

UC Portal and Technology Updates *Nov 1st*

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

on behalf of

Rawi, Bassem (ACF) <Bassem.Rawi@ACF.HHS.GOV>

Tue 10/31/2023 2:13 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 Wednesday, 11/1/23 at 1:00AM EST! Please read the following carefully to understand how these changes will impact your workflow within UC Portal.

Key Highlights

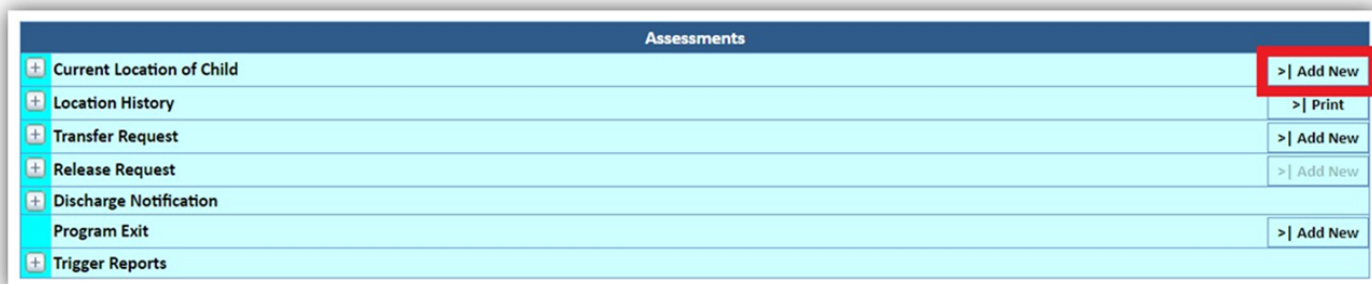
- Adding “Post-Release Address Update” Option on Discharge Tab
- Space sensitivity removed from the Forgot Username Section on the UC Portal
- Tableau updates
- Please submit ideas for how to improve Portal [here](#)!

Live in UC Portal on November 01, 2023

Adding “Post-Release Address Update” Option on Discharge Tab

A few months ago, we released the “Current Location of Child” and “Location History” on the **Discharge** Tab of the UC Portal. These features are designed to provide you with a child’s current location along with a historical record of all the places a child has been located. Today, we are excited to release a feature to track critical updates that are learned after a child is released from ORR care, called a “**Post-Release Address Update**.” This form is intended to track any changes to a child’s address after release. We believe this addition will significantly improve your ability to record and access vital information for providing essential services to children.

After a child is discharged, a button appears on the “Current Location of Child” section which says “Add New.” You can then select a new “Location Type” of “Post-Release Address Update.”



The first question will prompt if the child is **Living with Sponsor**. If the answer is yes (i.e. the child and Sponsor both moved to a new address), we encourage you to update the Sponsor’s address directly in their Sponsor Assessment. A hyperlink to the Sponsor Assessment will be provided.

Update Current Location of Child

Location Type*:

Post-Release Address Update

Living with Sponsor?*

☒ Yes
☐ No

To update the sponsor's address, [visit the Sponsor Profile for Abenaias Perez Sandoval](#)

>| Submit

>| Cancel

If the child is no longer living with their Sponsor, you will be prompted to answer two additional questions: **Living with Caregiver** and **Address Known**. These questions will gather critical information about the child's well-being and location.

If the child is living with a Caregiver, you will enter the **Primary Caregiver Type** (e.g. ACG, Other Family Member, Family Friend, etc.) and the **Primary Caregiver Name**.

Update Current Location of Child

Location Type*:

Post-Release Address Update

Living with Sponsor?*

☐ Yes
☒ No

Living with Caregiver?*

☒ Yes
☐ No

Primary Caregiver Type*:

Select Caregiver Type

Primary Caregiver Name*:

Address Known?*

☐ Yes
☐ No

Notes:

>| Submit

>| Cancel

If the child's new address is known, you will be prompted to enter it. By searching for the address in the **Search for an Address** bar, you can select the standardized address and prevent any typos. If the new address is unknown, you can simply select "no."

Update Current Location of Child

Location Type*:
Post-Release Address Update

Living with Sponsor?*:
☐ Yes ☒ No

Living with Caregiver?*:
☒ Yes ☐ No

Primary Caregiver Type*:
Select Caregiver Type

Primary Caregiver Name*:

Address Known?*:
☒ Yes ☐ No

Search for an Address*:
1234 main

Address wasn't found in search bar?

Current Address Line 1*:
[e.g. 123 Main St]

Current Address Line 2*:
[e.g. Apt 4]

City*:

State*:
-- Select State --

Zip Code*:

Country*:
--Select a country--

Notes:

>| Submit

>| Cancel

Search for an address and select the result!

1234 Main Ave Lincoln, TX 78948

1234 Main Ave Nitro, WV 25143

1234 Main Ave Sheboygan, WI 53083

1234 Main Ave SW Warren, OH 44483

1234 Main Ave W Massillon, OH 44647

1234 Main Covington, MI 49919

1234 Main Gate A Alfred, NY 14802

1234 E Main St Apt (3 more entries) Richmond, IN 47374

1234 E Main St Barstow, CA 92311

Finally, there is an open section for **Notes** to capture anything else known about the child's post-release address update.

After saving, you can see the new address information in the Current Location of Child section, with the previous location information in the Location History section.

Assessments				
Current Location of Child				> Add New
Location Type	Name	Address	Last Updated	Options
Other Family Member	John Doe	1234 Main Ave, Lincoln, TX 78948	Kira Tebbe 10/31/2023 09:00 AM	
Location History				> Print
Location Type	Name	Address	Last Updated	
Sponsor	Abenaias Perez Sandoval	10 Main Street, Birmingham, 78952	Muhammad Saleem 09/14/2023 10:33 AM	
Program	BCFS Baytown	301 Ilfrey Baytown, Baytown, TX 77520	Afaq I 09/28/2023 05:26 AM	
Program	A New Leaf – Dorothy Mitchell	868 East University Drive, Mesa, AZ 85203	Nigar Babayeva 05/24/2023 10:00 AM	

This is the first of multiple manual update options that will be added to the “Current Location of Child” section. Stay tuned for those updates, or make a submission in our [request form](#) to suggest options you'd like to see.

Space and Case sensitivity removed from the Forgot Username Section on the UC Portal

Space and Case sensitivity has been removed from the “**Forgot Username**” page on the UC Portal. Previously when a user tried entering information within the Fields under “**Forgot Username**” page of the UC Portal, they would get an error due to Space and Case sensitivity errors and would have to call the Helpdesk to get the issue resolved. This was both time consuming and confusing and we appreciate your feedback to help identify this issue.

We want to express our gratitude for your valuable input, which has driven these improvements and we're committed to continuously enhancing our system to better serve your needs.

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:

- Added case manager organization to [Case Tracker 2.0](#)

This field indicates the case manager organization among the following options:

- ICF Onsite
- Federal Detailee
- ICF Virtual
- Licensed Facility

- Introducing our latest dashboard: the “Pending Consulate Verification” dashboard.

This dashboard shows number of UCs currently in care who are required and pending document verification or authentication by Consulate offices. With row-level security, you will only have access to the programs you are provisioned to see in UC Portal.

Link to the dashboard: [Pending Consulate Verification](#)

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 11/1/23** 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 10/31/23**. 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.*

To unsubscribe from the UC-PORTAL-USERS list, click the following link:
<http://list.nih.gov/cgi-bin/wa.exe?SUBED1=UC-PORTAL-USERS&A=1>