

UC Portal and Technology Updates *June 28*

UC Portal Users <UC-PORTAL-USERS@LIST.NIH.GOV>

on behalf of

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To:UC-PORTAL-USERS@LIST.NIH.GOV <UC-PORTAL-USERS@LIST.NIH.GOV>

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Greetings,

Based on feedback from UC Portal users, we have made the following improvements to the UC Portal, which will go live on 06/28/23 at 1:00AM EST! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

Key Highlights

- Correcting typos
- Adding five new document types in UC Documents
- TKPI: Link to SIR Dashboard
- TKPI: Fingerprints in business days calculation
- Please submit ideas for how to improve Portal [here](#)!

Live in UC Portal on June 28, 2023

Correcting typos

We became aware of a few typos across UC Portal, thanks to feedback submitted to [this form](#). We have fixed the spelling of the following typos:

- On the Individual Service Plan, “Group Coun~~c~~eling” now reads “Group Coun~~s~~eling”
- On the Sponsor Assessment Care Plan, “Verified by Governm~~n~~t Agency” now reads “Verified by Governm~~e~~nt Agency”

New document types in UC Documents

When uploading a document to a child’s UC Documents, users are prompted to select a Document Type. This helps to organize the documents in a child’s file. We received multiple requests to add new options to the document types. You will now see five new types available for selection:

- Case Management Notes
- Home Study Report
- PRS Report
- L-3 Form
- Notification of Concern

We hope that these additional options further organize the UC Documents and help you find documents more quickly.

Tableau Talk

The [Throughput Key Performance Indicators \(TKPI\) dashboard](#) is built in Tableau, a data visualization platform, using data from UC Portal. The TKPI Dashboard allows users to view (almost) real-time metrics to track and evaluate key performance indicators across the case management progress.

Based on feedback from TKPI users, we have made the following improvements to TKPI:

- Added note to Pending Fingerprint Appointment stepbox to clarify that calculation is made using business day logic
- Added link to SIR Dashboard on TKPI (top right navigation menu on TKPI)

For ORR Users:

- UC Data Team recently released the [SIR Monitor](#). This is a new tool for tracking significant incidents that involved UC in ORR care—or at the programs you specify. The SIR Monitor is available to all Tableau users at ORR. To help you navigate the SIR Monitor's features, we recently created an [SIR Monitor User Guide](#).

Questions or Suggestions

If you have questions or suggestions for improvements for the tool, please reach out to TableauSupport@acf.hhs.gov or join us at our weekly Office Hours on Fridays.

Office Hours on Fridays

The Office Hours hosted by the TKPI team and FFS are on **Fridays at 2pm ET**. During office hours, we provide everything from basic overview of TKPI for new users, how to use Tableau functionalities like subscriptions, views and filters to streamline your work, provide sneak-peaks of upcoming release updates, and troubleshoot individual issues/cases. For an invite, please reach out to Tableausupport@acf.hhs.gov.

UC Portal Helpdesk Information

The UC Portal Helpdesk is ready to address technical issues you may face. They can be reached by email at uachelpdesk@ap-in.com or by phone at 210-858-8304. The hours of operation are:

- Weekdays – 7:30AM to 11:00PM EST
- Weekends and holidays – 10:00AM to 7:00PM EST

UC Portal Feedback

We're always seeking to improve Portal, make it easier for you to do your work, and better support the children in our care. Have an idea for how we can improve Portal to help you do your job? Do you have a problem with Portal you'd like for us to review? Please submit your ideas and issues [here](#).

UC Portal Scheduled Down Time

*The UC Portal system will be temporarily taken offline starting **at 12:00AM ET Wednesday 06/28/23** for the scheduled release. The process will last approximately **60 minutes, until 1:00AM ET**. You will not be able to access UC Portal during this time. Please make sure all your work is saved prior to the shutdown and you are logged out **by 11:55PM ET on Tuesday 06/27/23**. Failure to do so will result in data loss. If you need to complete a Verification of Release while Portal is offline, please reach out to your Federal Field Specialist to obtain a paper copy.*

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