaining number of clients to enroll.

The Client Participation panel includes tiles that display data on substantive service contacts, optional workshop participation, and progress towards current grant year primary workshop targets. A bar chart and table of the percentage and number of clients who have reached each primary workshop participation benchmark for the current grant year is also included in the Client Participation panel. The bar chart and table in this panel align with PPR Section C-04.2b Table 2, which reports primary workshop participation for all clients who will achieve each benchmark in the current grant year, regardless of when the client was enrolled. Hovering your cursor over the tool tip for this data visualization will display a reminder of which clients are included in the calculations for this visualization.

Lastly, the Data Quality panel displays pie charts for entrance and exit survey response rates, and tiles reporting the number of referrals that need follow-up for clients enrolled in the current grant year, and the number of sessions that have pending attendance from all grant years. Descriptive labels, data legends, and tool tips for each visualization on the Grant Year Overview tab clarify which clients, workshop sessions, service contacts, and referrals are included in each of the calculations.

At the top of the query tool are tabs that allow users to navigate from the Grant Year Overview tab to look at different types of data from nFORM. Following are descriptions of each of these tabs.

Enrollment. The enrollment tab shows information such as the targets and actual enrollments for the current and previous grant years, and how clients heard about the program. While the Grant Year Overview tab focuses on the current grant year, the Enrollment tab and all other tabs allow users to select timeframes for the data displays in addition to selecting the client population. Users can select specific date ranges using the Enrollment Start Date and Enrollment End Date filters, which includes the ability to filter across calendar and grant years. You can also manually enter a date using MM/DD/YYYY format, or select the date from the calendar pop-up located to the right of the enrollment date fields. All selections will appear in the Current Selections box on the left of the screen. Users can remove selected filters by selecting the garbage can icon or clicking "Clear Selections" at the bottom of the Current Selections box. To remove the most recently selected filter, select the back arrow to the left of the "Clear Selections" option.

Applicant Characteristics. This tab shows key characteristics of clients in the grant recipient's program from the applicant characteristics survey. Grant recipients conducting local evaluations can review characteristics of all clients except for those assigned to a Control (No Services) or Control Waitlist (No Services) group. As on the Enrollment tab, users can select data for specific client enrollment timeframes and for specific client populations. To view data for a specific characteristic, select from the list of key characteristics on the left side of the screen. The bar chart will display the count of applicants by the selected characteristic. For example, selecting Age displays the count of clients in each age category by the date on which they completed their applicant characteristics survey. The pie chart below displays the percentage of applicants within the selected timeframe and client population with each characteristic. Grant recipients should select one characteristic at a time for analysis on the query tool. The query tool does not provide cross tabulations if multiple characteristics are selected; grant recipients may use the data export to conduct cross-tabulation analyses of multiple characteristics.

For grant recipients conducting local evaluations, this tab also shows the characteristics of clients by service assignment, after clicking the tab of the same name. This helps grant recipients gauge whether similar types of clients are being assigned to treatment and comparison groups, including Control (No Services) and Control Waitlist (No Services). However, the query tool does not include any statistical testing, so it cannot be used to formally assess baseline equivalence.

Individual Services. This tab shows data on client issues, needs, services, referrals, and incentives. This tab reports on all ISCs combined - substantive, reminder-only, and other ISCs. Information on the number of clients who have received ISCs and referrals, the total number of ISCs and ISCs resulting in referrals, and the total number of referrals are reported, along with the most common client issues and needs covered during ISCs and most common types of referrals provided. The tool automatically opens to show information on ISCs and referrals. Users can filter by services provided in a specified timeframe. To view data on incentives, click on the Incentive Types/Reasons button within the tab. This tab also provides information on the number of clients who have received incentives, the number of incentives provided, the average incentive amount and range of incentive amounts provided, along with the number of incentives provided by category and type.

Workshop Participation – All Workshops. This tab shows information about client participation in workshops and session series since the beginning of the grant. Unlike the other tabs where users select specific timeframes, dropdown menus at the top of this tab allow users to select which workshops and

session series to view. The drop-down menus include both completed and ongoing workshops. Use the dropdown menus to view information about workshop participation for specific workshops and session series within the selected workshop. Query Tool users can select more than one workshop or session series in the dropdown menu. The workshop and session series names recorded in nFORM populate these dropdown menus so it is important to use descriptive names for workshops and session series. Workshop attendance data included in this tab and on the Workshop Participation – Primary Workshops tab only includes information for sessions in which attendance has been fully recorded (i.e. all clients who were registered for the session have been recorded as either having attended or not attended).
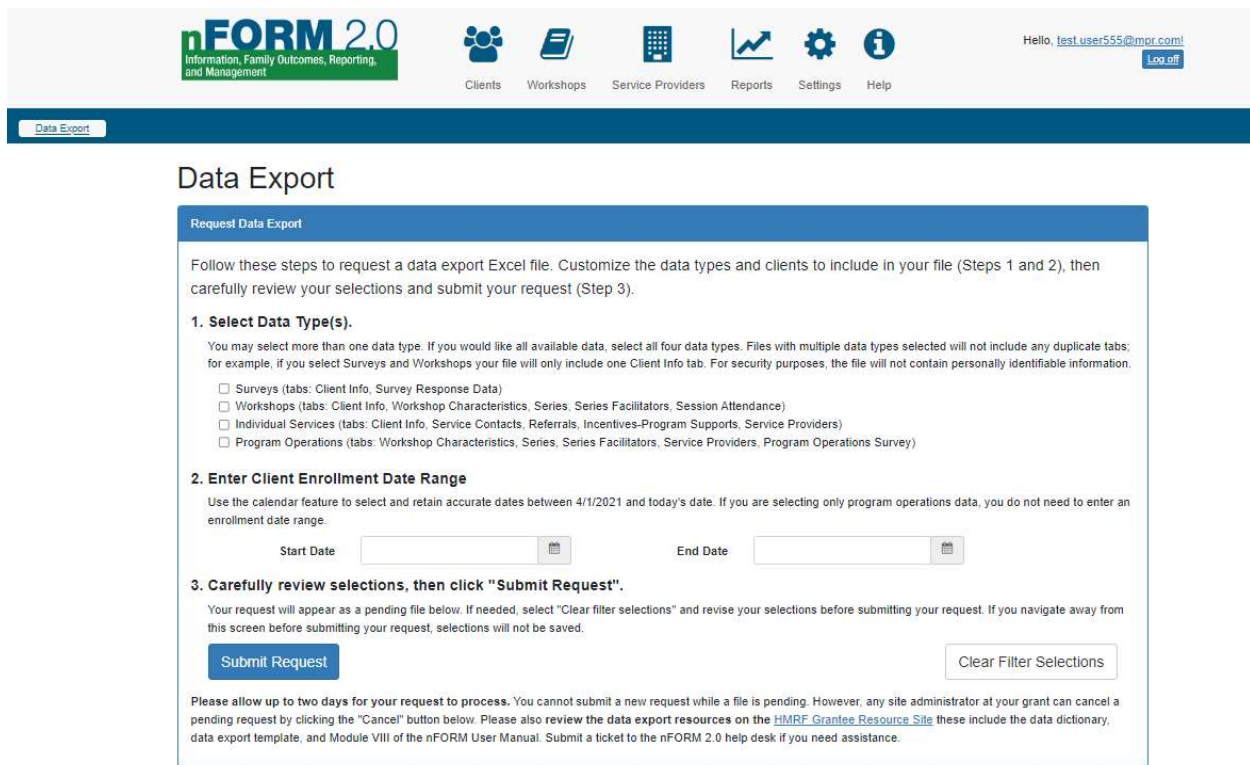
Workshop Participation – Primary Workshops. A separate tab provides information on average client participation in primary workshops and the number of clients achieving each primary workshop benchmark. Users can analyze primary workshop participation by client population, enrollment date range, workshop, and session series. Grant recipients serving multiple populations should select a population of interest to view progress toward the population-specific targets. Selecting specific workshops and session series filters the data to enrolled clients who attended at least one session occurrence in that series. The client population, enrollment date range, workshop, and session series filter selections will appear under the Current Selections field, which helps you keep track of the filters applied to your data. Regardless of the order in which filters are selected on this tab, be sure to actively click on the population selection in the upper right corner and select specific date ranges in the upper left corner to ensure that clients are being compared to the appropriate targets.

Client Outcomes. On this tab, users can view summaries of client responses to the entrance and exit survey outcomes that are reported on the PPR. For both entrance and exit surveys, the table on this tab displays the outcome, the applicable value ranges, the number of clients included in the outcome average, and the average. In addition to the average outcome value among all clients, users can select to view the average outcome value for selected characteristics by selecting one or more characteristics from the box on the left of the screen. For example, users can select to view the average outcome value for males or for a specific age group. Outcomes for each characteristic selected will display in a separate column; the outcomes will not be cross-tabulated if multiple characteristics are selected. Outcomes appear on this tab if at least one client has answered the corresponding entrance or exit survey question. Users can also filter on data for clients who completed an entrance or exit survey in a specific time frame, regardless of their enrollment date.

The data on this tab are useful for assessing whether clients' experiences are trending in the anticipated directions. However, only a rigorous evaluation can show effects of the program. This is why ACF has specified that entrance and exit outcomes are not displayed side by side on this tab.

D.   Data Export (screen R4)

Site administrators can export all data recorded in nFORM, except for personally identifiable information (PII) such as client names and contact information (e.g., phone numbers, email address, and mailing address), case notes, and referral notes. The data export is a cumulative file of data recorded in nFORM from the start of the grant recipient's use of nFORM through the data export processing time. Site administrators navigate to the Data Export screen (R4) under the Reports tab to run a data export for their grant.

The top box on the Data Export screen displays the directions for submitting a data export request. To start the export, first select the data types that will be included in the export. There are four different data types: Surveys, Workshops, Individual Services, and Program Operations. Each data type contains multiple tabs that include relevant information. Site administrators can mark which data types they would like included in their export request using the checkboxes shown above in the screenshot. At least one data type must be selected to submit a request. If more than one data type is selected, all the available tabs found in each selected data type will be included in the export. If multiple data types are selected that share the same tab, such as "Client Info", the export will only include one of that tab to avoid duplication. A full data export can be obtained by selecting all four data type options. Table VIII.3 below details which tabs are included in each data type.

Once the data type(s) have been selected then an enrollment date range must be entered in the start date and end date fields. A date can be entered manually using the MM/DD/YYYY format without lead zeros or selected via the calendar feature by clicking the calendar icon next to the start date and end date fields. Please note that if only the Program Operations data type is selected, the date fields will be greyed out as dates are not needed for this data type only. If Program Operations is selected in addition to another data type, then a start and end date must be entered.

Users should review their selections carefully prior to clicking the submit button. If updates are needed, users can manually update each selection or they can use the "Clear Filter Selections" button to remove all selections. Note that navigating to a different screen in nFORM before clicking "Submit Request" will remove any selections made when a user navigates back to the Request Data Export page. After reviewing selections, click the "Submit Request" button to initiate the data export generation process. A message will appear after clicking the "Submit Request" button confirming the process of the requested data export. Once an export request has been submitted it cannot be edited. If needed, a pending request

can be cancelled and a new request can be created. Each grant can only submit one data export request at a time. Grant recipients can request a new data export file once the previous report has generated and becomes available.

Pending File					
File	Data Types	Enrollment Date Range	Requested By	Requested On	Cancel
Pending processing	Individual Services;Program Operations	4/1/2021 - 6/10/2024	TSite Administrator4	7/29/2024 12:56:42 PM	Cancel

Available Files				Most recent 3 files available.
File	Data Types	Enrollment Date Range	Requested By	Date Generated
DataExport_2024_07_04_184745.xlsx	Surveys;Workshops;Individual Services	1/1/2023 - 12/31/2023	TSite Administrator4	7/4/2024 6:47:45 PM
DataExport_2024_07_03_100547.xlsx	All Data Types	7/3/2021 - 7/3/2024	TSite Administrator1	7/3/2024 10:05:47 AM
DataExport_2024_07_03_094011.xlsx	All Data Types	7/3/2021 - 7/3/2024	TSite Administrator1	7/3/2024 9:40:11 AM

Data export requests are processed in the order received across grant recipients. Processing time for each data export will vary for several reasons, including the amount of data in each grant recipient's export and the number of concurrent requests for data exports. Therefore, site administrators are encouraged to submit data export requests at the end of their business day so that the data export can process overnight. Please note that data exports can take up to 48 hours to generate and requesting a new data export during this period will reset the previous processing time. If an export does not generate after 48 hours, please contact the nFORM 2.0 Web Help Desk. Site administrators can still log out of nFORM after submitting the data export request; the data export processing does not require the site administrator to be logged into nFORM.

Once the data export processing is complete, a link to an Excel file will appear in the Available File box at the bottom of the Data Export screen. The file name will list the date that the data export was processed. The Available File box will also contain the selected data type(s) in the export, the selected enrollment start and end dates, the program staff who requested the file, and when the file was generated. The Available File box contains the three most recent data exports that are available to download. To save the file, either right click the link to save it to your computer or click the link to open the file in Excel and then use the Save feature in Excel to save it to your computer. Site administrators are encouraged to save the data file to their computer or grantee network rather than access it from nFORM. Grant recipient staff can use Excel to analyze the data or import the Excel file into another program for analysis.

Each tab of the data export file contains a different type of data recorded in nFORM. The data export also provides non-client data recorded in nFORM, including information about each workshop series, the grant recipient's service provider directory, and the grant recipient's responses to the program operations survey. All data recorded at the client level, including client responses to the surveys, have the client's ID number from nFORM along with the couple ID for grant recipients serving couples populations. The data export includes other identifiers for client-level and program-level data: service contact IDs, referral IDs, incentive/program support IDs, service provider IDs, workshop IDs, workshop series IDs, and workshop session IDs. These IDs help facilitate merging the data with information collected outside of nFORM or data from other tabs of the data export and the operational reports.

Table VIII.3 provides a description of each tab of the data export, the data structure, data type(s) and key fields provided on that tab.

Table VIII.3. Data export tabs

Data export tab	Description	Data structure	Key fields
Client Info (exported when Surveys, Workshops, and Individual Services data types are selected)	Includes key client-level information on enrollment, survey completion and service receipt.	One row per enrolled client	• Client ID • Couple ID[a] • Referring organization and organization type • Enrollment date • ACS, entrance and exit survey completion dates, modes, and language • Number of service contacts • Number of referrals • Number of incentives/program supports • Number of workshop sessions attended • Assigned case manager
Service Contacts (exported when Individual Services data type is selected)	Includes all enrolled clients whether or not they have received a service contact. Clients who have received one or more service contacts will have a single row for each service contact recorded with detailed information about the contact. If a service contact is provided to a couple, that ISC will be included as two rows with one for each partner.	One row for each service contact provided to a client, and one row for each enrolled client who has not yet received a service contact (will not have any service contact data included).	• Client ID • Couple ID • Service date • Service ID • Case manager providing service • Contact method • Length of contact • Whether the contact was provided directly to the client and whether it was provided to a couple • Additional participants • All client issues/needs discussed

Data export tab	Description	Data structure	Key fields
Referrals (exported when Individual Services data type is selected)	Includes all enrolled clients whether or not they were provided with a referral. Clients who have been provided with one or more referrals will have a single row for each referral recorded. If a service referral is provided to a couple, it will be included as two rows with one for each partner.	One row for each referral provided to a client, and one row for each enrolled client who has not yet received a referral (will not have any referral data included).	• Client ID • Couple ID • Service contact ID referral was provided during • Service date • Referral ID • Contact method • Length of contact • Whether the referral was provided to a couple • Service provider ID the referral was provided to and how it was provided • Whether the referral was followed up on • Referral type(s)
Incentives – Program Supports (exported when Individual Services data type is selected)	Includes client-level information on each incentive and program support recorded in nFORM. If an incentive/program support is provided to a couple, it will be included as two rows with one for each partner.	One row for each incentive/program support provided to a client, and one row for each enrolled client who has not yet received an incentive/program support (will not have any incentive/program support data included).	• Client ID • Couple ID • Service contact ID the incentive/program support was provided during (if applicable) • Incentive/program support ID • Whether the incentive/program support was provided during an ISC, workshop session, or outside • Incentive/program support date • Whether the incentive/program support was provided to a couple • Incentive amount • Incentive type • Incentive category

Data export tab	Description	Data structure	Key fields
Workshop Characteristics (exported when Workshops and Program Operations data types are selected)	Displays details for each workshop entered into nFORM.	One row for each workshop	• Workshop name • Workshop ID • Population type workshop is intended for • Total hours • Activities and elements • Enrollment type (open, cohort, or other) • Workshop type (primary, optional, or not in use) • Workshop structure (single, blended, linked, or non-curricularized) • Curricula included
Series (exported when Workshops and Program Operations data types are selected)	Includes detailed information for each workshop series entered into nFORM such as the total number of sessions, start and end date, session details including start and end times, session duration and when the sessions occur (as recorded as the series level), and the number of facilitators.	One row for each workshop series	• Workshop name and ID • Session series name • Series ID • Workshop location • Series start and end dates • Series start and end times • Series duration • Days of the week series reoccurs on
Series Facilitators (exported when Workshops and Program Operations data types are selected)	Includes information about which facilitators are assigned to lead each workshop series	One row for each facilitator assigned to a workshop series	• Workshop name and ID • Session series name • Series ID • Facilitator

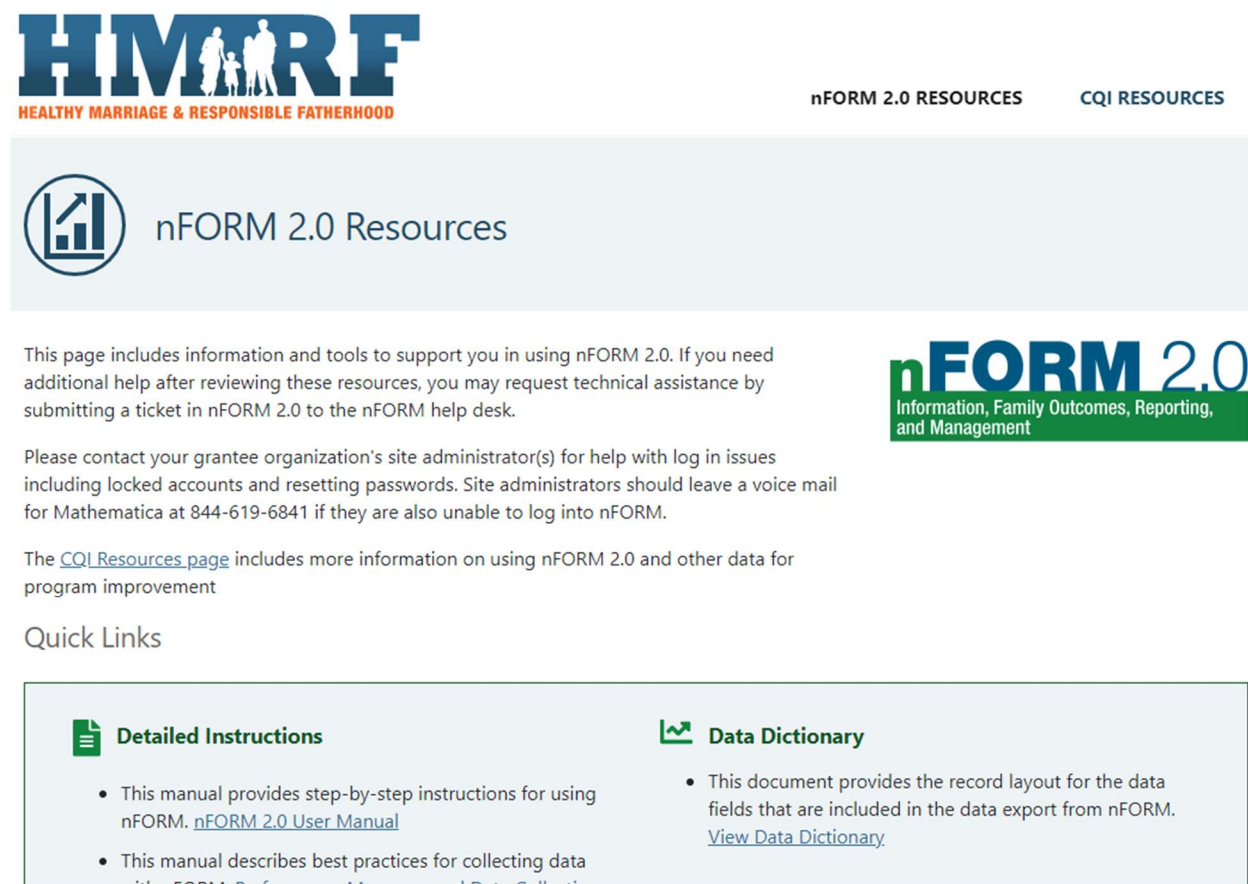| Data export tab	Description	Data structure	Key fields
Session Attendance (exported when Workshops data type is selected)	Includes client-level information for each workshop session they attend.	One row for each session a client attends, and one row for each enrolled client who has not yet participated in a workshop session (will not have any workshop participation data included).	• Client ID • Couple ID • Workshop name and ID • Session series name and ID • Session ID • Session name • Session start and end times[b] • Session duration • Whether a client attended a session they were registered for • Whether a client attended a session as a drop-in • Make up date
Service Providers (exported when Individual Services and Program Operations data types are selected)	Includes details for each service provider entered into nFORM.	One row for each service provider	• Service provider name • Service provider ID • Whether service provider is a partner agency • Service provider address information • Services provided • Contact information
Survey Response Data (exported when Surveys data type is selected)	Displays client-level survey responses to the applicant characteristics, entrance and exit surveys.	One row for each enrolled client	• Client ID • Couple ID • Client survey completion dates • Client survey completion mode and entry dates • Client survey refusal reason • Client survey completion language • Survey responses
Program Operations Survey (exported when Program Operations data type is selected)	Includes all responses for each program operations survey submitted.	One row for each reporting period	• Quarterly report due date • Program operations survey responses

[a] Couple ID variable is not included on any tab in READY4Life data export files.

[b] Changes to details of individual session occurrences, such as start and end times, will be reflected in the individual session data but will not change the information about the session series.

The data included in the data export will reflect the data entered into nFORM up through the time the data export is processed and within the enrollment time frame. Grant recipients are encouraged to explore their data to note any considerations for analyses and interpretations of the data.

VIII.D.1 Data Dictionary

A data dictionary describing each data variable in the data export is available on the HMRF Grant Resources Site.

Grant recipients are encouraged to review the data dictionary as part of their planning for analysis, program monitoring, and continuous quality improvement using the data export. The data dictionary lists all the information from nFORM that is included in the data export. These are listed as the "Field Names" in the data dictionary. Review these to find the information you want to analyze. Note that the formatting of headers in the data export may differ slightly from the list of field names in the data dictionary. Additionally, users should note that the data dictionary tabs are labeled differently than those in the data export since information included on each data dictionary tab may be applicable to more than one tab in the data export.

The data dictionary also shows the meaning of the numbers (or values) associated with each Field Name. For example, the data export will show a client's population as a number 1 through 6 and the data dictionary tells you what population type is associated with each number. Further, the data dictionary will show you that a value of 0 means No and the value of 1 means Yes. Knowing the values will help you plan and interpret your analyses.

The data dictionary includes multiple tabs:

- The **Enrollment and Participation tab** includes relevant information for all tabs of the data export (except for the program operations survey tab). It shows the field names for information in the data export related to client enrollment and participation in services, along with program-level data on workshop series and service providers. On this tab of the data dictionary, users can filter on grant type and data export tab name to identify data fields that are applicable to their grant recipient and where to find them in the data export.

- The **Client Surveys tab** shows the names of the fields for the applicant characteristics, entrance, and exit surveys and how the response options for each question are coded on the Survey Response tab of the data export.

- The **Program Operations** tab shows the fields for each item in the program operations survey and how each response is coded on the Program Operations Survey tab of the data export.

- The **Survey Item Grid** shows each survey item and the corresponding question number across each of the client surveys and the program operations survey; use this tab to help map a specific question from the survey to the field name for it in the data export on the Survey Response Data and Program Operations Survey tabs.

- Finally, the **Glossary** tab of the data export provides descriptions for various elements included in the data dictionary.

There are unique data exports for each program type—Fatherhood FIRE, FRAMEWorks, and READY4Life—that only include data fields applicable to the specific program type. There is one data dictionary for the nFORM data export, but grant recipients can use the Fatherhood FIRE, FRAMEWorks, and READY4Life columns on each of the tabs of the data dictionary to filter the list of fields to only those that are collected for the specific program type. Additionally, grant recipients can hide any columns with fields that do not apply to their grant type.

There are also headers in the data dictionary for each tab of the data export. Use these to identify on which tab of the data export to find each field.