



WIHV Report Guide: WIHV Family Engagement Report



This guide provides an overview of the WIHV Family Engagement Report.

What is the purpose of this report?

The WIHV Family Engagement Report provides a visualization of grantees' engagement with prospective enrollee families, as tracked on the WIHV Family Engagement form. This report will show the aggregated data on the various contacts attempted and made with families referred to home visiting programs, a breakdown of outcomes of the engagement process, as well as data on families who have declined services.

Family Engagement forms counted on this report:

Only data from Family Engagement forms with a date of activity between the selected Start and End Date will be counted in the report, including forms that are in progress. Users can see which families have forms that are in progress using the Key Measures dashboard of the report. Please note that families represented in this report for a given date range may not necessarily include all families who enrolled during the same date range, since inclusion in the report is based on the date of activity on the Family Engagement form, and not the caregiver's enrollment date.

Filters used in this report:

You can filter data on this report by Start/ End Date, Grantee, Organization, Home Visitor, Primary Caregiver, Home Visiting Model, Enrollment Type, and Referral Sources.

Start Date	End Date	Grantee Filter	Organization Filter	Home Visitor	Enrollment Type	Home Visiting Model	Referral Sources
10/1/2017	9/30/2018	(All)	(All)	(All)	(All)	(All)	(All)

Dashboard 1: Engagement Events

The Engagement Events dashboard provides a count of families who reach each step of the engagement process, from being referred to home visiting to Enrollment. These counts are calculated based on the following fields on the Family Engagement form:

- **Family Engagement Forms:** Counts all families (by Primary Caregiver) with Family Engagement forms that have a Date of Activity between the selected Start and End Date.
- **Referrals Made:** Counts families whose Family Engagement forms have data entered for "Date Referral Made"

- **Referrals Received:** Counts families whose Family Engagement forms have data entered for “Date Referral Received”
- **Families for Whom Contact Was Attempted:** Counts families whose Family Engagement forms have an answer of “Yes” on “Contact Attempted?”
- **First Contact Attempts (by date):** Counts families whose Family Engagement forms have data entered for “Date of First Contact Attempt”
- **Successful Contacts:** Counts families whose Family Engagement forms have data entered for “Date of First Successful Contact”
- **Face-to-Face Contacts:** Counts families whose Family Engagement forms have data entered for “Date of First Face-to-Face Contact”
- **Services Offered:** Counts families whose Family Engagement forms have an answer of “Yes” on “Services offered?”
- **Services Offered (by date):** Counts families whose Family Engagement forms have data entered for “Date Services Offered”
- **Commitments to First Home Visit:** Counts families whose Family Engagement forms have an answer of “Yes” on “Client Commits to a First Home Visit?”
- **First Home Visits:** Counts families whose Family Engagement forms have data entered for “Date of First Home Visit”
- **Enrollments by Enrollment Date:** Counts families whose Family Engagement forms have data entered for “Enrollment Date”

The Engagement Events dashboard also provides a calculator for determining the average length of time (in days) between any two engagement events, as pictured here:

Engagement Event 1	Engagement Event 2
Referral Made	Enrollment Date
The average duration between Referral Made and Enrollment Date is 32.75 days	

Note: Users will need to select an “Engagement Event 2” that occurs *after* the selected “Engagement Event 1” for the calculation to work.

Dashboard 2: Engagement Outcome by Referral Source

The Engagement Outcome by Referral Source dashboard provides a count of all possible engagement outcomes (as entered on “Engagement Outcome”) by the source of the referral (as entered on “Referral Source”) for the selected date range. The results are shaded depending on volume, meaning darker cells correlate to higher counts of families. The tooltip displays the percentage of families referred by a given source by their engagement outcome.

Dashboard 3: Key Measures

The Key Measures dashboard provides additional contextual data to several steps of the engagement process, indicating counts of families who meet each measure's criteria, as follows:

- **Family Engagement Status:** Counts all families with a Family Engagement form in the selected date range by whether they have data entered for "Engagement Outcome"
- **Families that Enroll (of all referred):** Counts all families with a Family Engagement form in the date range by whether they enrolled, had a non-enrollment outcome, or did not have data entered for "Engagement Outcome"
- **Families for Whom Contact Was Attempted:** Counts all families with a Family Engagement form in the selected date range by whether contact was attempted, contact was not attempted, or did not have data entered for "Contact Attempted?"
- **Successful Contacts out of Contact Attempts:** Counts all families for whom contact was attempted by whether they were successfully contacted
- **Home Visiting Services Offered:** Counts all families who were successfully contacted by whether they were offered home visiting services
- **Committed to First Home Visit:** Counts all families who were offered services by whether they committed to a first home visit
- **Enrollments of Families who were Offered Services:** Counts all families who were offered services by whether they enrolled

Each measure's corresponding legend is displayed to the right, so users who wish to print this dashboard can see the breakdown of each measure's status by count and percentage. The list of Primary Caregivers on the right side of the dashboard will populate depending on any segment of a measure which is selected.

Dashboard 4: Reasons for Declining Services

The Reasons for Declining Services provides a count of families indicating that they declined services, as well as a breakdown of the reason specified for declining services. Note that the total count of reasons for declination may not match the count of families declining services, as families may select more than one reason for declining services.

On the bottom of the dashboard, users can find a table of any families who selected "Other" for "Reasons Services Declined" along with their responses for "Other Reason Services Declined."

Dashboard 5: Family Engagement Form Status

The Family Engagement Form Status dashboard provides a breakdown of all primary caregivers (families) who have *ever* been entered at your organization in DAISEY (regardless of the date), denoting the following:

- The family has a completed Family Engagement form, meaning they have a Family Engagement form on which an enrollment outcome was recorded.
- The family has a Family Engagement form which is either in progress or incomplete, meaning they have a Family Engagement form on which no enrollment outcome was recorded.
- The family is missing a Family Engagement form, meaning the primary caregiver's profile has been created, but there is no Family Engagement form assigned to them in DAISEY.

Users can select any portion of the bar to populate the list on the right side of the dashboard with the corresponding primary caregivers.

Note: Programs do not need to create a Family Engagement Form for legacy families (i.e., families that were enrolled in a home visiting program before the program was receiving FFHV funding and that continued to be enrolled in the program once the home visiting program began receiving FFHV funding)