# Office of Developmental Programs: Incident Reporting Overview Analytics Dashboard Tip Sheet

*“Understanding the data elements within the Incident Reporting Overview Analytics Dashboard”*

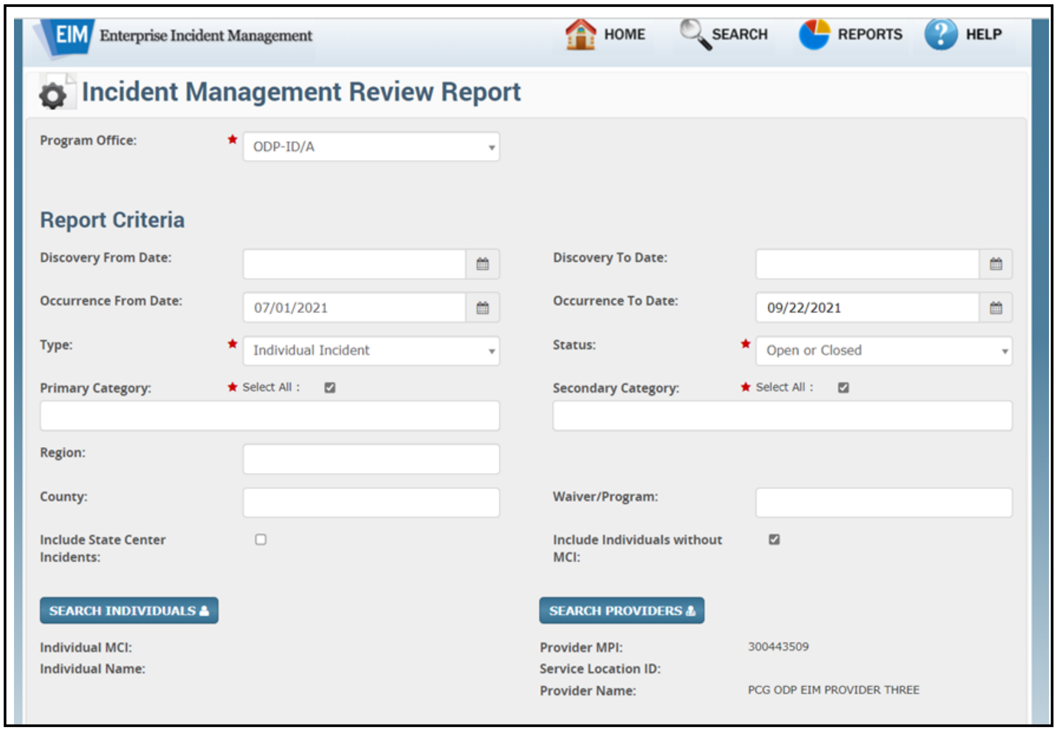
Due to the Analytics Dashboards being new to SCOs (Supports Coordination Organizations), Counties, and Providers, this tip sheet will provide the appropriate breakdowns for each dashboard quadrant for the Incident Reporting Overview Analytics Dashboard. These breakdowns will explain what data elements need to be used to replicate the data in the dashboard from the Incident Management Review Report.

This tip sheet should be utilized in conjunction with other reference materials that include: **Incident Reporting Overview Analytics Dashboard Overview – Reference Guide, EIM ODP Analytics Dashboard Training – Providers, and EIM ODP Analytics Dashboard Training – SC/County.** To better understand the data elements contained on the report output, please reference the **Incident Management Review Report Tip Sheet** found in LMS.

The Incident Reporting Overview Analytics Dashboard gives the user the ability to analyze their incident data. This data is based on Incident Occurrence Date, and the incidents do not appear in ‘real time’ within the dashboards. There is a one-day delay between the date the document was submitted and when it will be included in the dashboard key performance indicators (KPI). This needs to be considered when requesting the report and comparing it to the dashboard.

The Provider or SC/County users will utilize the “Incident Management Review Report” to provide them data to cover all quadrants on the Incident Report Overview Analytics Dashboard. This includes the following to cover all quadrants: incident count, incidents with extensions, compliance over time, and incidents that are late or compliant by primary category, being able to identify incidents by incident number and locations. These users can utilize the report to replicate what is in the dashboards. To better understand the data elements contained on the report output, please reference the Incident Management Review Report Tip Sheet found in LMS.

- Here is a screen shot of the Report Request screen completed prior to submittal to provide the appropriate data – for the current Quarter 3 (Q3), for a specific Provider:




The Incident Management Review Report should be utilized to replicate data displayed in the Incident Reporting Overview Analytics Dashboard. Please note, for users that have multiple scopes (ODP-ID/A & ODP-BSASP), they will need to pull two separate extracts and combine them. If users will multiple scopes do not do this, please be sure to exclude the waiver/program not contained within their extract by using the dashboard filters. The Incident Management Review Report should contain the following parameters when being requested:

- **Program Office:** The Provider or SC/County will select the appropriate Program Office. For example, if a Provider provides supports for ODP-ID/A and ODP-BSASP, they need to select which Program Office they are choosing to view data for the user.

- **View Incidents or Complaints:** The Provider or SC/County will "Select All"

- **Occurrence From Date & Occurrence To Date:** Select the date range and be sure that your dashboard matches the range selected in your report. Note that the dashboard uses quarters. For example, in 2021, Quarter 1 (Q1) would be January 1st 2021 – March 31st 2021 and Quarter 2 (Q2) would be April 1st 2021 – June 30th 2021.

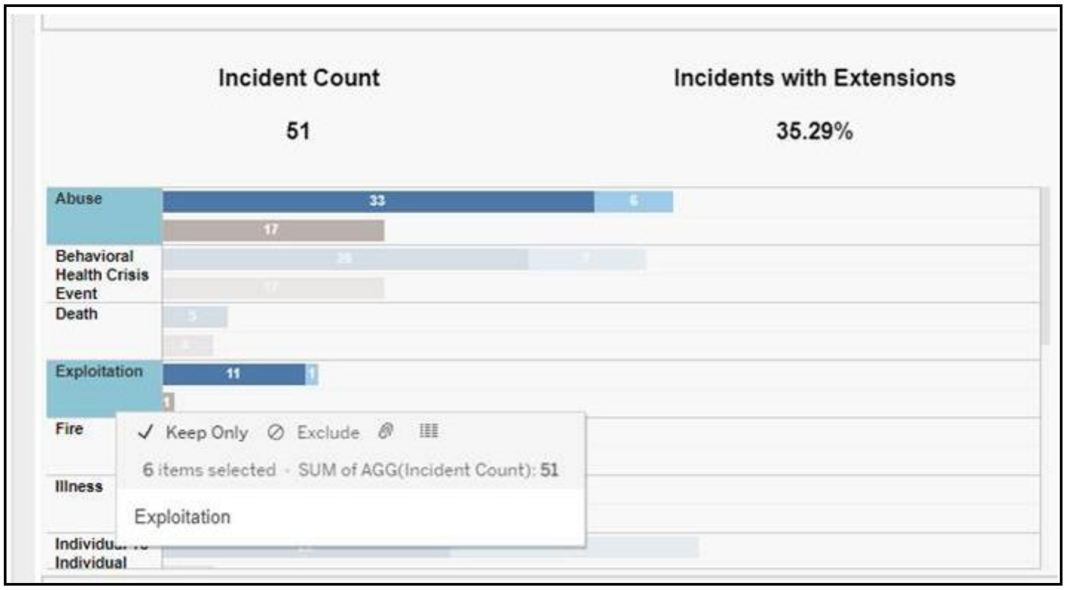
    - **Note:** If the Provider of SC/County is pulling a larger amount of data, (more than a 6-month span) it will result in the report needing to run overnight.

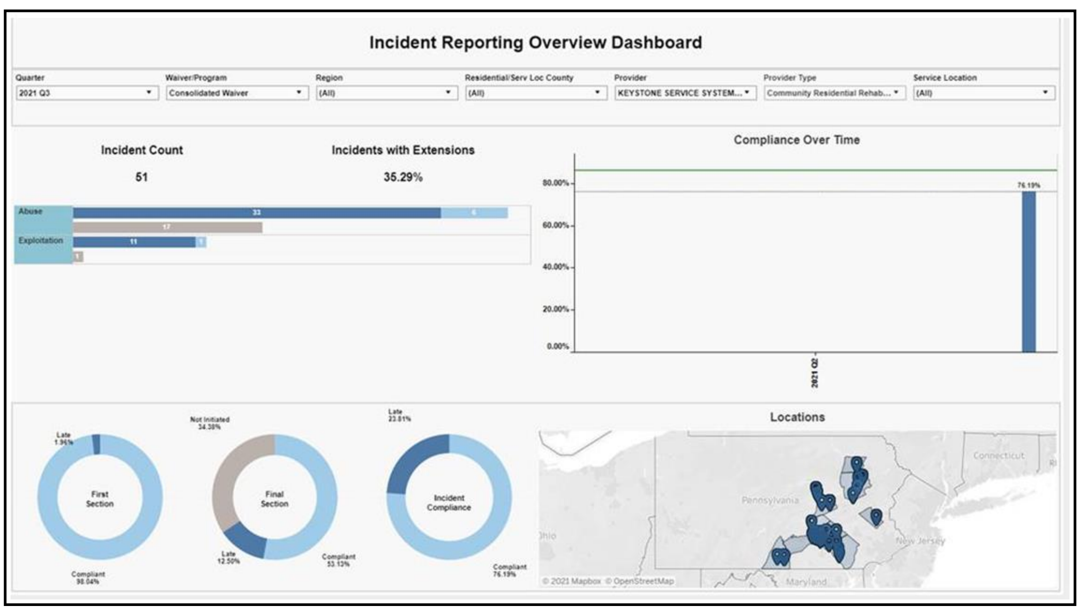
- **Type:** The Provider or SC/County user will select "Individual Incident."

- **Status:** The user can select, "Open," "Closed," or "Open or Closed" – it all depends in what the user wants to see. If it is everything and comparing to all dashboard information, they would select Open or Closed.

- **<u>Primary Category:</u>** Select All, unless the user is trying to examine certain categories and wants to just compare results for that category to those filtered on the dashboard.

  - **Note:** When utilizing specific Primary Categories on the Dashboard, the user can filter certain Primary categories by using the tool tip. In the example screenshots below, the user can hold [CTRL] and multi-select categories, then click “Keep Only”.



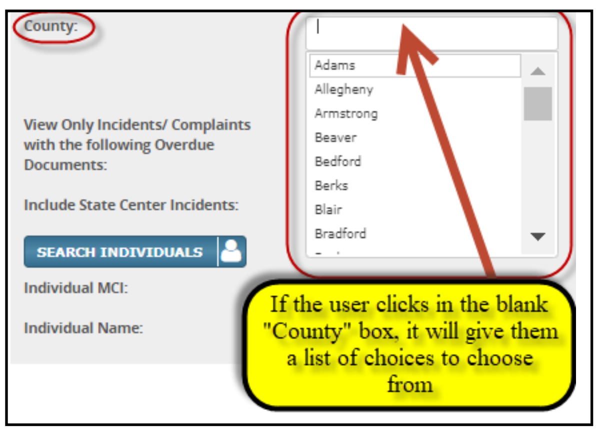




- **<u>Secondary Category:</u>** Select All, unless the user is trying to examine certain categories and wants to just compare results for that category and to those filtered on the dashboard.

- Select the checkbox to choose **Include Individuals without MCI** in order to obtain an accurate count between what is included on the reports compared to what is displayed on the dashboards; the dashboards do not filter out individuals without an MCI.

- **<u>Search Providers:</u>** if only one Provider service location is wanting to be analyzed, this should also be a part of the request screen. In the dashboards, the user can do this. To get the data to match between the report and the dashboard the user must specify on the request screen. The user can use the "Search Provider" button to search for a specific service location". The user should then ensure that the dashboard's Service Location filter is also applied.

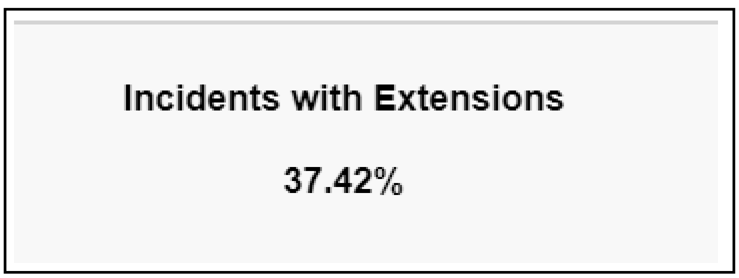

- **<u>County:</u>** If the user wants to look at a specific residential/service location county, they need to specify this on the report request screen and ensure that the dashboard filters are applied appropriately.



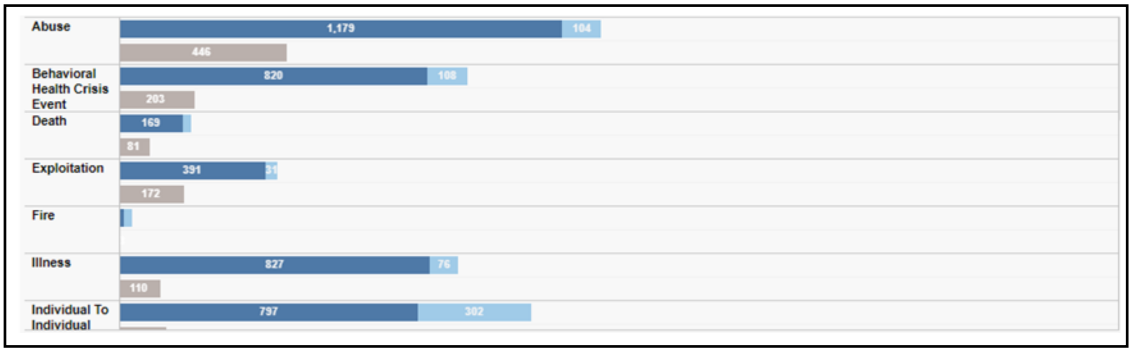

- **Incident Count**

    - This will be the total number of incidents on the spreadsheet based on quarter, if the user is looking for 2021 Q3, it would be from 07/01/2021 – 09/30/2021 that they would need to pull their report from. By doing this, they would be replicating what is on the dashboards for Q3 incident count.


- **Incidents with Extensions**
    - The incidents with extensions will be based on a **“Yes”** answer to **“Did the initiating organization file an extension?”** for the incident final section.
        - The user can sort their spreadsheet to show the number of **“Documents Requiring Attention”** with **Final Section** being the data point and the answer being **“Yes”** to **“Did the Initiating organization file an extension?”**
            - The user would then take this number and divide it by the total number of incidents and multiply by 100 and their percentage should replicate the percentage on the dashboard




- **Primary Category Open/Closed and Number of Extensions Stacked Bar**
    - This is based on the total number of open and closed incidents by primary category.
        - This can be replicated by looking at **“Incident Status”** and **“Primary Category”**
        - The dark blue bar represents open incidents, and the light blue represents closed incidents.
    - The gray bar indicates the number of incidents with an extension, regardless of incident status.
        - This can be replicated by looking at **“Did the initiating organization file an extension?”** being answered as “Yes”.
    - Please note: to identify the incident IDs of the incidents that are still open, use the **“Incident ID”** field.




- **First Section, Final Section, and Incident Compliance Doughnut Chart**
    - Please note that these doughnut charts reflect all incidents with an occurrence date in the quarters selected.
    - First Section Doughnut Chart
        - This is looking at timely submission of the First Section when compared to the system generated due date.
            - The compliant section (light blue) can be replicated by looking at the field **“Was the First Section submitted on time?”** answered **“Yes”.**
            - The late section (dark blue) can be replicated by looking at the field **“Was the First Section submitted on time?”** answered **“No”.**
                - Please note: to identify the incident IDs of the incidents that are late, use the **“Incident ID”** field.

- Final Section Doughnut Chart
    - This is looking at timely submission of the Final Section when compared to the system generated due date.

    - The compliant section (light blue) can be replicated by looking at the field **“Was the Final Section submitted on time?”** answered **“Yes”**

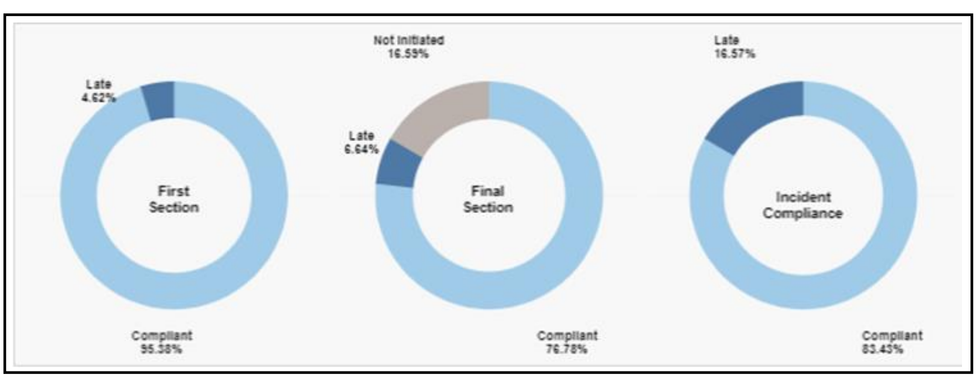
        - The late section (dark blue) can be replicated by looking at the field **“Was the Final Section submitted on time?”** answered **“No”.**
        - Please note: to identify the incident IDs of the incidents that are late, use the **“Incident ID”** field.
        - Please note: this dashboard is only looking at the first pass submission of the Final Section. This means that compliance is generated by looking only at the original Final Section document generated by the system. Subsequent Final Section documents created as a result of a disapproval will not be calculated into the compliance percentage. The Incident Management Review Report utilizes the same methodology.

            - The not initiated section (gray) looks at Final Section documents that have been created, but have not yet been initiated. This can be replicated by looking at the field **“Was the Final Section submitted on time?”** answered **“blank”.**

- Incident Compliance Doughnut Chart
    - This is looking at timely submission for both the First and Final Section documents compared to the system generated due dates.

        - The compliant section (light blue) is the count of incidents that had both the First and Final Section documents submitted prior to their respective due dates. This can be replicated by looking at the fields **“Was the First Section submitted on time?”** answered **“Yes”** and **“Was the Final Section submitted on time?”** answered **“Yes”.**

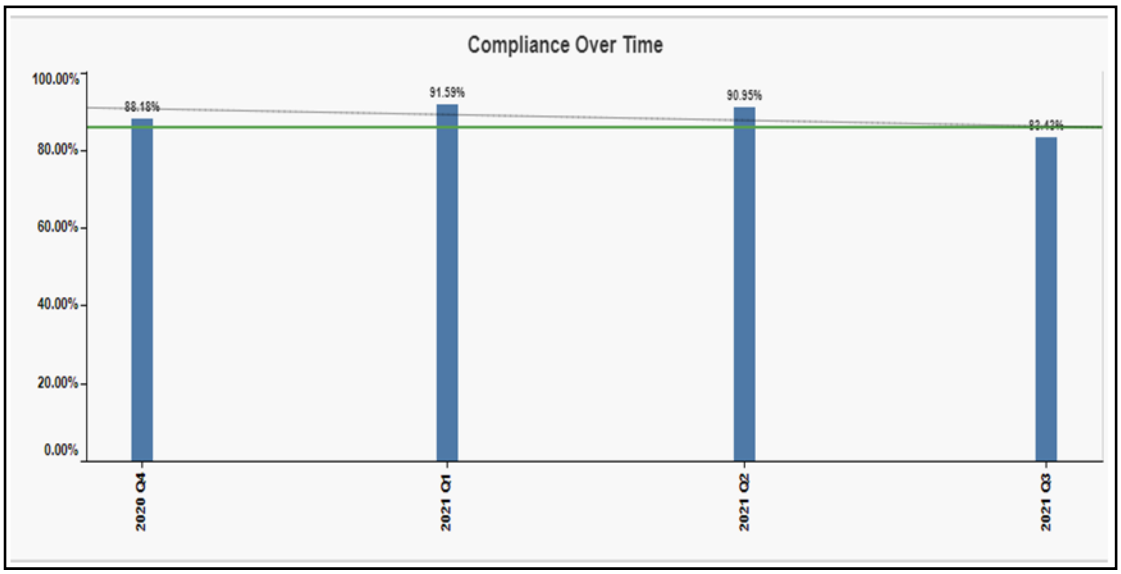
            - Please note that this dashboard is only looking at the first pass through of the incident. This means that compliance is generated by looking only at the original Final Section document generated by the system. Subsequent Final Section documents created as a result of a disapproval will not be calculated into the compliance percentage. The Incident Management Review Report utilizes the same methodology.
                - The late section (dark blue) is the count of incidents that had either a late First Section document, a late Final Section document, or both documents were submitted after their respective due dates.
                    - This can be replicated by looking at the fields **“Was the First Section submitted on time?”** answered **“No”** and **“Was the Final Section submitted on time?”** answered **“No”.**



- **Compliance Over Time**
    - Please note that this chart breaks down the Incident Compliance Doughnut Chart (discussed in last section) by the quarters selected in the dashboard for which each incident occurred.

    - If you are interested in looking at only First Section compliance or Final Section compliance, you may do so by selecting that doughnut chart slice, and this Compliance Over Time chart will refresh.

    - This is based on the answer or combination of answers to following questions on the spreadsheet – the user can filter based on these two sections on the report:
        - **"Was the First Section submitted on time?"** answered **"Yes"**
        - **"Was the Final Section submitted on time?"** answered **"Yes"**
            - **Note:** for the user to view the non-compliant incidents, they would need to look at the answer **"No"** to both questions mentioned.




- **Locations map**

    - The Locations chart displays the physical location by County and Service Location where an incident occurred using geocoding logic.

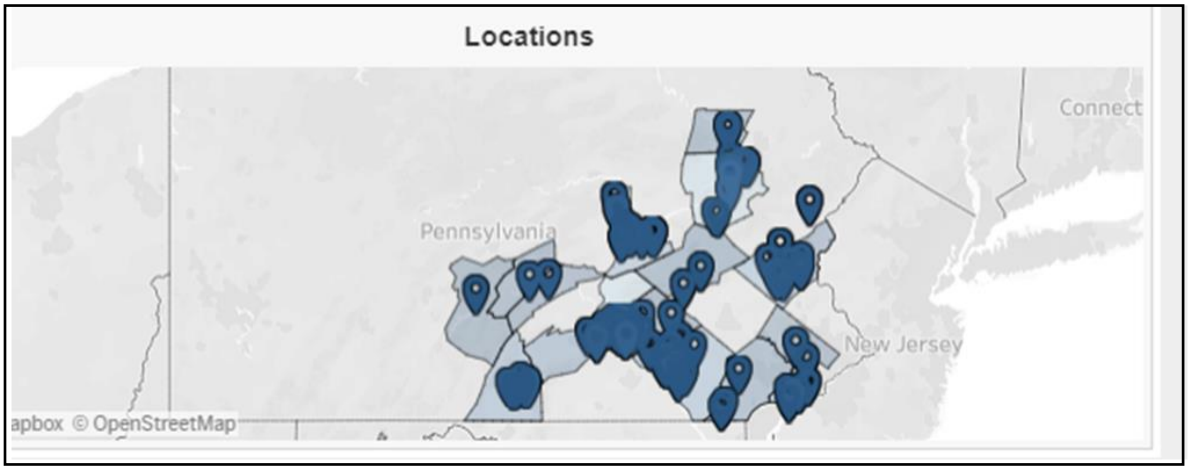
    - On the Incident Management Review Report, column J titled **"County"** reflects the Residential/Service Location County that is also included as a filter on the dashboard.

    - On the Incident Management Review Report, column P titled **"Service Location Name"** is the location associated with the incident and is represented by the pins on the Locations map.

- Please note: If multiple Service Locations share the same address, Tableau will overlay the pins on top of each other and only one pin will be visible for one of the Service Locations. Use of the tool tip will show you the count of incidents for that service location.

- Users can interact with the map to display different zoom levels within the map. Hovering over an outlined county or over a pin representing a Service Location will display a tooltip with additional information, such as the number of incidents and details of the Service Locations.

- Please see **Incident Reporting Overview Analytics Dashboard - Reference Guide** for more information on use of the Locations map.




Note: "Internet Explorer is no longer supported when attempting to view the dashboards within EIM. Other Internet browsers such as Chrome and Edge are still supported."