



DAISY Newsletter!

DAISY Newsletters will now be sent out every other month. If you have any suggestions on additional DAISY-related items we could include here, please contact me at saparicio@parentchildplus.org.

Live Training Series

The next DAISY Live Training Session will be held on Tuesday, December 6th. This session will review ParentChild+'s data quality framework and how to perform data quality checks of the data entered on your family and FCC provider accounts. This includes making sure the total number of participants are entered and identifying missing data and data entry errors. Please register [here](#).

If you missed last week's session, the recording can be found [here](#).

System Updates

As reminder, please make sure to check Slack for all system updates. [The latest system updates can be found here](#).

Program year and cycle removal

When a user submits a request ticket, we track the section and issue included in the ticket to identify patterns. After reviewing all data request tickets from calendar year 2021, we identified approximately 35% of request tickets were related to program years and cycles. Therefore, we have made the decision to remove program years and cycles from data entry tasks, and data analytics and reporting. The purpose of removing program years and cycles is to simplify data entry, reduce data entry errors, and provide flexibility for sites who work on different program/calendar years.

How will this impact the one-on-one model?

- Users will no longer need to move families from cycle 1 to cycle 2
- Users will no longer have to reassign ELS to each cycle
- Users will complete the Program Completion Survey only once, instead of twice.
- Data collection of assessments will be reduced to three data collection points:
 - Pre: before 6 completed visits
 - Mid: before 46 completed visits
 - Post: before 90 completed visits
- Users will select date ranges using either (a) visits completed, or (b) start dates to run reports and identify cohorts (so reports for funders can still be run for the particular cohort they are funding and can be run at the midpoint of the program for a particular cohort (previously identified as the end of cycle one) and at the end of the program for a particular cohort (previously identified as the end of cycle two)).

How will this impact the FCC/FNN model?

- Users will select date ranges using either (a) visits completed, or (b) start dates to run reports and identify cohorts.

We are now targeting to have this live on DAISY by October 2022. If any changes to the timeline occur, we will inform users via Slack, DAISY, and the DAISY Newsletter. We are currently creating a FAQ document to clarify any questions you

may have about the changes. Please submit all questions to me at saparicio@parentchildplus.org.

Reporting DAISY Errors

As of July 1st, ParentChild+ have begun using a new ticketing system to manage all request tickets. Since rolling out the new ticketing system, we have improved our response rate to an average of 23 hours, compared to an average of 6 days last month. Users are now able to submit request tickets on the daisydata.org web interface by clicking the Support button on the bottom right corner of the screen. Once users click on the Support button, they will have three choices to submit their ticket: (1) report a problem, (2) cannot log on, and (3) submit a data request. The ticket form will then guide users through brief questions to help our team provide you with data support.

If users prefer to email request tickets, they can still do so by emailing support@parentchildplus.zendesk.com.

Join Us on Slack

ParentChild+ has a #daisy channel dedicated to all things DAISY. Slack is a great communication tool to ask fellow program staff DAISY-related questions. **It is also the fastest way to learn about a glitch, a glitch fix, or a new feature or training, I post them in real time as soon as I know.** [Click here](#) to join our channel to stay up to date on DAISY system updates.