

PSP Information Quality Reports

User Guide for Permanency Support Program (PSP) Providers

How to access and use the Placements and Plans reports in the Federated Analytics Platform

Version 1.6

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Introducing the Federated Analytics Platform



Easy to view

Uses cloud-based technologies to extract information from ChildStory and presents it in a list form for PSP agencies to easily view large amounts of data on children they case manage



Up-to-date data

Presents data in an automated, secure way via regular updates for agencies.
The data represents information in ChildStory - all edits are still to be made in the Partner Community



Information security

It is a secure application available to authorised partner agency employees, and accessed via the existing single sign-on OKTA portal
Reminder not to take screenshots of photos of children's information - this is a breach of information security

Benefits to PSP Providers and DCJ

1. Increases information sharing between DCJ and PSP agencies whilst still maintaining security of sensitive child data
2. Improves data quality on a continual basis by providing faster access to monthly up-to-date data for providers
3. Presents data in a user-friendly way for agencies to be able to identify and correct discrepancies between ChildStory data and their client information database (including a download option to view large amounts of data)
4. Improving data accuracy will result in more accurate PSP payments
5. Uses the existing secure access pathway (OKTA) that is familiar to agencies
6. Provides a basis for new reports and dashboards to be added in the future
7. Reduces administrative burden by replacing the need for manual extracts

Access authorisation

Authorised access is limited to provider staff who are positioned to oversee data at a service level.

Casework Practitioners do not require access – downloaded data can be shared internally from authorised users (noting downloads will not include identifiable information such as children or carer names).

New users applying for access:

- Step 1: Complete the *DCJ Federated Analytics Platform User Access form* including reading the *DCJ Privacy and You* PDF training module
- Step 2: Principal Officer sends completed form with their approval to the District's Contracting or Commissioning and Planning mailbox
- Step 3: DCJ processes authorisation approval, noting insufficient business justification or incomplete forms may impact approval
- Step 4: User will be notified of approval and steps via email, noting next steps will depend on whether the user has an active Okta account – see next page

Okta login and access



Access to the new reports is via the secure pathway DCJ Okta. This pathway aligns to DCJ security policy and ensures the protection of DCJ systems and sensitive data. New users with an active Okta account will be able to login and access the reports. New users who do not have an active Okta account will need to activate an Okta account before they can access the reports.

If you have an active Okta account


1. Log in to your Okta account via: <https://portal.dcj.nsw.gov.au>
2. Complete Okta verify
 - Find 6 number security code sent to your work email address and enter it in Okta
3. After logging in to the Okta portal, click on the *PSP Information Quality Reports* tile (this will take you the to Cover Page to access the reports)

If you do not have an active Okta account

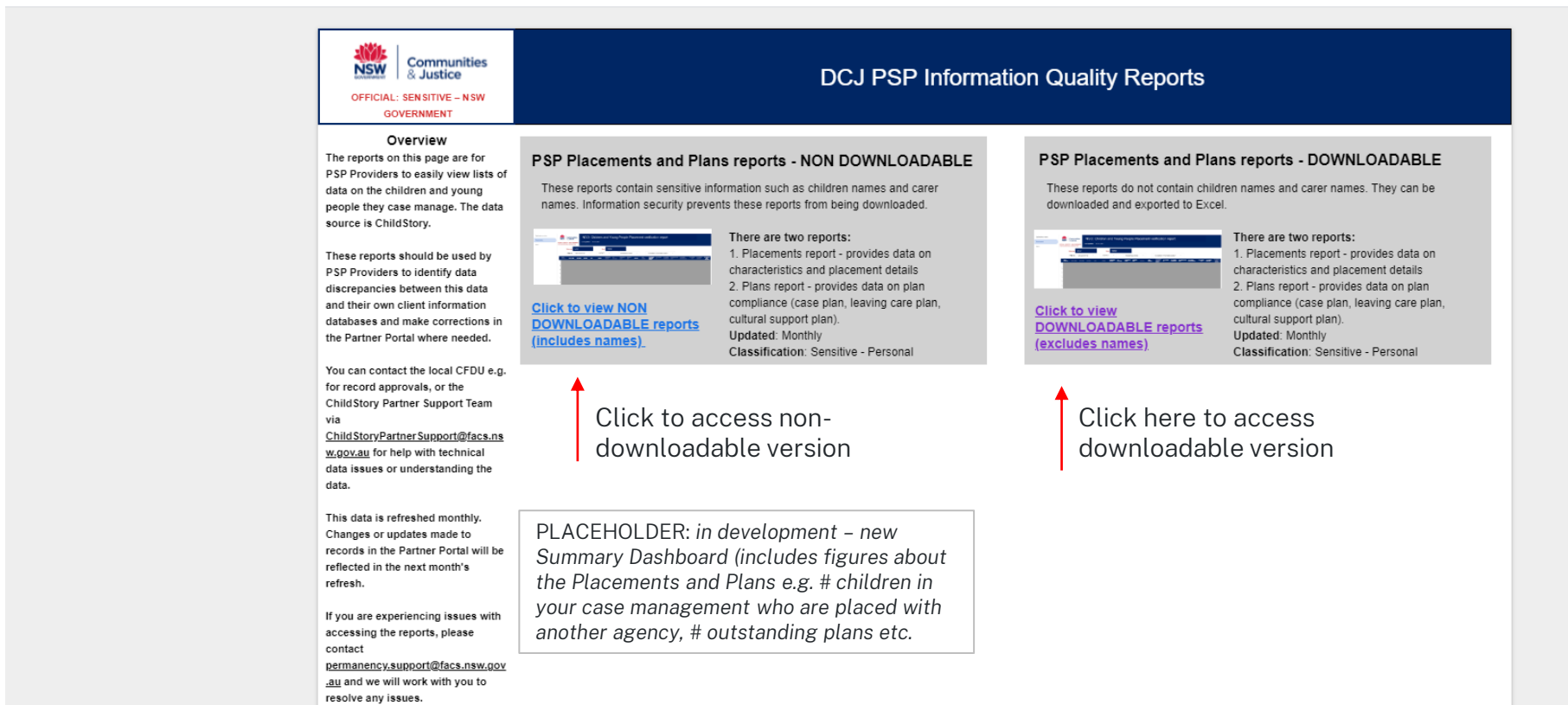
- Follow the steps in the *Okta Self-Registration Guide*
- The guide will be sent to you if you have submitted an Access Form and DCJ identifies that you do not have an active Okta account
 - The guide will direct you through the steps to register for Okta, create a new account and verify your account – the starting point requires you to click the link in the email that is sent to you from noreply-okta@external-dcj.nsw.gov.au
 - After you have created your new Okta account, you will receive an email confirming your account is approved and you will be able to access the new PSP Information Quality Reports
 - If you have not received a copy of the guide and need to create a new Okta account, contact your DCJ Contract Manager or email permanency.support@dcj.nsw.gov.au

Cover Page

The Cover Page provides a single access point for all available reports and dashboards related to the PSP Information Quality reports.

 PSP Information Quality Reports Cover Page

 Reset



The screenshot shows the 'DCJ PSP Information Quality Reports' cover page. It features a header with the NSW Communities & Justice logo and the text 'OFFICIAL: SENSITIVE - NSW GOVERNMENT'. The main content is divided into three sections: an 'Overview' section on the left, and two report sections on the right. The 'Overview' section provides an overview of the reports, their purpose, and contact information. The two report sections are 'PSP Placements and Plans reports - NON DOWNLOADABLE' and 'PSP Placements and Plans reports - DOWNLOADABLE'. Each report section includes a brief description, a list of reports, and a link to view the reports. A placeholder box at the bottom center indicates that a new Summary Dashboard is in development.

Overview
The reports on this page are for PSP Providers to easily view lists of data on the children and young people they case manage. The data source is ChildStory.

These reports should be used by PSP Providers to identify data discrepancies between this data and their own client information databases and make corrections in the Partner Portal where needed.

You can contact the local CFDU e.g. for record approvals, or the ChildStory Partner Support Team via ChildStoryPartnerSupport@facs.nsw.gov.au for help with technical data issues or understanding the data.

This data is refreshed monthly. Changes or updates made to records in the Partner Portal will be reflected in the next month's refresh.

If you are experiencing issues with accessing the reports, please contact permanency.support@facs.nsw.gov.au and we will work with you to resolve any issues.

DCJ PSP Information Quality Reports

PSP Placements and Plans reports - NON DOWNLOADABLE
These reports contain sensitive information such as children names and carer names. Information security prevents these reports from being downloaded.

There are two reports:
1. Placements report - provides data on characteristics and placement details
2. Plans report - provides data on plan compliance (case plan, leaving care plan, cultural support plan).
Updated: Monthly
Classification: Sensitive - Personal

[Click to view NON DOWNLOADABLE reports \(includes names\).](#)

Click to access non-downloadable version

PSP Placements and Plans reports - DOWNLOADABLE
These reports do not contain children names and carer names. They can be downloaded and exported to Excel.

There are two reports:
1. Placements report - provides data on characteristics and placement details
2. Plans report - provides data on plan compliance (case plan, leaving care plan, cultural support plan).
Updated: Monthly
Classification: Sensitive - Personal

[Click to view DOWNLOADABLE reports \(excludes names\).](#)

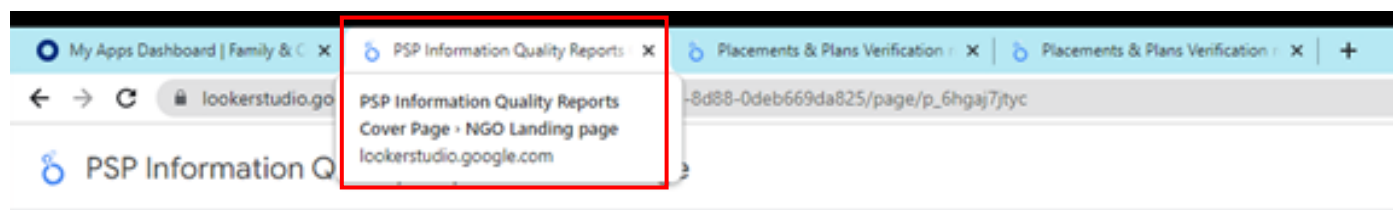
Click here to access downloadable version

PLACEHOLDER: *in development - new Summary Dashboard (includes figures about the Placements and Plans e.g. # children in your case management who are placed with another agency, # outstanding plans etc.*

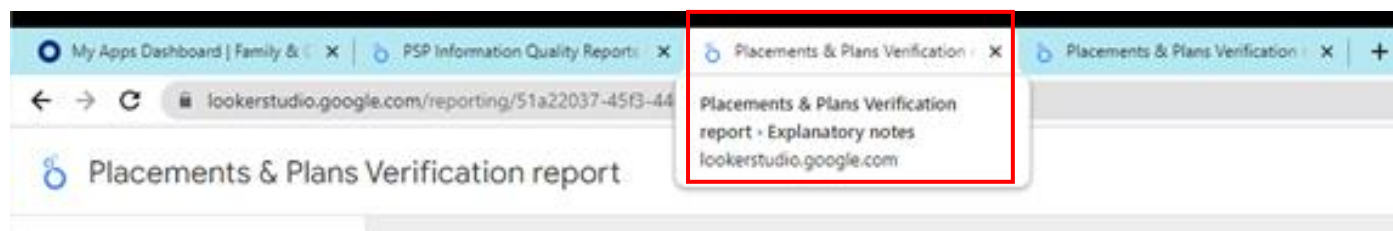
Navigating between report versions

Clicking on the link to view the reports (either Non-Downloadable or Downloadable version) will open a new window (tab) so you can easily navigate between the reports and Cover Page.

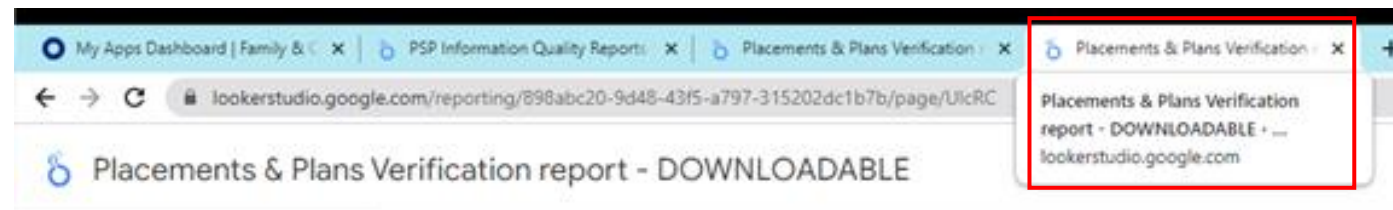
Window 1 – Cover Page



Window 2 – Non-Downloadable version



Window 3 – Downloadable version



Placements report

-
- Displays all records of children in the agency's case management who have approved placements that were active in the previous 3 months (to date specified)
 - Shows one row per placement AND another row for that placement if there have been changes (e.g. placement changes, CAT outcome change)
 - Data remediation and corrections to placement related data will assist payment accuracy and improvements to reliability and quality of data in the system

Authorised users can:

- View records for children recorded in ChildStory under their case management (including active placements with other agencies)
- Identify any discrepancies between data recorded in ChildStory to their NGO client information database, for example:
 - Check recent entries, transfers and exits are up to date
 - Review child details e.g. Name, Aboriginal status, CAT outcome, placement details such as household name, placement type, dates
 - Make updates to data in ChildStory Partner Community (if possible) or speak with local CFDU, CSC or the ChildStory Partner Support Team depending on the correction that needs to be made

Plans report

- Displays case plan, leaving care plan and cultural support plan data recorded in ChildStory up until a point in time (date shown)
- Names in the list are children and young people who are in the Parental responsibility of the Minister and case managed by the provider agency

Authorised users can:

- View outstanding Case Plans, Leaving Care Plans, Cultural Support Plans for children and young people
- Monitor the Case Plan Review Date to plan ahead

Reading the columns - Ask yourself:

Is a plan 'required'? i.e. shows if the child meets the criteria and they require this type of plan	Is the plan 'current'? i.e. shows if the child or young person has a current plan or needs an updated plan
<ul style="list-style-type: none">• Y = yes, a plan is required for this child or young person	<ul style="list-style-type: none">• Y = yes, they have a current plan
<ul style="list-style-type: none">• N = no, a plan is not required for this child or young person	<ul style="list-style-type: none">• N = no, the plan is not current and needs updating (these are the rows that require follow up)

Counting rules for plans

Case Plans	Leaving Care Plans	Cultural Support Plans
<ul style="list-style-type: none"> • A case plan is current if the Case Plan record is Active and Approved in ChildStory and the start date is within 365 days of when the data was extracted from ChildStory OR the child is the subject of a Final Order that has been granted this Financial Year. • Children in care <30 days will have N (no) in the Case Plan Required column. • See the Explanatory notes page in the Placements and Plans reports for more information. 	<ul style="list-style-type: none"> • Young people aged 15 or more require a leaving care plan. • A leaving care plan is valid in ChildStory if <ul style="list-style-type: none"> - a current approved Case Plan exists <u>AND</u> - Planning for Independence = Yes – Planning for Independence <p>HINT: Use the AGE for a child to support the planning for upcoming Leaving Care Plans.</p>	<ul style="list-style-type: none"> • Children and young people who are recorded as Aboriginal/Aboriginal and Torres Strait Islander/Torres Strait Islander are required to have a Cultural Support Plan. • A Cultural Support Plan is valid in ChildStory if: <ul style="list-style-type: none"> - a Final Legal Order has been made this Financial Year <u>OR</u> - If a Cultural Plan Attachment is Found (with a start date in the last 12 months) <u>AND</u> <ul style="list-style-type: none"> - has a category of Cultural <u>AND</u> - has a sub category of Cultural Plan <u>OR</u> Cultural Plan Review <u>AND</u> - status of 'complete' <u>OR</u> - If Current Approved Compliant Case Plan exists <u>AND</u> Cultural Plan question = 'Cultural plan attached' <u>OR</u> 'New Plan Developed' <u>OR</u> 'Existing Plan Reviewed'

Tips to identify discrepancies and outstanding information

Placements report:

- Check all information is consistent between your client information system and the Placements report, e.g. demographic info, CAT outcome, placement agency, household/carer name, placement start and end dates, placement type etc. If the Placement report is incorrect - update ChildStory / liaise with DCJ to approve records. Filter on headings to view order as needed, e.g. start date to view recent placements

Plans report:

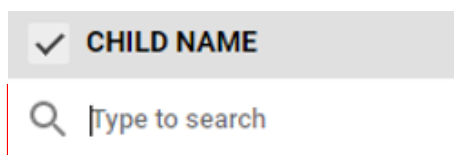
- For all Outstanding Plans – click filter ‘Y’ ONLY (i.e. Yes, there is an outstanding plan)
- For outstanding Case Plans - click heading ‘Case Plan Current’ and view all with ‘N’ (i.e. No, plan is not current)
- For Leaving Care Plans - filter ‘Leaving Care Plan Required’ Y only (i.e. Yes, 15yrs+), then click column heading ‘Leaving Care Plan Current’ to order column and view all with an ‘N’
- For Cultural Support Plans - filter ‘Cultural Support Required’ Y only (i.e. Yes, Aboriginal or Torres Strait Islander), then click column heading ‘Cultural Support Plan Current’ to order column and view all with an ‘N’
- Check Case Plan Goal

Using filters

Limited filters are available above the column lists in the Placements and Plans report for users to search records, for example: Child Name, Household Name, Outstanding Plans etc. Multiple filters can be used at the same time.

Setting a filter


- Click the drop down list and type to search



A screenshot of a filter dropdown menu. The top bar is grey and contains a checkmark icon followed by the text 'CHILD NAME'. Below this is a search input field with a magnifying glass icon and the placeholder text 'Type to search'.

- Hover arrow over name and click ONLY, then click off the drop down list to refresh the screen
- For multiple items, also tick the other items (e.g. if searching for siblings, type the names and click all the boxes next to their names, then click off the drop down list to refresh the screen)

Removing a filter

- Click the drop down list that has a filter on it and then click the  icon to remove the filter

Hint: Filtered drop down lists will have a number to show how many results are filtered




A screenshot of a filtered dropdown menu. The top bar is grey and contains a minus icon followed by the text 'CHILD NAME (3)'. A red arrow points to the '(3)' part of the text. Below this is a search input field with a magnifying glass icon and the placeholder text 'Type to search'.

Sorting columns

Limited filters are available above the column lists in the Placements and Plans report for users to search records, for example: Child Name, Household Name, Outstanding Plans etc. Multiple filters can be used at the same time.

All column headings can be sorted, but only one at a time.

Sorting a column	Removing the sort
<ul style="list-style-type: none">• Navigate to the column heading and click on it <p>Hint: click on column heading again to sort A-Z or Z-A</p>	<ul style="list-style-type: none">• Navigate to top left of the heading row and click the arrow reset button 

Combining filters and sorting columns

Filters and sorting columns can occur at the same time.

A good example of where this is useful when users want to see how many young people require a leaving care plan and it needs updating.

E.g. for Leaving Care Plans:


- Filter Outstanding Plans = Y
- Filter Leaving Care Plan Required = Y
- Sort Leaving Care Plan Current heading to view records with N (this combination of filter and sorting will show records for young people who require a leaving care plan but it is not current and needs updating in the system)

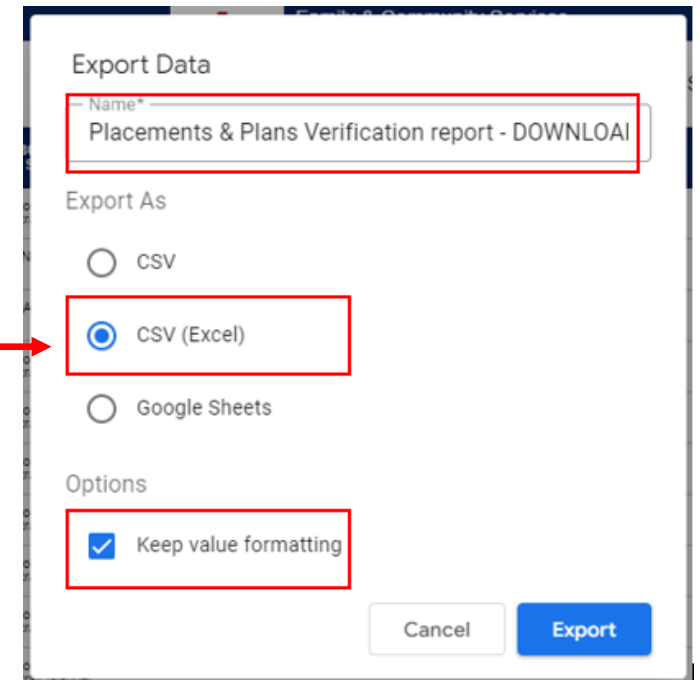
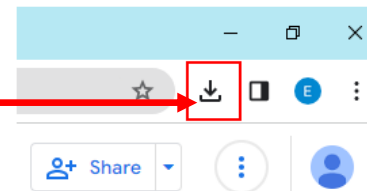
Downloadable reports

Downloadable reports are available to export and use offline to compare information in ChildStory with data in the Provider's client information database:

- ChildStory ID and Household ID are available for comparison purposes.
- Sensitive information such as child names and household names are excluded due to information security and privacy requirements.
- Downloadable reports can be shared with non-users internally, noting PSP providers must comply with DCJ's Information Security Policy Suite.

Exporting reports

- Click into the DOWNLOADABLE reports link on the NGO Cover Page
- Navigate to the Placements or Plans report you wish to export
- Right click in table and select Export OR click  icon at top right of table) and select Export
- Enter a name to save the file
- Select an Export As option:
 - CSV creates a comma separated text file
 - CSV (Excel) creates a comma separated text file where non-ASCII characters are encoded properly for use in Excel™ (**Preferred**)
 - DO NOT SELECT Google Sheets
- Click the 'Keep value formatting'
- Click Export
- View the in-tray icon to find your exported file
- Note: any filters will also be applied to exported data and date fields will automatically convert to DD/MM/YYYY in Excel



A screenshot of the 'Export Data' dialog box. The dialog has the following fields and options:

- Export Data**
 - Name*: Placements & Plans Verification report - DOWNLOADAI
- Export As**
 - CSV
 - CSV (Excel)
 - Google Sheets
- Options**
 - Keep value formatting
- Buttons: Cancel, Export

Red boxes highlight the Name field, the CSV (Excel) option, and the Keep value formatting checkbox. A red arrow points from the text 'CSV (Excel) creates a comma separated text file where non-ASCII characters are encoded properly for use in Excel™ (Preferred)' to the CSV (Excel) option.

Resolving issues and updating records

- **Access and onboarding issues** - Authorised users who experience problems with accessing either the OKTA portal or Placement and Plans reports on the Federated Analytics Platform can contact permanency.support@dcj.nsw.gov.au. We will work with you to ensure your access issues are resolved as quickly as possible.

The processes that are currently in place to resolve data issues and make updates to records in ChildStory will not change.

- **Updating records** - providers will be able to make corrections and updates in ChildStory Partner Community as per current practices.
- **If a record needs approval from DCJ** – contact local CFDU or CSC to discuss out-of-date information or records that require approval from DCJ.
- **For technical support and child data issues** – for example unable to access the record in ChildStory or do not know what to do to address the issue in ChildStory - contact the ChildStory Partner Support Team via ChildStoryPartnerSupport@dcj.nsw.gov.au

Access security

There are extreme controls in place to ensure the data for these reports resides in NSW and is accessed by approved persons only. DCJ can confirm the data does not go offshore, despite the appearance of the google.com website. The build for these reports on the Federated Analytics Platform was endorsed by the NSW Privacy Commissioner.

Additional security measures include:

- A rigorous application process requiring new applicants to provide their contact details, business justification, WWCC, privacy acknowledgement and Principal Officer approval (including a requirement for the form to be sent to DCJ directly from the Principal Officer's work email address)
- A secure application available to new users only via Okta login security (two factor authentication)
- Restricted user access to their own NGO data so users can only see children's information for their agency
- Full details with children's names are available on the online version with protection rules, however there is also a workable downloadable version which does not contain sensitive identifying information
- Access via work email verification which ties the user to their place of employment. Users will only have available access if they are working at the agency as per their Access Form. They can only get the code to verify their identity via their own work email address
- If the reports have not been accessed by a user within a **90 day period**, their access will automatically be removed and the user will need to reapply for access.

Service Providers are encouraged to notify their DCJ Contract Manager and cc permanency.support@dcj.nsw.gov.au if an approved user no longer requires access to the Placements and Plans reports on the Federated Analytics Platform – DCJ will then remove their access as a matter of urgency.

Okta Self-Registration guide

As shown on **Page 6 – Access login and access**, you will be sent a copy of the *Okta Self-Registration Guide* if you have submitted an Access Form and DCJ identifies that you do not have an active Okta account.

If you have not received a copy of the guide and need to create a new Okta account, contact your DCJ Contract Manager or email permanency.support@dcj.nsw.gov.au

The Okta Self-Registration guide cover page looks like this:

