OCFS Data Warehouse
Case Management Report FAQs
Casework Contact Reports

Why is the number of tracked children at the top of the Casework Contact reports different than the number of tracked children our district/agency has?

There are several reasons why the monthly Casework Contact report numbers may differ from your in-house numbers:

- <u>Definition of a tracked child</u>: For the Casework Contact reports, a tracked child is defined as a child in a Family Services Stage (FSS) with a Type of CWS or CCR *and* who has at least one active Program Choice *and* a PPG during the month.
- <u>Data refresh</u>: The Casework Contact reports are refreshed in the middle and at the end of each month. If staff does not enter data into CONNECTIONS in a timely manner, some children may be unaccounted for in the reports
- <u>Multiple Stages</u>: If a tracked child is in more than one open Stage during the month, s/he is counted more than once in the Casework Contact reports.
- <u>Stages opened/closed during the month</u>: The Casework Contact reports include Stages that are open at any time during the month, even if the Stage closed that month.
- <u>Workers assigned/unassigned during the month</u>: The Casework Contact reports include staff with a role in the Stage at any time during the month, even if the worker was unassigned later that month.

Some of the contacts I made don't appear in the Casework Contact detail report. Why not?

In order for a contact to appear in the Casework Contact detail reports, you must have selected the type "Casework Contact" or "Attempted Casework Contact" and entered the Progress Note into CONNECTIONS prior to the last data refresh.

Why are children listed in the Casework Contact detail report that our district/agency is not responsible for contacting?

If a staff member has a role in the FSS, s/he will be listed in the Casework Contact detail reports next to all of the children in the Stage – even if the staff member is only responsible for contacting a parent or conducting third-party reviews. The reports do not account for which staff member is associated with which children within a Stage. To view only the children that your staff has a responsibility to contact, save the report in Excel format and manually delete the rows of children that do not pertain to your district/agency.

Why is the number of tracked children at the top of the Casework Contact detail report different than the number in the Casework Contact summary report?

The number of tracked children in the Casework Contact summary report will differ from the number at the top of the summary report if there are children with multiple PIDs.

Why don't the column percentages in the Casework Contact summary reports total 100%?

The columns are not meant to total 100%. The column labeled "With 2 or More Successful Face-to-Face Contacts" is a subset of the column labeled "With At Least One Successful Face-to-Face Contact", so those are not distinct groups of tracked children. In addition, there is no column which includes the number of tracked children that have no successful face-to-face contacts, but <u>do</u> have attempted contacts or successful contacts that were not face-to-face.

Still have questions? Contact the Data Warehouse Team at *data.warehouse@ocfs.state.ny.us*.

Note: This FAQ focuses on the tracked child contact reports, but applies to the biological parent contact reports, as well.