

UC Portal and Technology Updates *August 10*

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

on behalf of

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Wed 8/9/2023 2:53 PM

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 08/10/23 at 1:00AM EST! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

Key Highlights

- Fixing Various Child-Level Event Bugs
- Tableau Updates:
 - Soft launch of [Case Tracker 2.0](#)
 - Adding wait times to the [Case Metrics Search Tool](#)
 - [Remand Dashboard](#) user guide
 - [SIR Monitor](#)
- SIR Triage and Event Referral Training on August 9 & 10
- Please submit ideas for how to improve Portal [here](#)!

Live in UC Portal on August 10, 2023

Fixing Various Child-Level Event Bugs

Thank you to everyone who has attended our weekly Office Hours or asked questions to the UCPolicy@acf.hhs.gov inbox. We've gathered some of the issues raised and have fixed them. Some of these fixes include:

- The "Recommendations" section will save properly
- Event Search will work from the Home Page
- Fixing the formatting of PDFs
- Removing a broken link to the Glossary on the PDFs
- SIRs submitted before August 2 will show their category name on the child's Case Status page
- Letters with accents (e.g. á, ó, í, é) will remain as-is
- The PDF name for the original form will be different than for the addendum (for clarity)

We are aware of a few other issues that are causing confusion, and we apologize for them. The following issues are on our radar and will be addressed in a future release:

- The “ORR Notifications” appearing on the Non-Emergency SIR and Historical Disclosure pages, which goes against the new policy that emails to ORR are not required for those Child-Level Event types. We will be removed that section from those two pages soon. In the meantime, please fill out the table but do **not** email ORR.
- Issues on the Event Search and Events Tab. There is a warning label on those pages to indicate that there may be data issues. You are still welcome to use those pages. We will soon be fixing them for all users.
- In Historical Disclosures, under the category “Past Abuse/Neglect not in ORR Care or DHS Custody,” the “Alleged Perpetrator” dropdown is required. However, for the sub-category “Past Mental Health Concerns,” there may not be any perpetrator involved. We will be adding an “N/A” option to the “Alleged Perpetrator” dropdown list for these situations. In the meantime, please select “Other Child” so that the page can save successfully.

Please continue to ask questions at our regular Office Hours ([register here](#)), which will continue until August 24.

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 and other Tableau tools:

1. Soft launch of [Case Tracker 2.0](#)
2. Adding wait times to the [Case Metrics Search Tool](#)
3. [Remand Dashboard](#) user guide
4. [SIR Monitor](#) available to all Tableau users

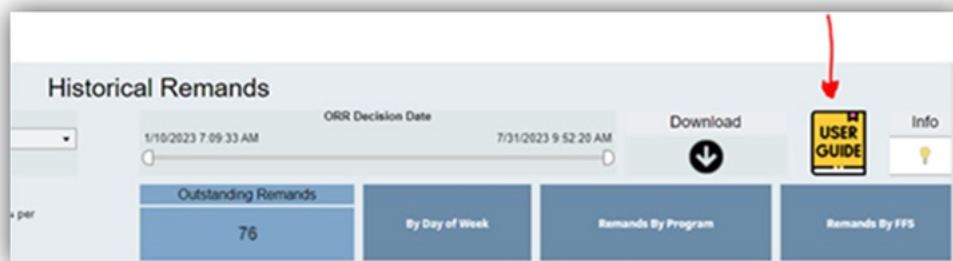
Please read below for more details on each of these four improvements:

- **Soft launch of [Case Tracker 2.0](#)**
 - We are releasing an initial version of a new and improved Case Tracker which features the following improvements:
 - Users can now analyze cases entirely within the dashboard, in a similar format to Excel. Thus, exporting the data is not required for conducting analysis, although the option to export will still be available.
 - Users can select which columns they want displayed for the cases they are viewing, allowing for more pointed analysis of case management data.
 - Users can save custom views with a specific subset of kids AND a subset of columns which they can then share with other users.
 - For a later release, fields (such as assessments or sponsor verifications) which are missing will be highlighted in red, quickly indicating which aspects of a case need to be addressed.
- **Adding wait times to the [Case Metrics Search Tool](#)**
 - We have added wait times to the Case Metrics Search tool. This will help users quickly identify what steps in the case management process have been taking longer than expected in a specific case.

Description	Date	Wait Time
1 Date Admitted at Current Facility (Timestamp)		Initial Intake Assessment Wait Time
2 Initial Intake Assessment Creation Date		
3 UC Assessment Creation Date		UC Assessment Wait Time
4 UC Assessment Update Date		UC Risk Assessment Wait Time
5 Risk Assessment Creation Date		
6 Risk Assessment Update Date		IME Assessment Wait Time
7 Sponsor Identified Date		Sponsor Identified Wait Time
8 Sponsor FRA Sent Date		
9 Sponsor FRA Received Date		Sponsor FRA Received Wait Time
10 Sponsor Address Verified Date		Internet BG Check Received Wait Time
11 Sponsor Identity Verified Date		
12 Sponsor Relationship Verified Date		CM Assignment Wait Time
13 Internet BG Check Received Date		Fingerprint Appt Wait Time
14 Sex Abuse Check Received Date		
15 Fingerprint Request Date		Fingerprint Results Wait Time
16 Fingerprint Received Date		
17 SIR Count		CM Recommendation Wait Time
18 SIR Type		CC Action Wait Time
19 Case Manager Recommendation Date		
20 Case Coordinator Recommendation Date		FFS Action Wait Time

- **[Remand Dashboard](#) user guide**

- We have created a [user guide](#) for the Remand Dashboard. This guide will help users understand the key definitions and functionality of this critical report. You can access it by clicking the "User Guide" icon at the top of the Remand Dashboard.



- **[SIR Monitor](#)**

- The SIR Monitor is a new tool on Tableau for keeping an eye on significant incidents and trends that occurred in ORR care.
- Following last week's Portal SIR category redesign, the SIR Monitor is now available to all users.

SIR Triage and Event Referral Training

As a reminder, there is an additional training on the new Child-Level Event changes that were released last week. This training will be an opportunity for ORR care providers to learn more about the new Child-Level Event policies and expectations: email notifications, external reporting, referrals to legal service providers and child advocates, and information about the SIR Triage team.

There will be two identical sessions: August 9 from 1:00 – 2:00pm ([register here](#)) and August 10 from 3:00pm – 4:00pm ([register here](#)).

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 Thursday 08/10/23** 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 Wednesday 08/09/23**. 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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<http://list.nih.gov/cgi-bin/wa.exe?SUBED1=UC-PORTAL-USERS&A=1>