## UC Portal and Technology Updates *May 3*

UC Portal Users <UC-PORTAL-USERS@LIST.NIH.GOV>
on behalf of
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Tue 5/2/2023 10:20 AM
To:UC-PORTAL-USERS@LIST.NIH.GOV <UC-PORTAL-USERS@LIST.NIH.GOV>

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ADMINISTRATION FOR CHILDREN & FAMILIES
Office of Refugee Resettlement

Greetings,

Based on feedback from UC Portal users, we have made the following improvements to the UC Portal, which will go live on 05/03/23 at 1:00AM EST! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

## Key Highlights

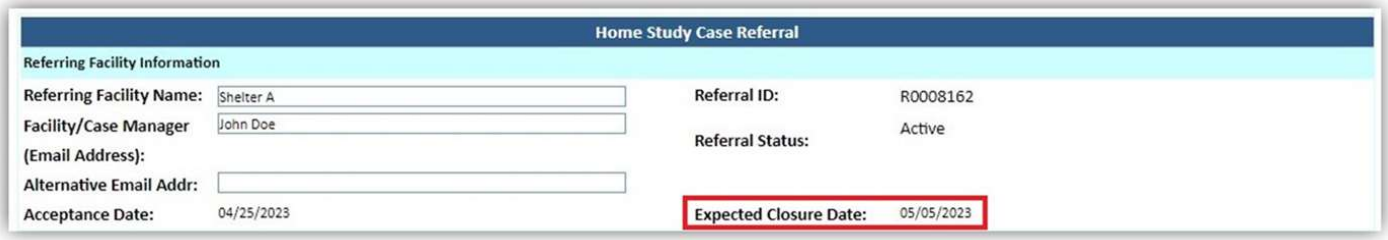
- Home Study "Expected Closure Date" moving to 10 calendar days
- Correcting Primary Case Manager information after a transfer
- [Hold for Tableau updates]
- Please submit ideas for how to improve Portal here!

## Live in UC Portal on May 3, 2023

**Home Study "Expected Closure Date" moving to 10 calendar days**

ORR recently announced a new policy, which changes the expectations of completing a Home Study from 10 business days to 10 calendar days. There are two changes in UC Portal that reflect that new policy.

First, on the Home Study Case Referral, the listed "Expected Closure Date" will show 10 calendar days from the Home Study acceptance date.




The second change can be found on the main HS/PRS tab, where all Home Study referrals can be found. In one of the last columns, "Expected Closure Date," the text now reads "Report Due in 10 Calendar Days X/X/2023" to reflect the new policy.

**Correcting Primary Case Manager information after a transfer**

We learned of an issue regarding a child's Primary Case Manager information after their transfer. Suppose a UC transferred from Program A to Prgram B. Immediately after their transfer to Program B, the child's Case Status page would show the name of their Case Manager from Program A. Until a new Case Manager was assigned to the child, it would display the child's *former* Case Manager. We addressed this issue so that a child's Case Manager always remains at the respective program.

Furthermore, we recently released a change to the Case Management tab that shows a UC's Primary Case Manager. This allows Case Managers and Lead Case Managers to see case assignments across the entire program. However, if a child had transferred from another program, it would also show the child's former Case Manager in that list. This new release will fix that issue and only show the child's current Case Manager. You are still able to toggle to the child's former program and see their previous Case Manager information.

## Tableau Talk

Added new ARI Step Box and Case Tracker Field

We've added a new step box to the main page of the TKPI which tracks whether the "ARI Received" date is missing from a case. Cases will only appear here if fingerprints are required for the sponsor and fingerprint results have not been received.

In addition to adding the step box, we have also added the "ARI Received" date to the case tracker and drill down export tables. These additions should help to give users more visibility with regards to their compliance with the Duchitanga settlement.

### 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 05/03/23*** *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 05/02/23****. 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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