Families First Community Advisory Board

Quarterly Meeting

Public Consulting Group

05.09.2024

TENNESSEE
OPPORTUNITY PILOT INITIATIVE

Training and Technical Assistance Updates

- Hosting weekly office hours
- Monthly Grantee check-ins
- Training sessions for new release
- Collaborative Sessions with Grantees

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TOPI Collaborative Series Overview

- **What is a TOPI Collaborative Series**: A TOPI Collaborative Series is networking, peer learning space open to all TOPI grantees. The sessions will provide recommendations on how to work through identified challenges, collaborate with others, and define strategies to meet agencies' operational needs.

- **Why are TOPI Collaboratives needed:** TOPI Collaborative series allow grantees to discuss how to apply various tools in everyday work, gathering lessons learned from their peers. Attendees will serve as the representatives of their agency - bridging the gap between the initiative and UAT & the front-line staff.

- **When are the TOPI Collaboratives**: There are 3 TOPI Collaborative virtual sessions.

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Collaborative Series Outline

Session no.	Date of Session	**Format**	**Objectives**
#1 – Best Practice	**Thursday, 3/14**	Virtual – 90 minutes	1. Introductions, collaborative overview 2. Define common goals among grantees 3. Establish network for trouble-shooting, problem solving
#2 – Common Challenges	**Thursday, 4/4**	Virtual – 90 minutes	1. Introduce challenges shared through discovery 2. Breakout sessions to troubleshoot how to address common challenges such as effective partner collaboration or increasing participant engagement. 3. Create action plan to implement a PDCA
#3 – PDCA Report Out	**Thursday, 5/16**	Virtual – 90 minutes	1. Report-out on PDCA, new strategies implemented in partnership with QI coach 2. Best practice discussion 3. Next steps for technical assistance

May Release

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- **Reporting Updates:**

    1. Field added to ‘Service Data’ data entry to capture who provided the service.
    2. The data entered in ‘Service Data’ will be exported in 2 reports. It will show at an aggregate level in the Quarterly Service Summary report, and it will show more detailed in the NEW Monthly Detailed Report
    3. The Quarterly Service Summary Report will now export based in quarters instead of months.
    4. Service Notes have been changed to ‘Quarterly Notes’ and will be entered by the quarter and no longer required per county. Open text fields have been created to provide responses to contractual Quarterly data.
    5. Monthly Service Detail Report- Service data will be displayed at individual level for all family members per month.

- **Bug Fixes:**

1. Fix to SSN field- error message will display when entering less than or more than 9 digits.
2. Fix to Family Monthly Expenses panel- was not saving updates to the 2nd Quarterly.
3. Fix to TAEM Benchmark Report- missing 'Job Advancements' field.
4. Fix with data carryover- Enrollment and Insurance Panels were not carrying over from the Baseline to Intake Assessments.
5. Fix to Change of Life Assessment- system was automatically populating a new one. This was also the cause for some participant records displaying as a blank screen.
6. Fix with data carryover- data was not carrying over from the Change of Life Assessment to Quarterly Assessment
7. Fix to Family Profile- Self-participant was missing from some family profiles.
8. Fix to 2nd Quarterly Assessment- when creating a 2nd Quarterly Assessment, an error message was received.
9. Fix to 2nd Change of Life Assessment- when creating a 2nd Change of Life Assessment, an error message was received.
10. Demographics, Insurance, Adult Transportation, Adult Health, Adult Education and Adult Employment panels were empty on progress panels after submission .
11. Missing panels should not prevent creating a new assessment if the previous assessment has been submitted .

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- **Enhancements:**

1. Primary participants ('Self' relationship in Family Profile) can no longer be deleted. The delete option has been removed from this assigned relationship. Deleted primary participants were causing errors with assessment submissions.
2. DOB fixes- DOB will match each family member at all assessment levels. 1/01/0001 will no longer display.
3. Only one assessment can be open at a time. Ex- if a Change of Life Assessment is open and has not yet been submitted, a Quarterly Assessment can't be created. Multiple open assessments at once were causing errors with accessing profiles.
4. Participant Lookup- Participants can now be searched for by using their UAT ID. Previously participants could only be searched for by first/last name. Now they can be searched for by name or UAT ID.
5. When 'No' was selected for the Monthly Benefit Income panel, Family Monthly Expenses and Assessment Scale panel displayed empty. Now the panel will display if no is selected in Monthly Benefit Income Panel.
6. Changes to family members tabs- Adding a minor family member to an assessment, it should only be visible in that assessment. Updating a minor family member in an assessment, those changes should only be visible in that assessment. Deleting a minor family member from an assessment, it should only be removed from that assessment. Adding and Deleting family members were causing issues with assessment submissions.
7. Duplicate panel records were preventing ability to create and submit assessments. (5 bugs)
8. Deleted family members were preventing assessment submissions.

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