

HB630 PERFORMANCE MEASURES REVIEW WEBINAR 01-11-2019

QUESTIONS AND ANSWERS

Q: Please list the DCDL for the data validation measures again.

A: Dear County Director Letter DIR-07-2018 "Performance Measure Methodology and Performance Measure data sets for the first quarter of this fiscal year."

Q: Where do I find the power point presentation. I only see 3.

A: The PowerPoint presentation is one of the handouts available in the webinar and will also be available in the training tools section of CSDW.

Q: Should only Child Support staff have access to this?

A: Due the security of child support information, only Child Support staff have access to the information in Data Warehouse. State Child Support is working with CSDW to identify how DSS Directors who don't already have access to the Child Support reports can have access to them.

Q: Could you give us the account code again?

A: This question is regarding the Child Support report used for CS Measure 5 in NCXPTR. The account code is DHR-FKY.

Q: Are the PI reports accurate if converted from EPICS to NC Fast?

A: No, we do not yet have a report available in this folder. For the counties that have transitioned into the NCFast as of October/November/December, we are in the process of working with NCFast and CSDW to create and validate these reports. Once the reports are ready, the reports will be available in the same HB630 folder and there will be a designation in the query name to distinguish between the legacy EPICS query and the NCFast query.

Q: The last time the Work First Participation reports have been updated is September. Why is that and there are some concerns with how correct they are as well. When are these reports going to be correct and updated in Data Warehouse?

A: CSDW, DSS Performance Management and DSS EFS Work First policy have been working together to make the necessary corrections to those reports. Once all the corrections are identified, they have to be transferred into programming code and validated before the reports are available. This accounts for the current delay; however, the reports should be available by the end of next week (by 1/25/19).

Q: When downloading a report, what is the difference between selecting data or reports?

A: The default is "Reports." This prioritizes the formatting of data for Excel. When you chose "reports", the exported excel results of the spreadsheet will resemble as close as possible to what you see in Data Warehouse. When you chose "data", it simply exports the raw data without any concern for formatting. There are times when the query behind the report may have additional fields which means that when the report is exported out as "data", the excel report will display all of the fields. So "Data" exports everything while "Reports" exports and format the data to look like CSDW and only includes the fields that you see on the report in CSDW.

Q: What is the timeliness for WFFA-95% or What is the timeliness rate for WFFA 95% or 100%?

A: The timeliness rate is technically 100%. The federal government allows us a 5% error rate in our processing, so we make leeway for that and that's why we indicate on some reports 95% and others it may show 100%. But 100% is what is in the Admin letter that we distributed to counties in July of last year.

Q: Will there be a future module more specific to child services and special assistance?

A: Yes, this is just one of several webinars to be held. There will be additional webinars to cover the Child Welfare reports, the remaining reports for the Food & Nutrition Services measures, the Energy Assistance Measures, the Aging & Adult Services measures as well as the Child Care Measure.

Q: No queries in Child Welfare, Energy, or Child care. When will they be available?

A: We are working to make the queries available in February but may be contingent based on unexpected priorities now facing the division. However, we are still working towards this goal.

Q: What reports are we to use during the time that the WF reports are being corrected?

A: Continue to utilize the Work First participation rate reports that in Data Warehouse.

Q: Will the presentation be available for future reference?

A: Yes. The recorded webinar, PowerPoint presentation, Introduction to Data Warehouse guide, ACTS County Codes and this Q&A documents will be available in the Training Tools Section of CSDW.

Q: Please designate what departments need to be on next webinars. Thanks.

A: We will provide that information via email at the time that the next webinar is scheduled.

Q: Is it possible to have access to the handouts prior to the start of the webinar for future webinars?

A: We will explore this option for future webinars. However, the handouts are available in the "Handouts" section of the actual webinar.

Q: Can they be sent out with the registration confirmations?

A: We will explore this option for future webinars. However, the handouts are available in the "Handouts" section of the actual webinar.

Q: We can see the report but are getting an error to see administrator.

A: Please check with your security officer to confirm your access.

Q: The adult care reports universe not found. Will this be fixed? Is there an eta?

A: The adult services reports are not yet available in the universe of the HB630 reports; however, they will be forthcoming very soon.

Q: Please list the CSDW portal website.

A: <https://csdwportal.dhhs.state.nc.us/csdwlogin/>

Q: Are you all saying that all of the other reports for the performance measures will be available in February?

A: That is the goal. We are working to make the queries available in February but may be contingent based on unexpected priorities now facing the division. However, we are still working towards this goal.