VCN Data Repository

Dashboard Introduction
Agenda

• Introduction to the System
• Accessing the site
• Dashboard tips
• Next Steps
Introduction to the System

• The VCN Data Repository and Web Portal are information systems created to serve VCN’s member agencies through improved reporting and analysis of agency clinical activities

• The Web Portal is comprised of a data submission interface, an administrative interface and an analytics dashboard system

• Each agency has access to only the data they have submitted, as well as system-wide information
Conceptual View of Repository

NORC Secure Environment

NORC Data Enclave

Tableau Server

VCN Secure Web Portal

VCN Members

Users

VCN Member
Analysts and Designers

Enclave Secure Remote Session

Repository SQL Engine
Security Reminder

The VCN Web Portal falls under the same security regulations around patient data that govern your agency – the same best practices around handling client data and user credentials apply here as well.
Accessing the System
• The VCN Data Portal is available at https://vcn.norc.org/vcn-portal/
• Click on the Login button to enter the portal
User Name is your email address
The first time you log in, you will be prompted to change your temporary password:
• Your password must be at least 8 characters long and contain at least one of each of the following: UPPER CASE LETTERS, lower case letters, numbers and special characters/symbols

• Your password will change every 90 days - You will be prompted to change your password 14 days before it expires

• Password resets can be requested from your agency’s site administrator
Site functionality is available from this menu

Welcome to the VCN Data Repository

Use the to navigate and to access your profile and preferences.

MSR File Submissions
- MSR Guide

Reporting Area
- Getting Started User Guide

Admin Center
- Admin Guide

Additional Resources
- Policies and Procedures

Account settings are available from this menu
User Settings

The gear icon will take you to the User Settings screen.

You can change your password here.

You will be able to update your name and email here.
Dashboard Access Configuration

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED and Sys Admin</td>
<td>Level 1</td>
</tr>
<tr>
<td>Level 2</td>
<td>Level 2</td>
</tr>
<tr>
<td>Division Directors</td>
<td>Level 2</td>
</tr>
<tr>
<td>Level 3</td>
<td>Level 3</td>
</tr>
<tr>
<td>Program Managers</td>
<td>Level 3</td>
</tr>
<tr>
<td>Level 4</td>
<td>Level 4</td>
</tr>
<tr>
<td>Team members or leaders</td>
<td>Level 4</td>
</tr>
</tbody>
</table>

Levels:
- Level 1: ED and Sys Admin
- Level 2: Division Directors
- Level 3: Program Managers
- Level 4: Team members or leaders
Dashboard Menu
Interacting with Tableau Dashboards

- Stories,
  - Dashboards
    - Sheets
- Filters
- Sliders
- Selectors
- Sorting
- Drill down
- Other
Sheets / Dashboards / Stories

**KPI Summaries**

<table>
<thead>
<tr>
<th>KPI</th>
<th>Demographic Analysis</th>
<th>Episode Analysis</th>
<th>Services Analysis</th>
<th>Services by Cost Center</th>
<th>Crisis Bed Services</th>
<th>Staff Summaries</th>
<th>Client Summaries</th>
</tr>
</thead>
</table>

**Story**

**Service Date**

- Service Date: 1/1/14 to 1/31/15

**% of Total Client & Services by Service Program**

<table>
<thead>
<tr>
<th>Program</th>
<th>Unduplicated Clients</th>
<th>% of Total Clients</th>
<th>Services</th>
<th>% of Total Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRT</td>
<td>219</td>
<td>64.2%</td>
<td>66,393</td>
<td>33.4%</td>
</tr>
<tr>
<td>MH Children</td>
<td>997</td>
<td>73.0%</td>
<td>62,850</td>
<td>34.7%</td>
</tr>
<tr>
<td>MH Adults</td>
<td>951</td>
<td>53.1%</td>
<td>30,134</td>
<td>16.6%</td>
</tr>
<tr>
<td>ADAP</td>
<td>357</td>
<td>32.2%</td>
<td>16,340</td>
<td>9.0%</td>
</tr>
<tr>
<td>Emerg Serv</td>
<td>392</td>
<td>12.2%</td>
<td>2,067</td>
<td>1.1%</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>0.3%</td>
<td>238</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

**Total Clients Trend by Year/Month**

**Client Count and % Services by Service Location**

<table>
<thead>
<tr>
<th>Location</th>
<th>Count</th>
<th>% Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>DA / SSA Site</td>
<td>1,076</td>
<td>3,056</td>
</tr>
<tr>
<td>Nursing Facility</td>
<td>697</td>
<td>5.44%</td>
</tr>
<tr>
<td>Community</td>
<td>470</td>
<td>11.03%</td>
</tr>
<tr>
<td>School</td>
<td>337</td>
<td>4.41%</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>220</td>
<td>1.03%</td>
</tr>
<tr>
<td>Inpatient Hospital</td>
<td>206</td>
<td>1.92%</td>
</tr>
<tr>
<td>Home</td>
<td>2</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

**Services KPI by Summation Services**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
<th>% of Total Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unduplicated Clients</td>
<td>1,034</td>
<td>55.91%</td>
</tr>
<tr>
<td>Services</td>
<td>16,340</td>
<td>66.303</td>
</tr>
<tr>
<td>Service / Client Ratio</td>
<td>15.8</td>
<td>316.0</td>
</tr>
<tr>
<td>Service / Staff Ratio</td>
<td>233</td>
<td>798</td>
</tr>
<tr>
<td>Crisis ALOS</td>
<td>1.34</td>
<td>0.98</td>
</tr>
<tr>
<td>Count Staff</td>
<td>70</td>
<td>87</td>
</tr>
</tbody>
</table>

**Dashboard**

**Sheet**

- Sheets / Dashboards / Stories

- Vermont Care Partners

- NORC at the University of Chicago
Interacting with Dashboards

Hover over for more info
Interacting with Dashboards

Dates: Slide or Edit or Date Picker
Interacting with Dashboards

Simple Pull Down

Sort:
Three sorts A-Z ; Z-A and Original sort

Multiple Choice

Employment Status

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Uniques</th>
<th>% Total Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Null (Not Entered)</td>
<td>266</td>
<td>22.91%</td>
</tr>
<tr>
<td>Unemployed (looking for work past 30 ..</td>
<td>192</td>
<td>8.79%</td>
</tr>
<tr>
<td>Employed full time (&gt;35 hrs wk)</td>
<td>467</td>
<td>41.95%</td>
</tr>
<tr>
<td>Student</td>
<td>23</td>
<td>1.98%</td>
</tr>
<tr>
<td>Disabled</td>
<td>41</td>
<td>3.53%</td>
</tr>
<tr>
<td>Employed part time (20-35 hrs/wk)</td>
<td>6</td>
<td>0.52%</td>
</tr>
<tr>
<td>Volunteer or Other</td>
<td>1</td>
<td>0.09%</td>
</tr>
<tr>
<td>Employed part time (&lt;20 hrs wk)</td>
<td>272</td>
<td>23.43%</td>
</tr>
<tr>
<td>Unknown</td>
<td>13</td>
<td>1.12%</td>
</tr>
<tr>
<td>Homemaker</td>
<td>19</td>
<td>1.64%</td>
</tr>
</tbody>
</table>

Age Gender Break Down
Interacting with Dashboards

Auto Drill Down

Click on the table icon to drill down
Interacting with Dashboards

Sheets as Filters:
Interacting with Dashboards

Reset all filters
Interacting with Dashboards

Scales: In some cases you can change the scale
Next Steps

• Try it out.
  o Feedback to Ken Gingras
    ken@vermontcarepartners.org

• More Users
• More Dashboards
• More Data
Next Steps

Try it out:

- Version 1.0 may not be bug free
- Based on MSR data
- We are looking for feedback
Next Steps

More Users:

• Your Data Repository Administrator can work with you to add users.

• Other agencies will be rolling out quickly
Next Steps

More Dashboards

- Data Quality Dashboards on the way
- Training for your agency designers on the way
- System wide dashboards
- Dashboard requests to your DR Admin
Next Steps

More Data

- Phase 1 is based on monthly uploads of MSR Data
- Phase 2 of the project will be more data, more frequently
Questions / Comments

Thank you for your participation