

How to use the Needs Portal Data Scorecard and Quality Assurance Spreadsheet

Every month, the OSU evaluation team exports data from the Needs Portal to perform Quality Assurance. In other words, we are reviewing the Needs Portal data to ensure that information has been entered correctly throughout the implementation process. Counties receive two documents: 1) Data Scorecard and 2) Quality Assurance Spreadsheet:

Data Scorecard: The screenshot below shows an example of a data scorecard for one county for the year 2020. Counties receive a scorecard to gauge their progress on data entry per indicator: green, yellow or red. The scorecard also provides counties with an exact percentage of complete data for each indicator. In the example below, this county is yellow when it comes to completing ACEs assessments. Fifty percent of adult participants have completed ACEs assessments.





Counties do not need to fill-in anything on the scorecard, this is a tool to measure data entry progress for each fidelity indicator. The goal is to reach 100% and to have all gauges in green for all indicators.











OhioSTART: Needs Portal Data Entry Score Card

2020

This scorecard summarizes your progress on data entry in the Needs Portal. The scorecard ratings are assessed based the level of information entered into the Needs Portal. This allows you to monitor your progress on entering key fidelity indicators into the Needs Portal over time. We include all cases, open and closed.

For each indicator, we provide both a general gauge (red, yellow or green) on where you fall, along with the exact percentage of individuals (or cases for FPM visits) with complete data on that particular indicator. Please refer to your QA spreadsheet to identify specific cases and/or individuals with missing data.

Audit Scorecard Legend	
	At least 90% of individuals/cases have complete data
	70% – 80% of individuals/cases have complete data
	Less than 70% of individuals/cases have complete data
	Percentage of individuals/cases with complete data

Indicator	Definition	Score	%
ACEs	ACEs assessment completed and scored for each Mother and/or Father on ticket		50%
ACEs Date	ACEs assessment date is entered for each Mother and/or Father on ticket		50%
CTAC (0-5)	CTAC (0-5) assessment completed and scored for each individual ages 0 to 5		92%
CTAC (0-5) Date	CTAC (0-5) assessment date entered for each individual ages 0 to 5		92%
CTAC (6-18)	CTAC (6-18) assessment completed and scored for each individual ages 6 to 18		50%
CTAC (6-18) Date	CTAC (6-18) assessment date entered for each individual ages 6 to 18		50%
At least 1 child	Ticket has at least 1 child entered		90%
Agreement Date	Ticket has Program (START or EPIC) Agreement Date		100%
FPM Visit	Ticket has at least one FPM visit		50%
Close Fields	On closed Tickets, all Close fields have been entered.		--

Questions? Email us at STARTeval@osu.edu

Quality Assurance Spreadsheet: While the scorecards help counties gauge how they're performing, the Quality Assurance spreadsheet helps counties locate exactly where data is missing or incomplete. The columns show different components of each indicator (e.g. ACEs assessments, case closure fields.) A "1" or "Yes" means that information is complete and a "0" or "No" means it is missing or incomplete. The

goal is to have only “1”s and “Yes”s for all cases. Similar to the scorecards, Quality Assurance Spreadsheets are separated by year.

NPID	SACWIS ID	Date Opened	User	indtype	Gender	Age	ACE?	ACE Date?	CTAC 0-5?	CTAC 0-5 Date?	CTAC 6-18?	CTAC 6-18 Date?	Has Kids?	Agreement Date?	At least 1 FPM visit?	Case Closed?	Close Fields Done?	Status=Close?	Closed Date?	Closed Reason?
1781	XXXXXX	5/5/18	Jane Doe	Adult (Father)	Male	30	0	0	--	--	--	--	Yes	No	Yes	1	No	1	1	0
1781	XXXXXX		Jane Doe	Child	Male	4	--	--	1	0	--	--				1				
1781	XXXXXX		Jane Doe	Child	Female	5	--	--	1	1	--	--				1				
1781	XXXXXX		Jane Doe	Child	Male	9	--	--	--	--	1	1				1				
1781	XXXXXX		Jane Doe	Adult (Mother)	Female	30	0	0	--	--	--	--				1				
1770	xxxxxxx	3/13/18	John Doe	Child	Male	4	--	--	--	--	--	--	Yes	No	Yes					
1770	xxxxxxx		John Doe	Child	Male	7	--	--	--	--	--	--								
1770	xxxxxxx		John Doe	Adult (Mother)	Female	28	1	1	--	--	--	--								
1770	xxxxxxx		John Doe	Child	Male	5	--	--	--	--	--	--								
1770	xxxxxxx		John Doe	Adult (Father)	Male	27	1	1	--	--	--	--								
2067	xxxxxxx	3/30/19	Jennifer Doe	Adult (Mother)	Female	27	1	1	--	--	--	--	No	Yes	No	1	Yes	1	1	1

Need Portal ID # 1781	This is a closed support ticket (case closed? = "1") belonging to Jane Doe. To enter missing information indicated on the spreadsheet, Jane Doe clicks on "My Support Tickets" in the Needs Portal, then "Closed Tickets" to locate Needs Portal ID # 1781. She enters the missing ACE assessments and dates for mom and dad (ACE?=0 and ACE Date?=0). She also enters the missing START agreement date (Agreement Date?=No) and the case "closed reason" (Closed Reason?=0). She also enters the missing CTAC 0-5 date for the 4-year male child (CTAC 0-5 Date?=0).
Need Portal ID # 1770	This is an open support ticket (Case Closed?=blank) belonging to John Doe. John Doe clicks on "My Support Tickets" to locate Needs Portal ID # 1770. He enters the missing START agreement date (Agreement Date?=No).
Need Portal ID # 2067	This is a closed support ticket (Case Closed?= "yes") belonging to Jennifer Doe. Jennifer Doe clicks on "My Support Tickets" , then "Closed Tickets" to locate Needs Portal ID # 2067. She enters the children's demographics (Has Kids?=No) because the ticket is missing children and alerts the assigned FPM to log visits (Has at least 1 FPM visit?=No) in the Needs Portal.