Protective Factors Survey Online Data System (PFSODS)

User Manual

Table of Contents

Protective Factors Survey Online Data System Instruction Manual

Overview

What is the FRIENDS Protective Factors Survey Online Data System?

The FRIENDS Protective Factors Survey Online Data System (PFSODS) is a web-based tool that enables organizations to have a dedicated online data collection system for a fraction of the typical cost. The system provides an isolated database to house an organization or "group" dataset while utilizing a data collection interface that allows for a robust survey administration process.

How can I administer surveys in the system?

The PFSODS is designed to allow for a digital survey administration via direct interaction with clients or a text, email link, or QR code for completion at a separate time. The system is responsive and can be administered on a phone, tablet, laptop, or desktop. These options allow for direct entry by clients into the system, eliminating potentially time-consuming data entry. The system is internet browser-based and requires no specialized software download for staff or clients.

If you don't have digital access for client administration- don't worry! You can still use this system. You can administer traditional paper/pencil surveys and use the system for data entry via the paper entry format.

Which versions of the Protective Factors Survey are available in the PFSODS?

The PFSODS allows users to manage all validated and approved iterations which include:

- Protective Factors Survey (PFS) Traditional Pre-Post
- PFS Retrospective Pre-Post
- Spanish Adaptation Protective Factors Survey (S-PFS) Traditional Pre-Post
- S-PFS (Spanish Adaptation) Retrospective Pre-Post
- Protective Factors Survey 2 (PFS-2) Traditional Pre-Post
- PFS-2 Retrospective Pre-Post
- PFS-2 Concrete Supports Traditional Pre-Post
- Spanish Translation PFS-2 (sPFS-2) Traditional Pre-Post
- SPFS-2 Retrospective Pre-Post
- SPFS-2 Concrete Supports Traditional Pre-Post
- PFS-Military Family (PFS-MF)Traditional Pre-Post
- PFS-MF Retrospective Pre-Post

To learn more about the surveys and the system, please visit https://friendsnrc.org/evaluation/protective-factors-survey/.

If you don't have digital access for client administration- don't worry! You can still use this system. You can administer paper/pencil surveys and use the system to enter data via paper entry.

So, how do I get started?

To use the system, you need a database or "group" that holds your organizational data. If you are not joining an established group, you must set up a database via your CBCAP Lead or another agency.

Did you receive information about joining an existing group in the PFSODS? If so, go to page 24 to get started. If you are not joining an established group via your CBCAP Lead or other organization, you will need to set up a database. The costs are low for the server space to hold the database; it will cost approximately $99 per month for the database storage. FRIENDS covers the costs and upkeep of the data system itself, so there are no other costs.

Non-CBCAP Leads: You have some options.

1. You can visit https://brandnewbox.com/pfs/ for more information on getting started and account options.
2. You can go to the **Getting Set Up** section of this manual (p.6) and go through the steps to establish and connect your database to the system. This self-service option is straightforward and has no additional charges over the database server costs.

CBCAP Leads: CBCAP Leads can work with FRIENDS and Brand New Box to set up state-level data systems. These systems provide many benefits for both the Lead Agency and funded agencies. These include:

- Real-time access to data for State Lead Agencies and program managers of funded programs without the need for data transfers.
- Access to an easy-to-use and powerful data management system that funded agencies could likely not otherwise afford.
- Reduction of the time needed to manage data by allowing for direct entry of survey results via participants into the system.

To set up a state-level account for CBCAP, contact ewinkle@friendsnrc.org.

Getting Set-up

I want to use the system; now what?

There are three levels of set-up for the system. Select your set-up based on your role in the system.

Database Level (Group Owner)- Choose this set-up to initiate a database system. It is for independent organizations who have not been invited to a database/group by a group owner. To create a database, visit the section *Setting Up a New Group with no Previous User Account (p. 7)*. If you are a CBCAP State Lead Agency and are interested in establishing a database, contact Edi Winkle at ewinkle@friendsnrc.org to get started.

*NOTE: Independent organizations will need to set up an agency after establishing their **Group** in order to collect data. Surveys are entered/administered at the **Agency** level.*

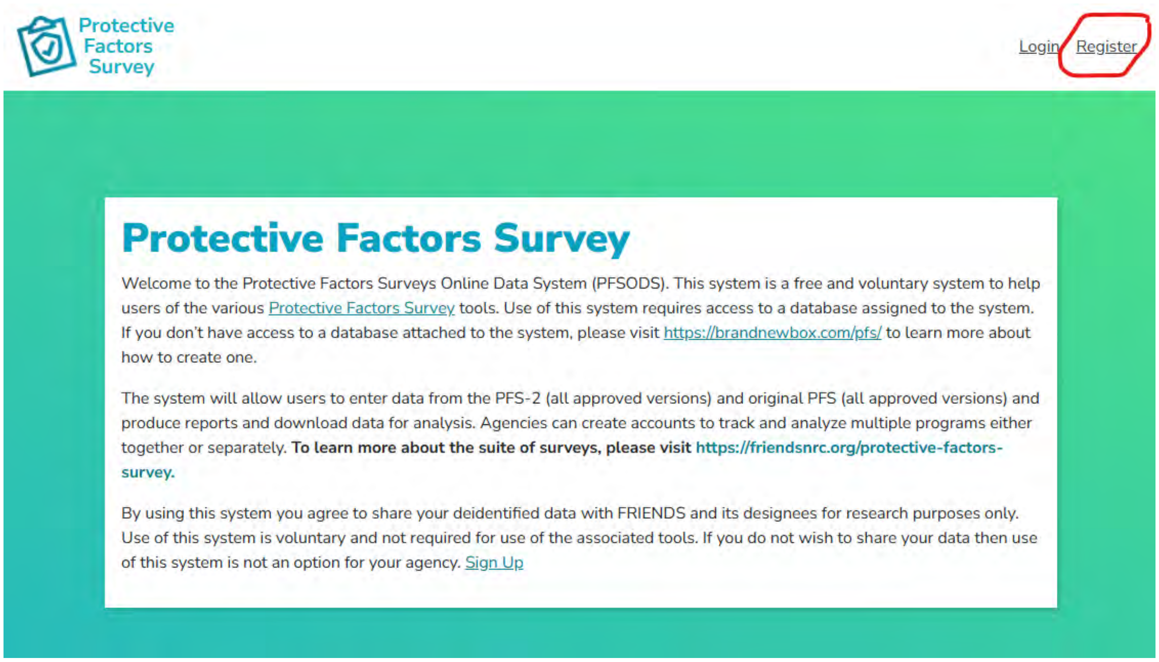
Agency Level- Choose this set-up for agencies participating in an established database group. Visit the appropriate *Create an Agency* section for your scenario (p. 17 or 20)*,* to get your Agency established and then walk through *Agency Set-Up (p. 24) to* receive instruction on various aspects of completing an initial agency set-up, which includes:

- Creating discrete programs so data can be sorted according to needs.
- How to customize agency demographic questions.
- Solutions for creating custom agency questions for survey administration in addition to the standardized survey items.
- Managing staff access to the system to administer surveys or work with survey data.
- Instructions on survey administration utilizing the system.
- Instructions on data entry.

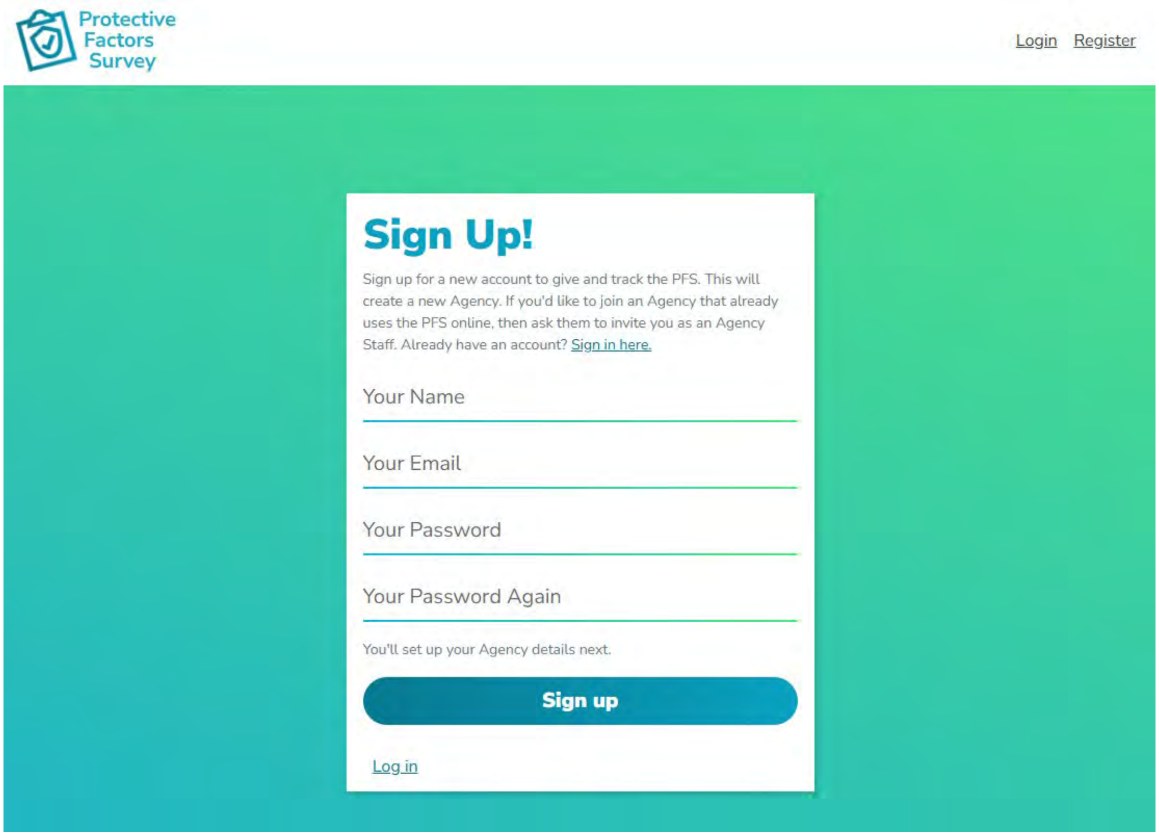
Individual Level (Agency Staff)- Choose this option if you are joining an existing Agency. You will need to receive the email invite to join the system. Instructions are found at p. 58.

Setting Up a Group with No Previous User Account

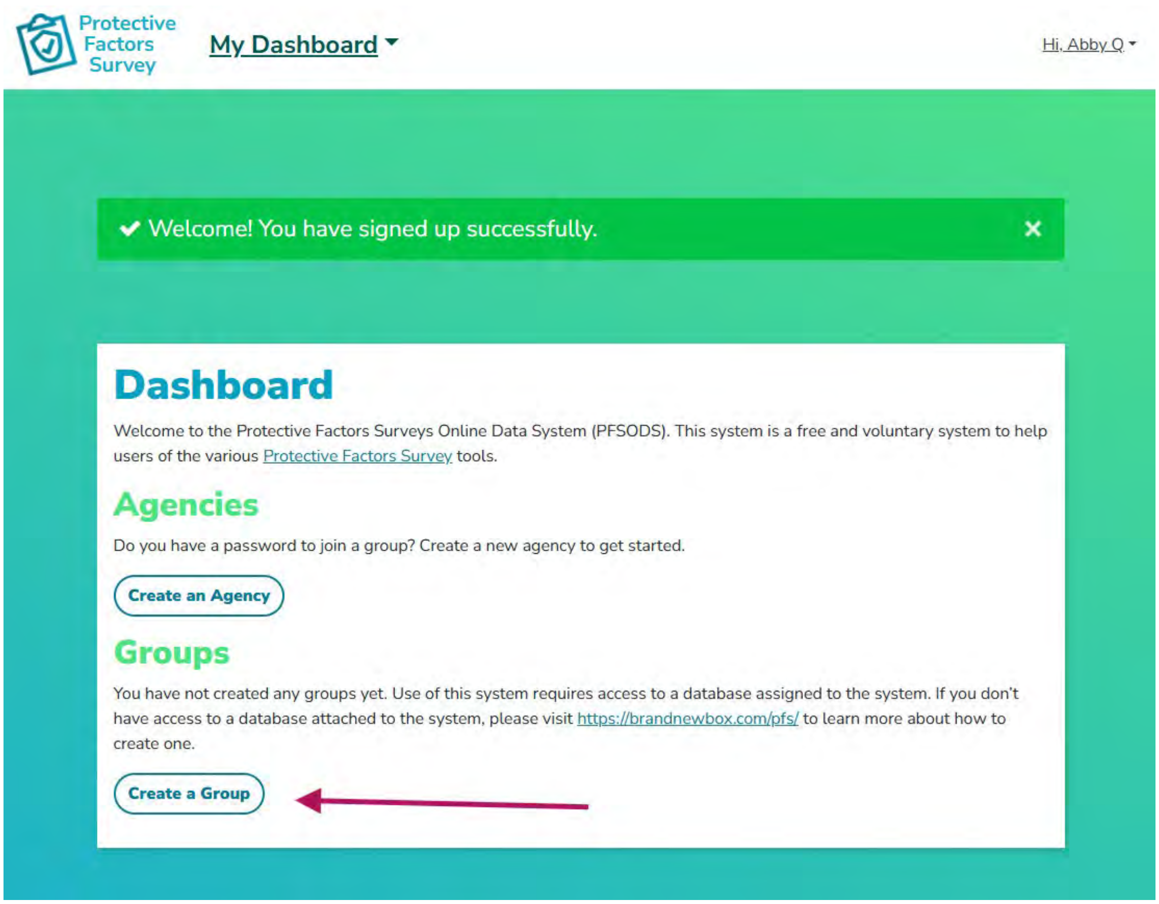
1. Visit https://pfsonline.friendsnrc.org and click on *Register* in the upper right corner.



2. Complete the Sign Up box by entering the information. This should be completed by the person that will be managing the database. Once you have entered the required information, click *Sign Up*.

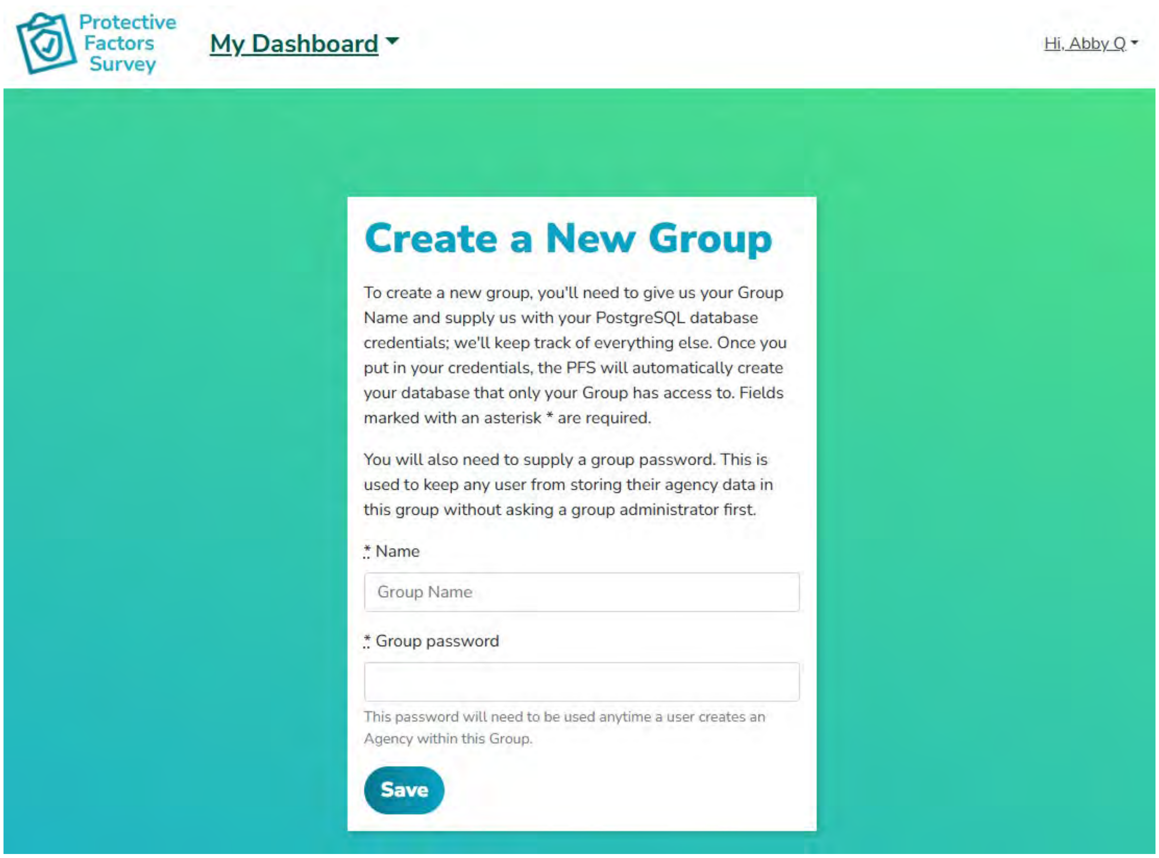


3. You will need to establish a Group account to use the system. Click the *Create a Group* button.

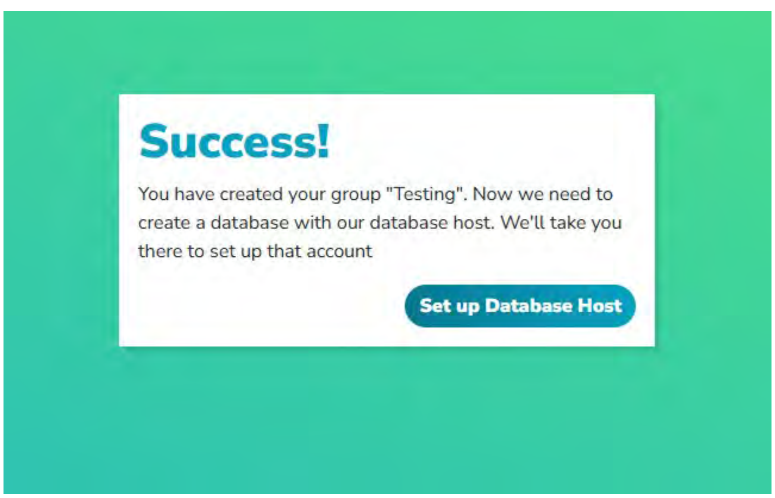


Note: If you are creating an agency to join an existing group, you will need the Group Name and Password. Go to *Agency Setup* (page 17) for instructions on how to establish the Agency.

4. Enter a Group Name and a Group Password and then click the *Save* button.

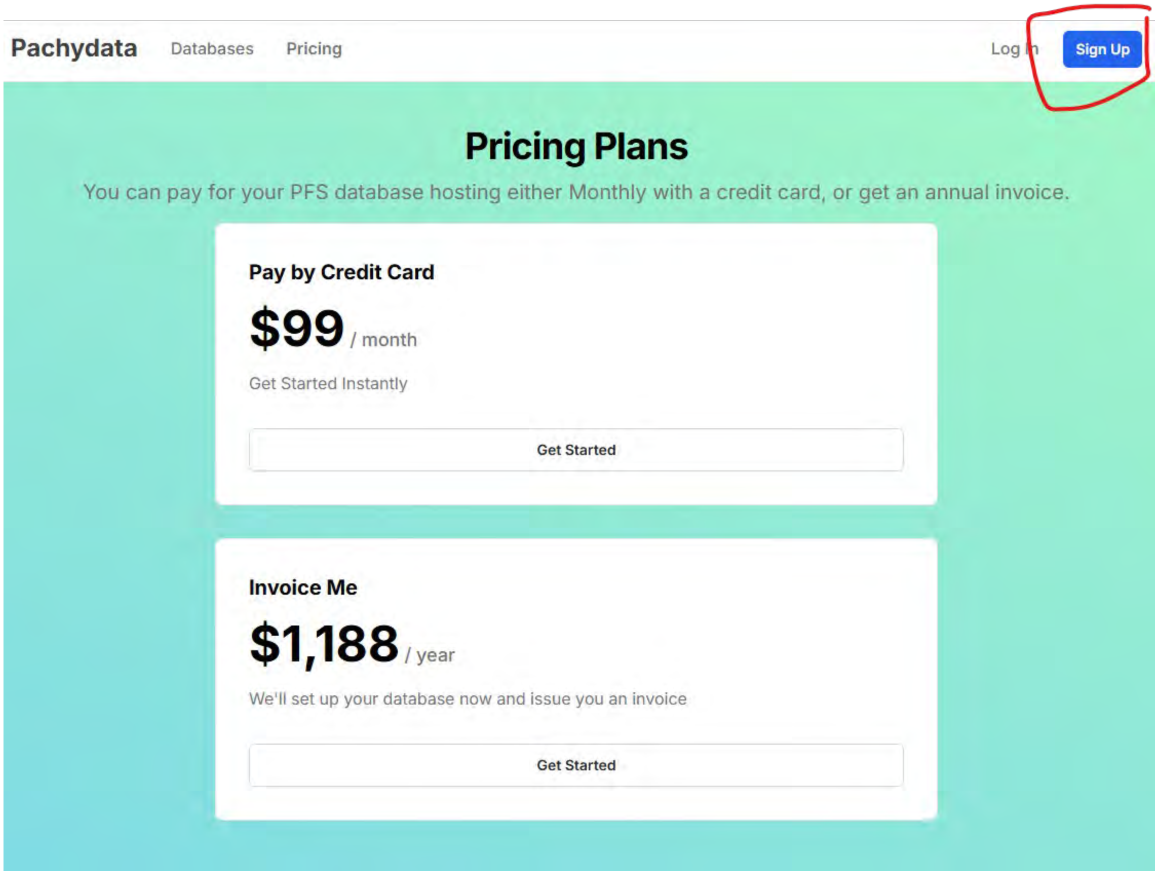


5. Click the *Set Up Database Host* button to establish your database account and enter payment details.

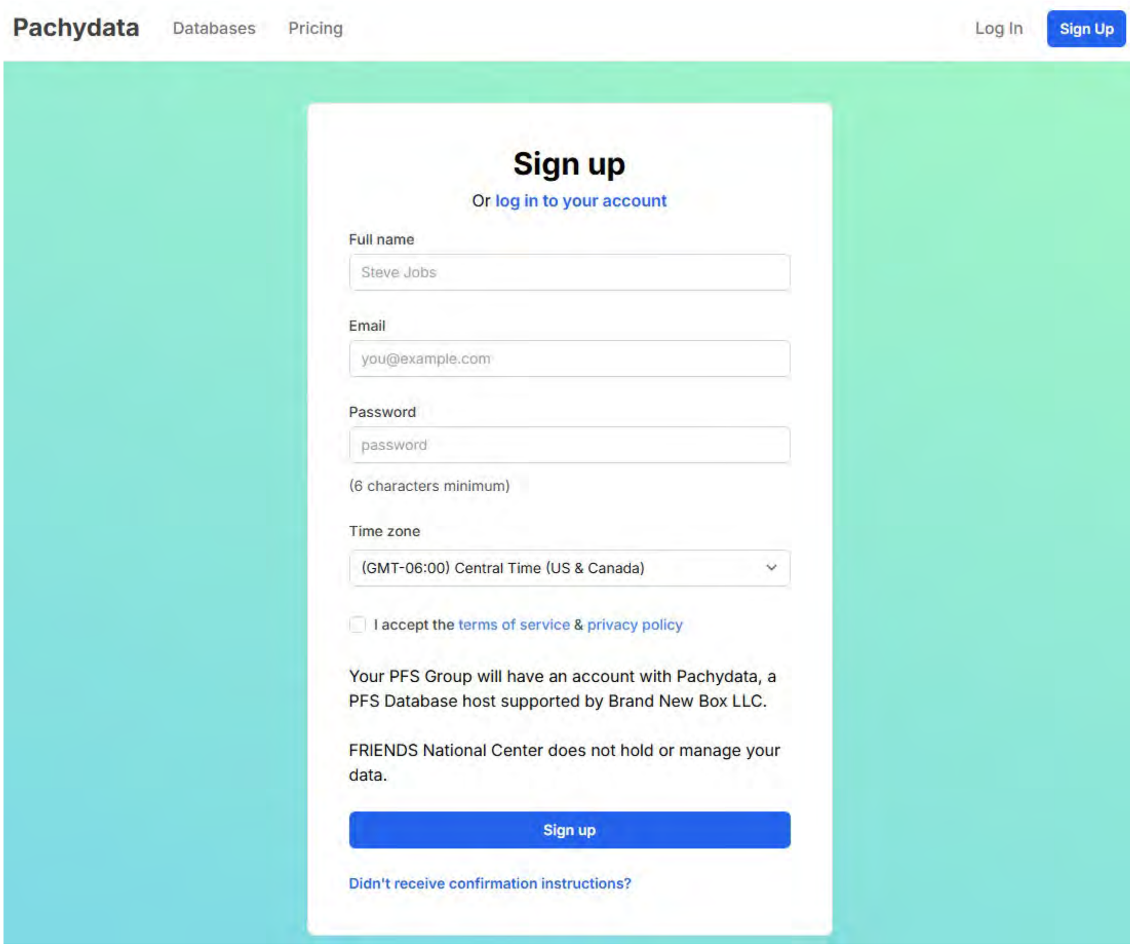


Establishing a Pachydata Account (Group Owners Only)

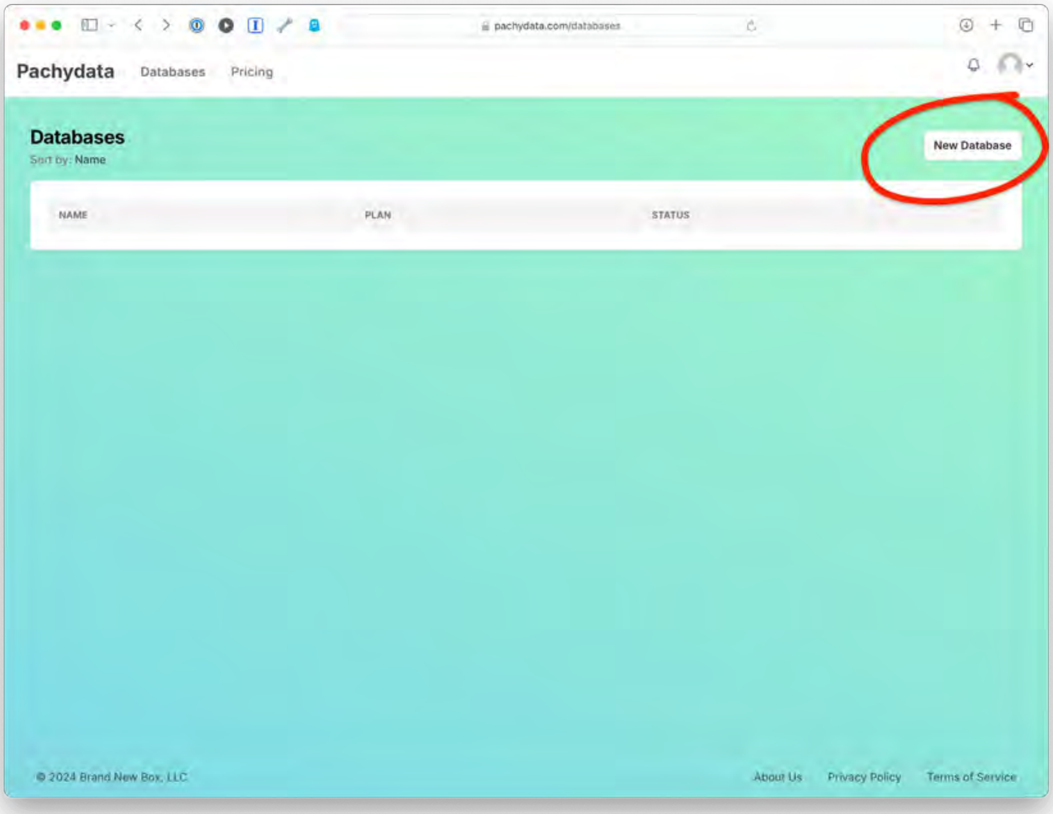
6. In order to use the system, you must establish a database connection to hold your data. For this, you'll be using Pachydata (administered with FRIENDS partner, Brand New Box) to establish an account to pay for storage of your data. Click on the *Sign Up* button in the upper right corner.



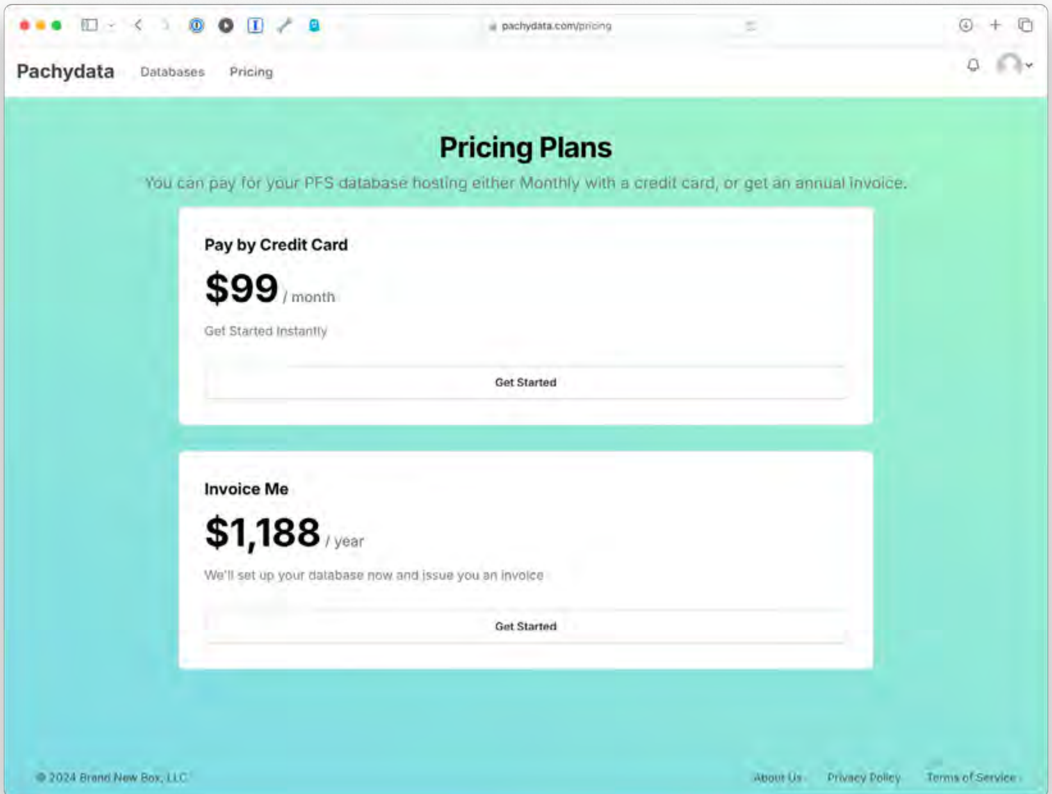
7. Here's what the signup page looks like. The account should be established by the individual in your organization responsible for managing your data system. This might be your program manager, IT professional, or office manager. Complete the information, accept the terms, and click *Sign Up*.



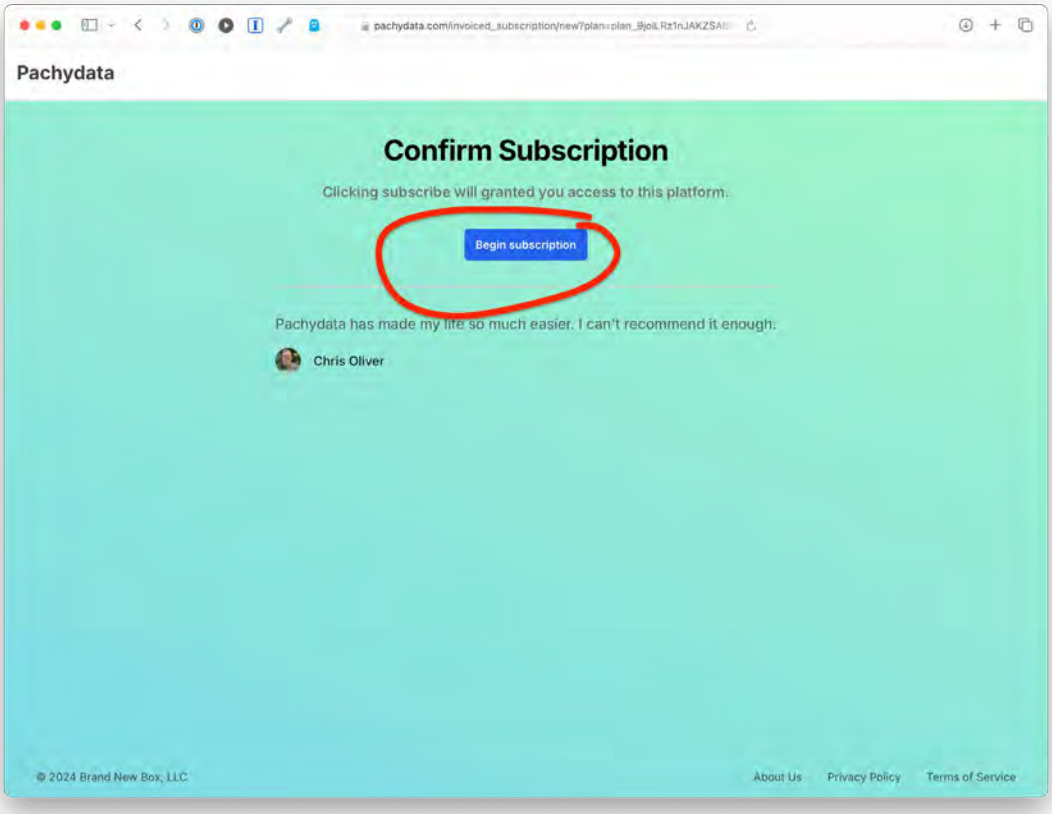
8. After you sign up, you'll be directed to the Databases page. You're a new account, so you don't have a database yet! Click the *New Database* button in the upper right corner.



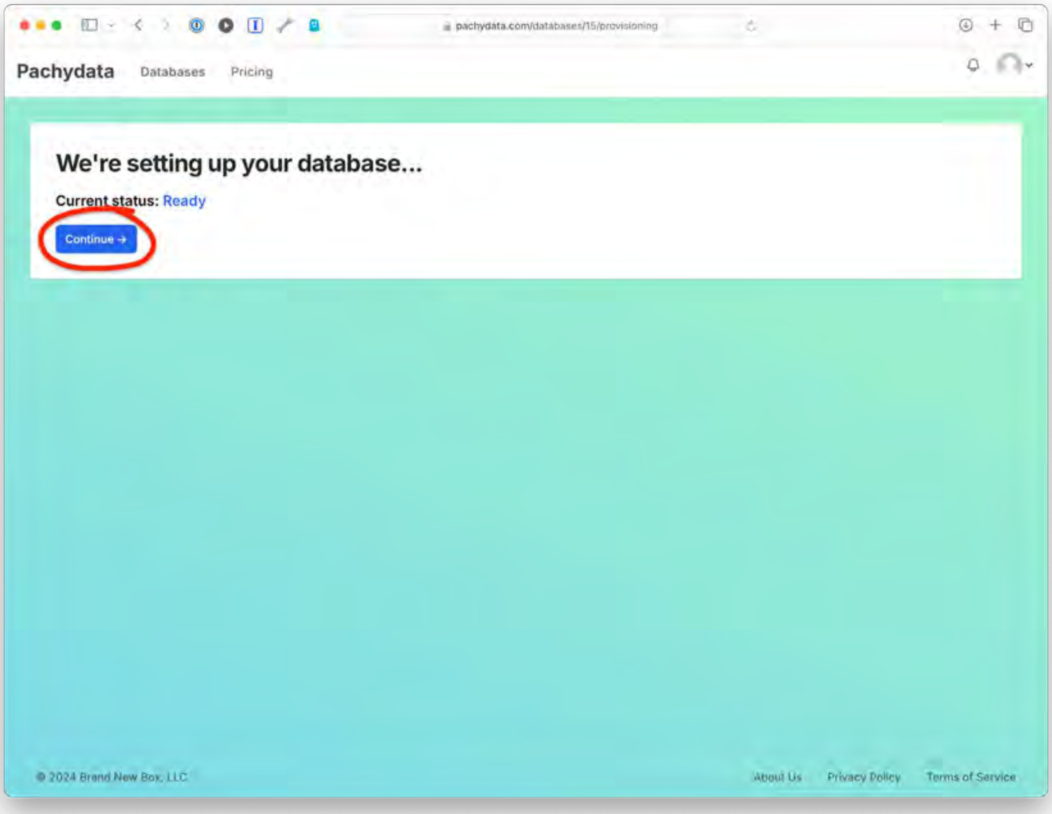
9. Now, you can choose how to pay for the database hosting plan: either month-by-month on a credit card or an annual invoice. No matter which you choose, you can start your database today.



10. For Billing setup, you have some options:
    1. You can do monthly billing on a credit card. Just enter your card information in the pop-up once you click *Get Started* in the *Pay by Credit Card* box.
    2. You can also choose the *Invoice Me* option to set up annual invoicing. The pay-by-invoice plan starts immediately, and Brand New Box/Pachydata will follow up with you to get you an invoice suitable for your organization. To choose that option, click *Get Started* in the *Invoice Me* box.
11. Once you make your selection, a Confirm Subscription screen will appear. You'll see a *Begin Subscription* view; click the blue button to start.



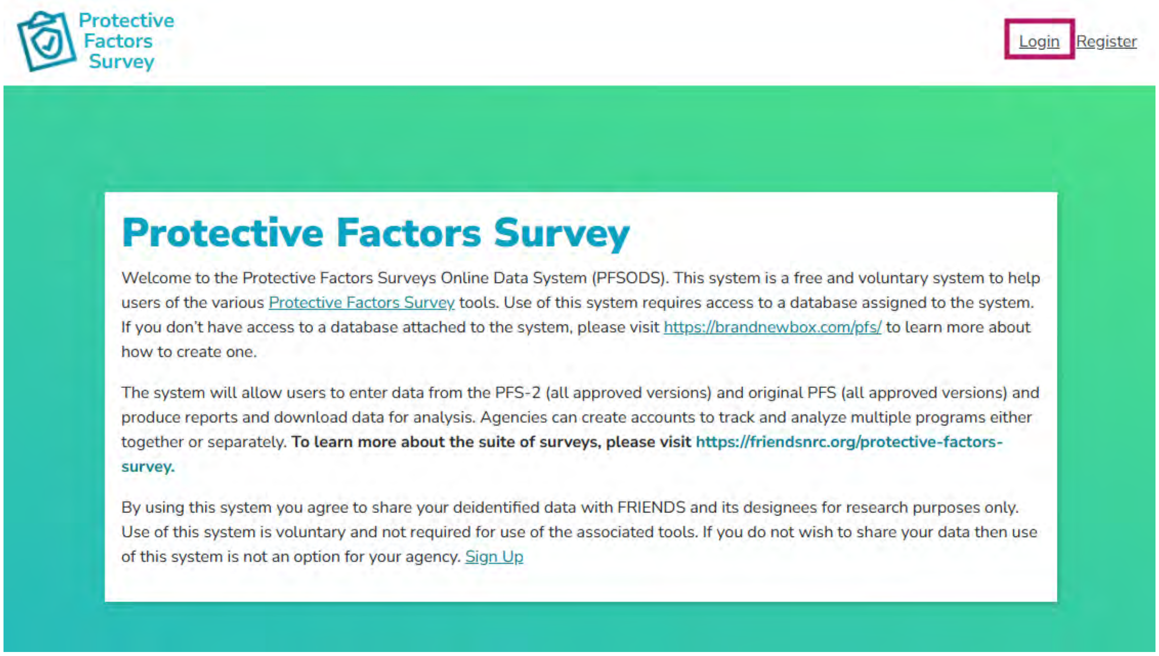
12. You will see a message that the system is setting up your database. This process should proceed quickly. When you see the *Ready* message, you can click *Continue*.



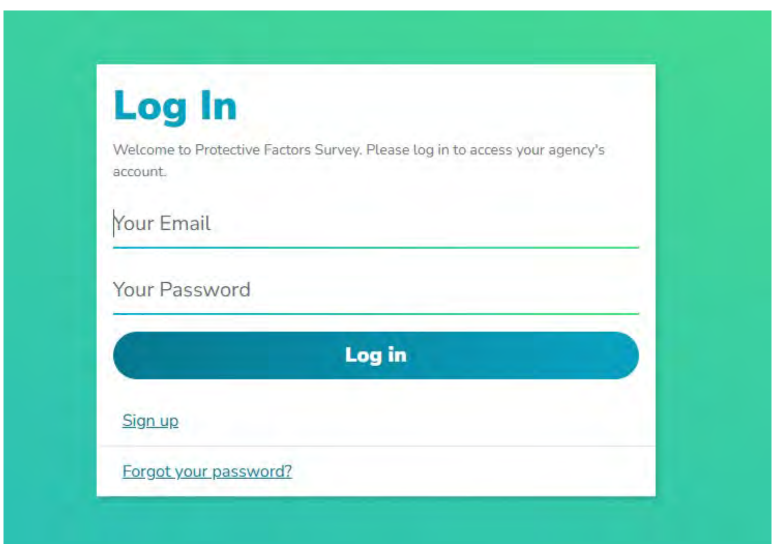
13. Your ready now to get started and will be redirected to https://pfsonline.friendsnrc.org to continue by setting up an agency (see page 17 for more information).

Create an Agency (Existing User)

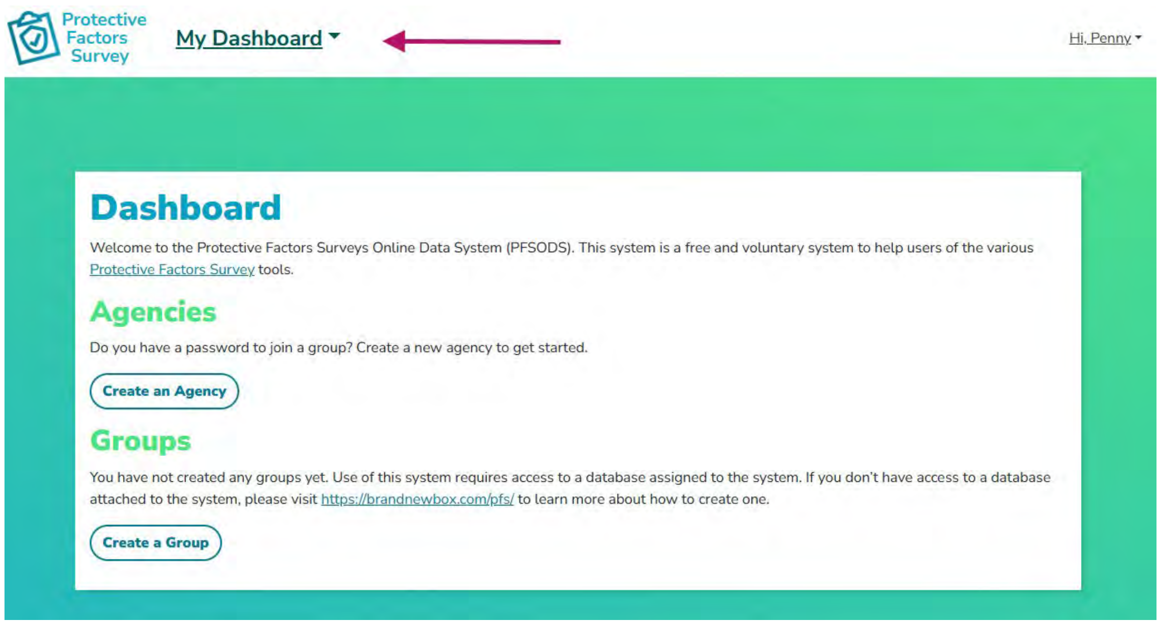
1. If you are not already logged into the system, you will need to do so using the username and password you previously created. Click *Login* in the upper right corner of the screen.



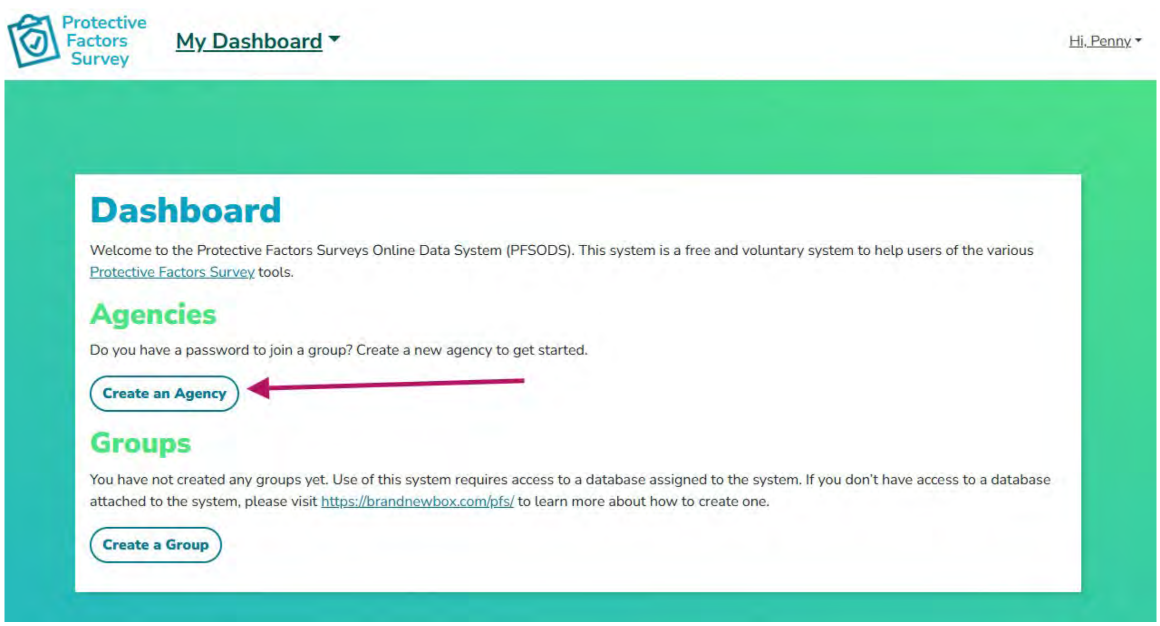
2. Enter the email and password.



3. the My Dashboard interface should pop up once inside the system. If it doesn't, you can access it by clicking on the menu in the upper left and selecting *My Dashboard* from the bottom of the list.



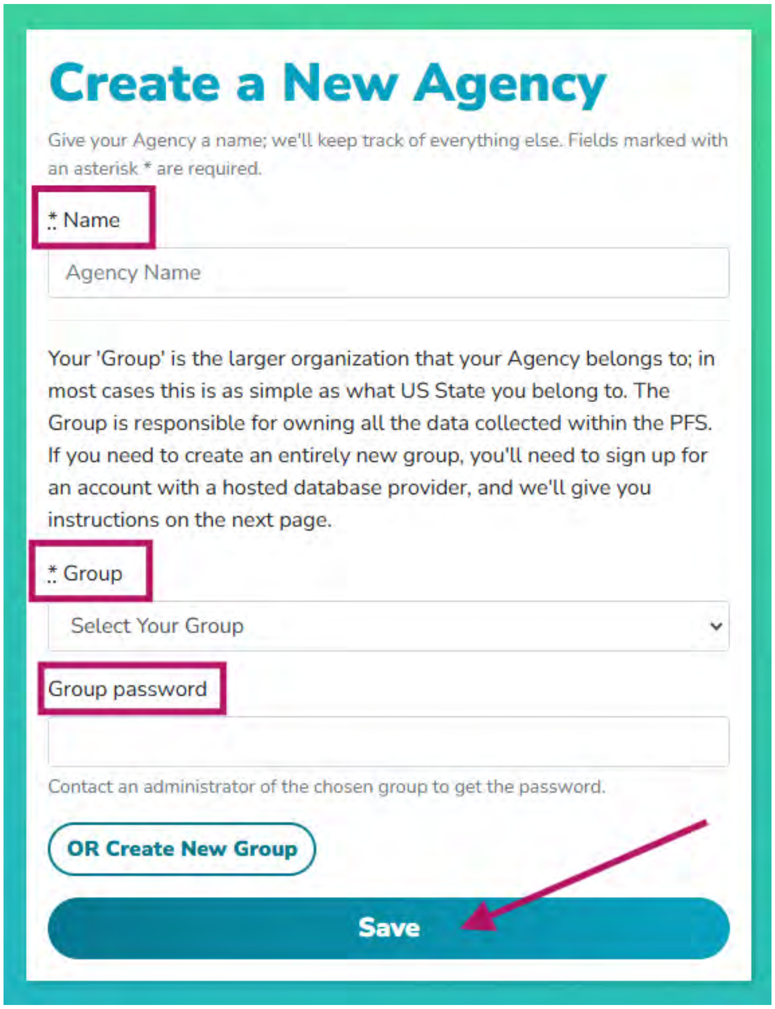
4. Click the *Create an Agency* button.



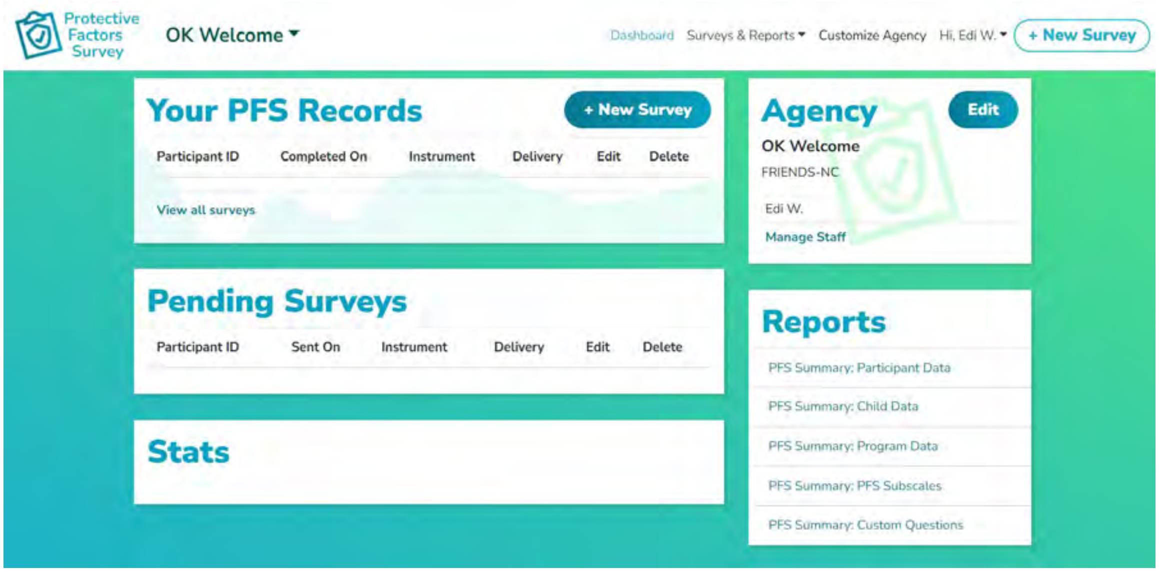
NOTE: You will need the password that was established for your Group. Refer to page 101 to see how to retrieve/reset that password.

5. It's time to give your Agency a name. Fill out a name and ensure that the proper GROUP is selected in the *Group* field below. Also, you will need the *Group Password* you designated in the Group Set-Up phase. Once you have entered all the information, click *Save*. The *Group* is the database you will be using.

NOTE: If you are setting up an agency using a Group created by another entity, you will need the Group Password from that entity. You will need to reach out to them to procure that. If you have *not been invited to join an existing group, you must establish one to get started. Refer to page 6 to learn how to get started.*

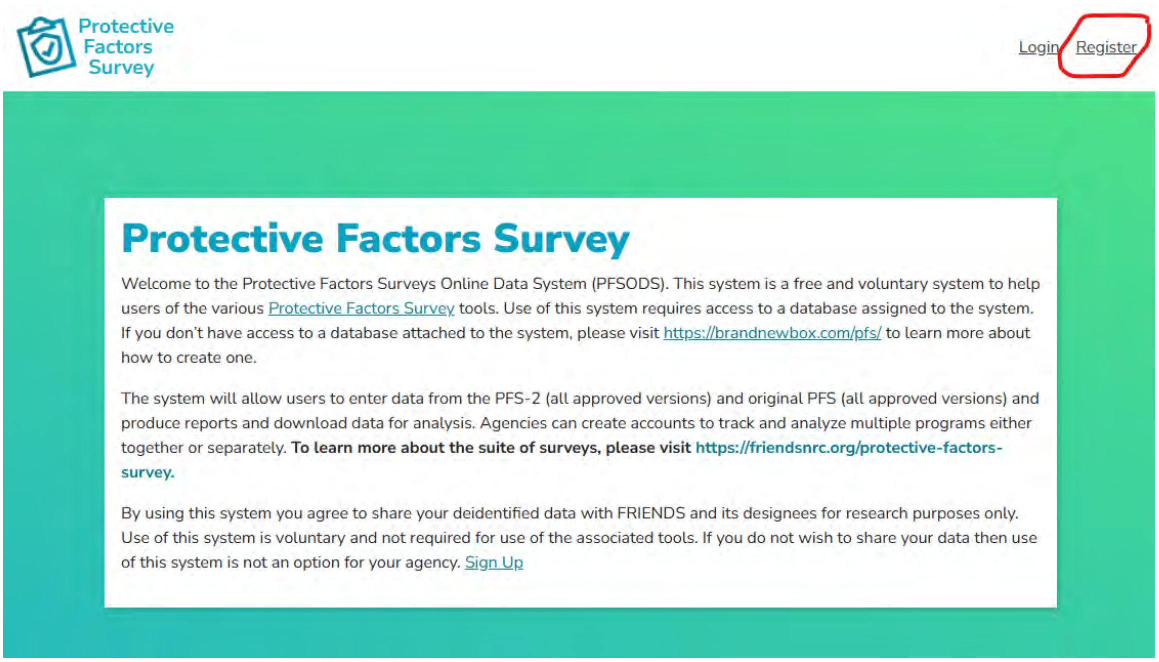


6. And you are done and ready to move on to *Agency Set-Up* on page 24.

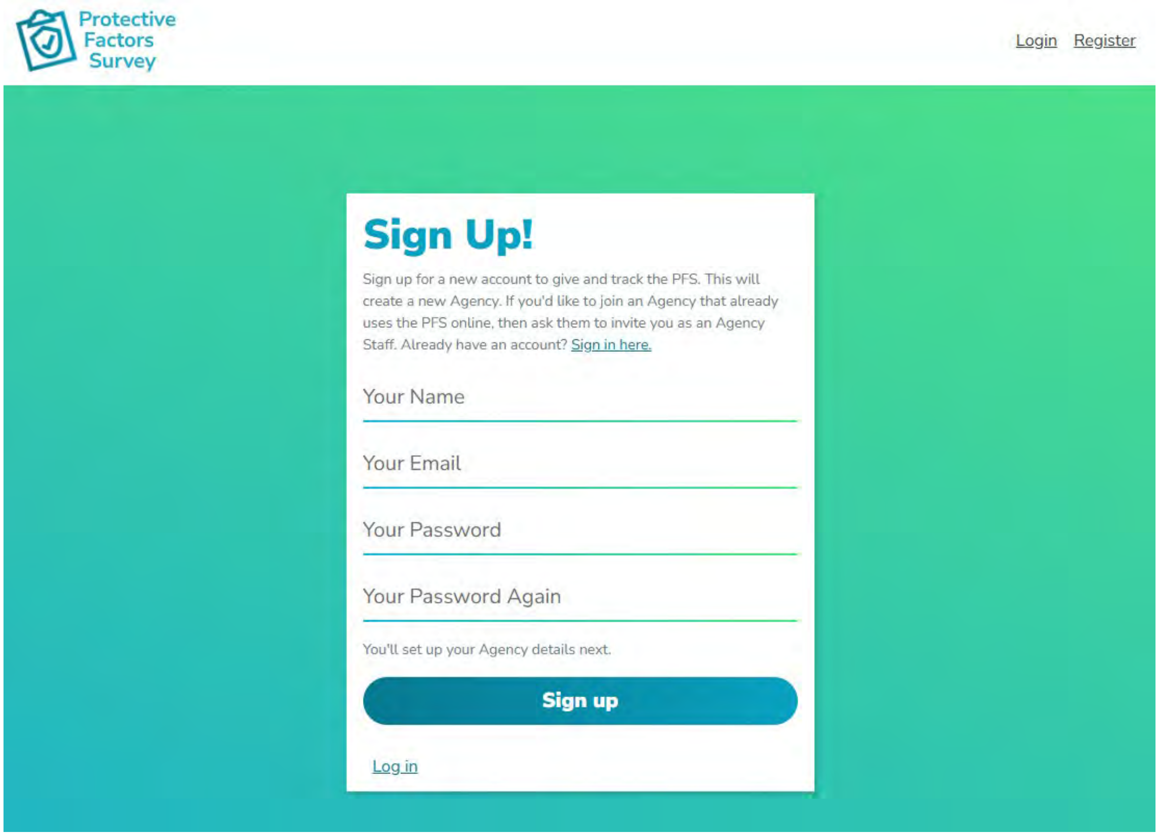


Create an Agency (New User for an Existing Group)

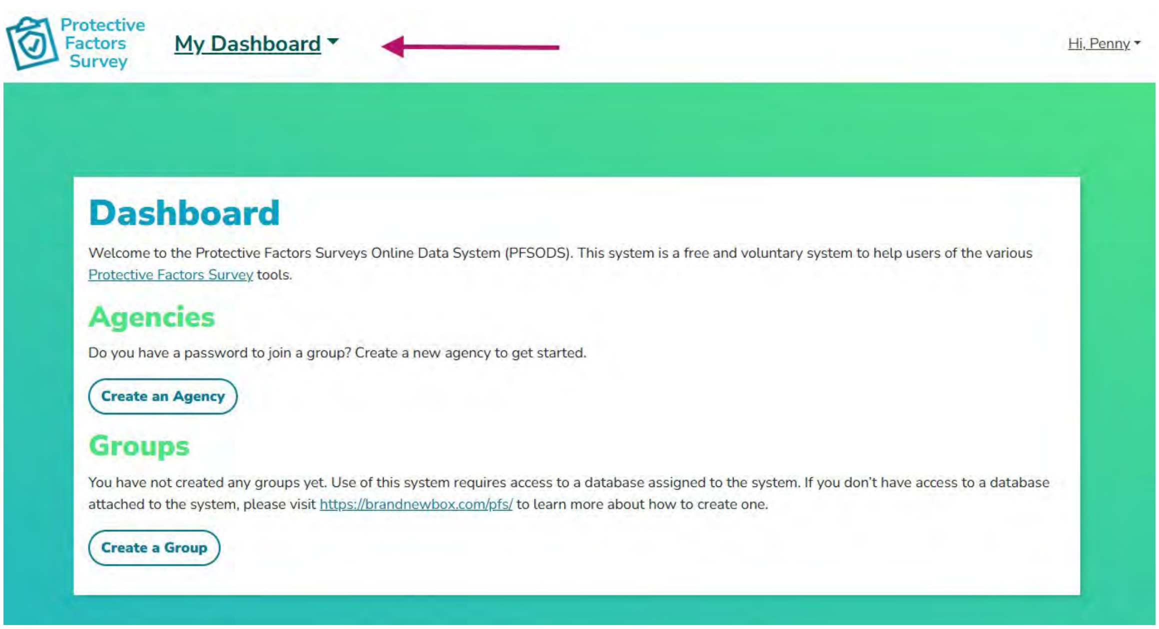
1. Visit https://pfsonline.friendsnrc.org and click on *Register* in the upper right corner.



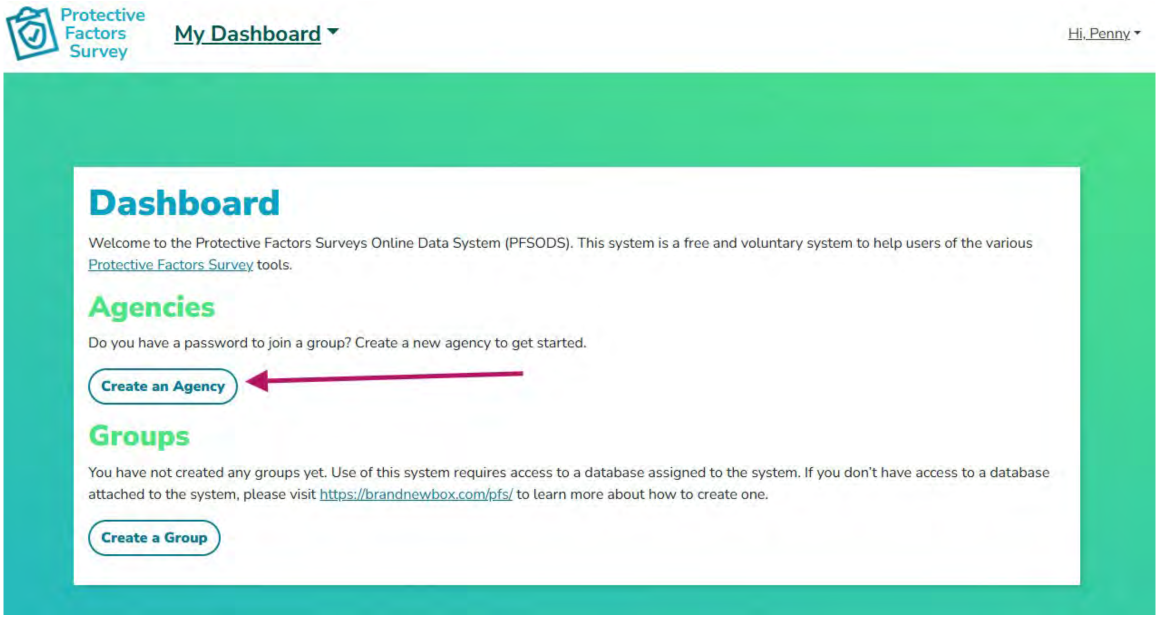
2. Complete the Sign Up box by entering the information. This should be completed by the person managing the Agency. Once you have entered the required information, click *Sign Up*.



3. Once inside the system, the *My Dashboard* interface should pop up. If it doesn't, you can access it by clicking on the menu in the upper left and selecting *My Dashboard*.



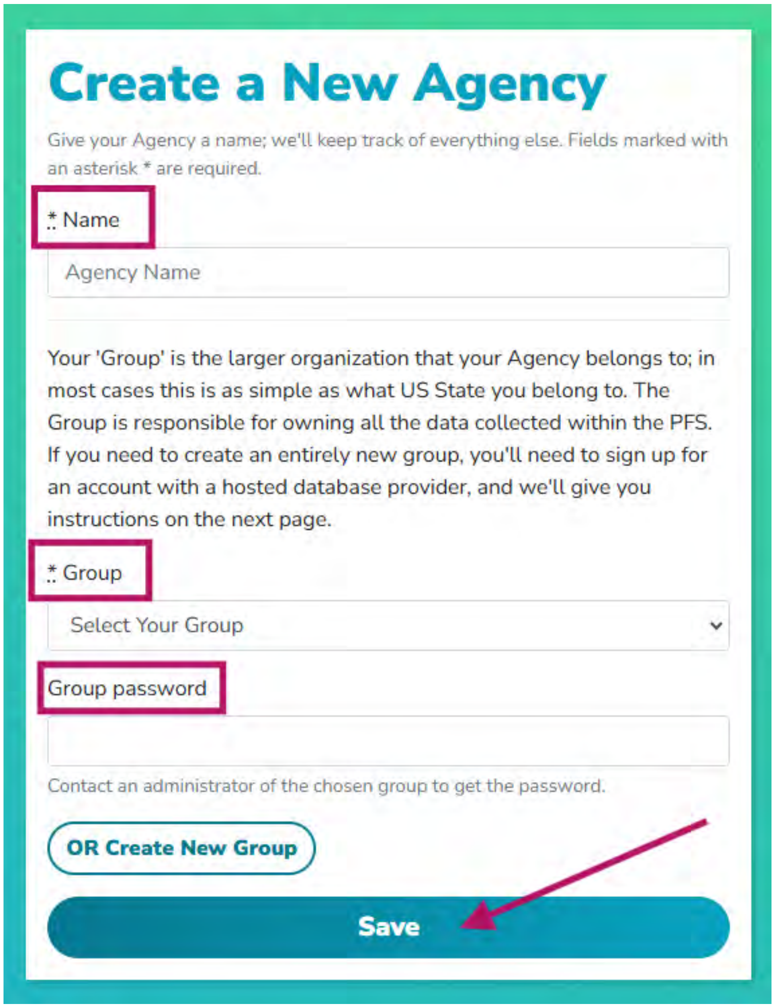
4. Click the *Create an Agency* button.



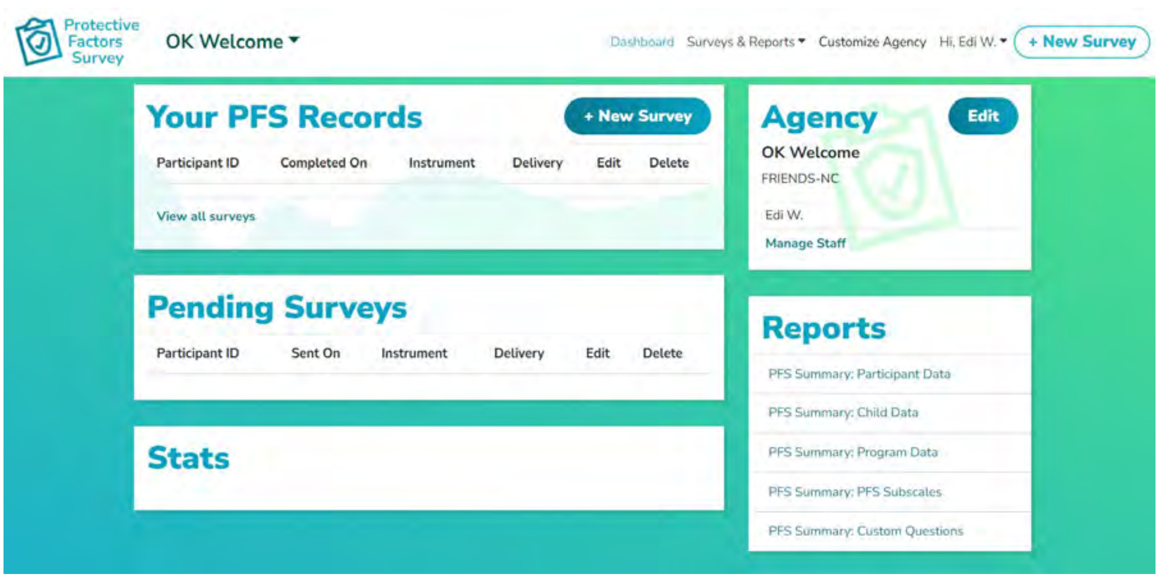
NOTE: You will need the password that was established for your Group. Refer to page 101 to see how to retrieve/reset that password if needed.

5. It's time to give your Agency a name. Fill out a name and ensure that the proper GROUP is selected in the *Group* field below. The *Group* is the database you will be using. Once you have entered all the information, click *Save*.

NOTE: If you are setting up an agency using a Group created by another entity, you will need the Group Password from that entity. You will need to reach out to them to procure that. If you have not been invited to join an existing group, you must establish one to get started. Refer to page 6 to learn how to get started.



6. And you are done and ready to move on to *Agency Set-Up* on page 24.



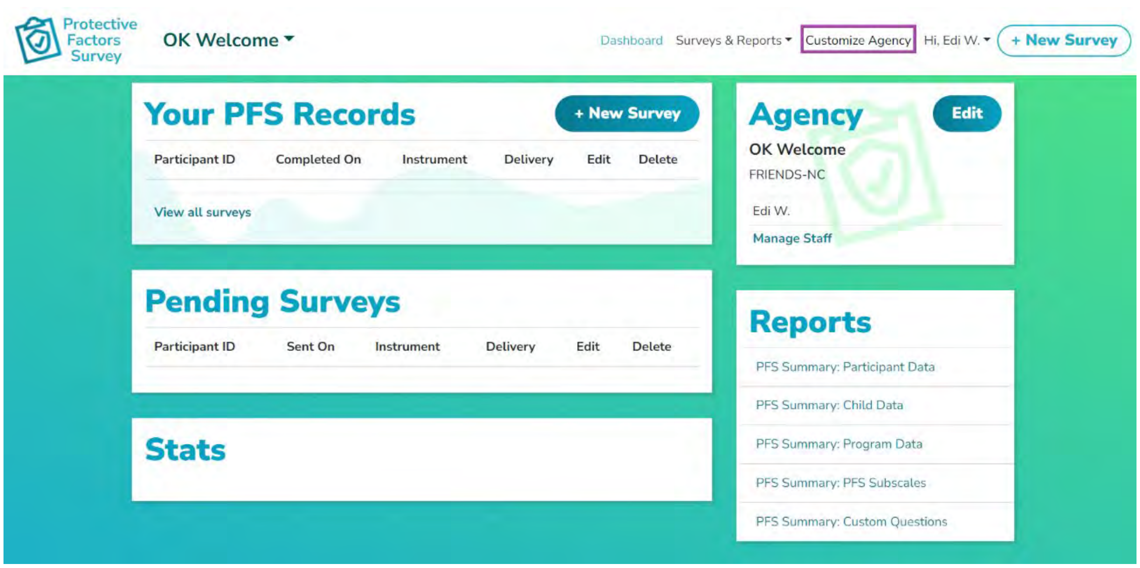
Agency Set-Up

To begin using the system, you will want to work through the various features included in this section which allow you to customize your agency to fit your needs and provide appropriate access to your data to various staff and group administrators.

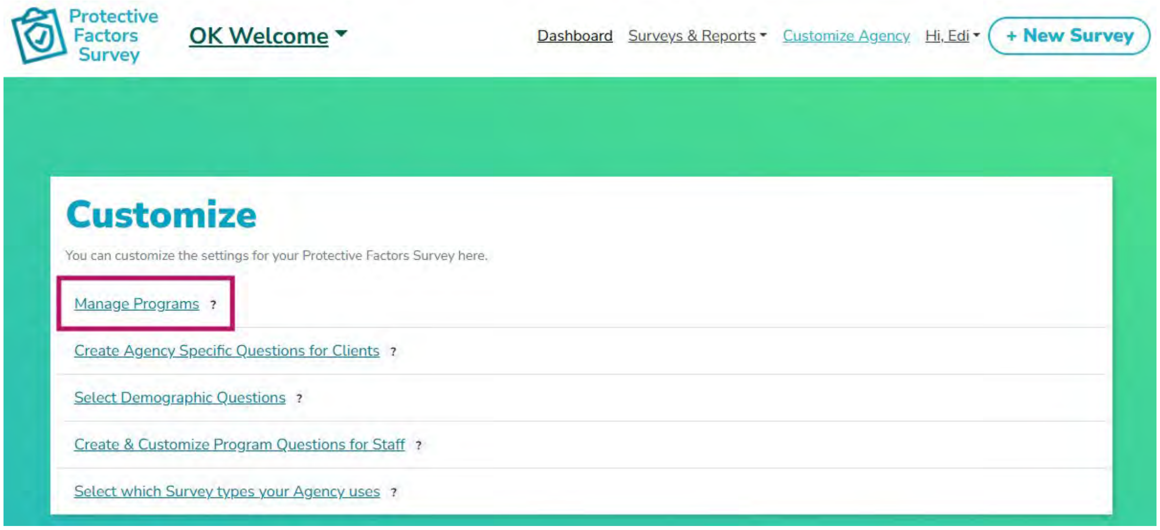
Program Set-up

It's time to customize your agency by setting up Programs. In the top menu, select *Customize Agency.*

NOTE: Program Set-up is a crucial step that will allow your group administrator to view your data (if applicable). If you need to share data with the group owner (i.e., a funder providing your access to the system), you must create at least one program and check the box to allow for data sharing for that data to be seen by the group owner. It also allows you to sort and manage your data in reports quickly and easily. The programs are selected by staff during survey administration (see page 66 for more information).



From the *Customize* screen, click on *Manage Programs*. There are a few items to consider as you set up programs.

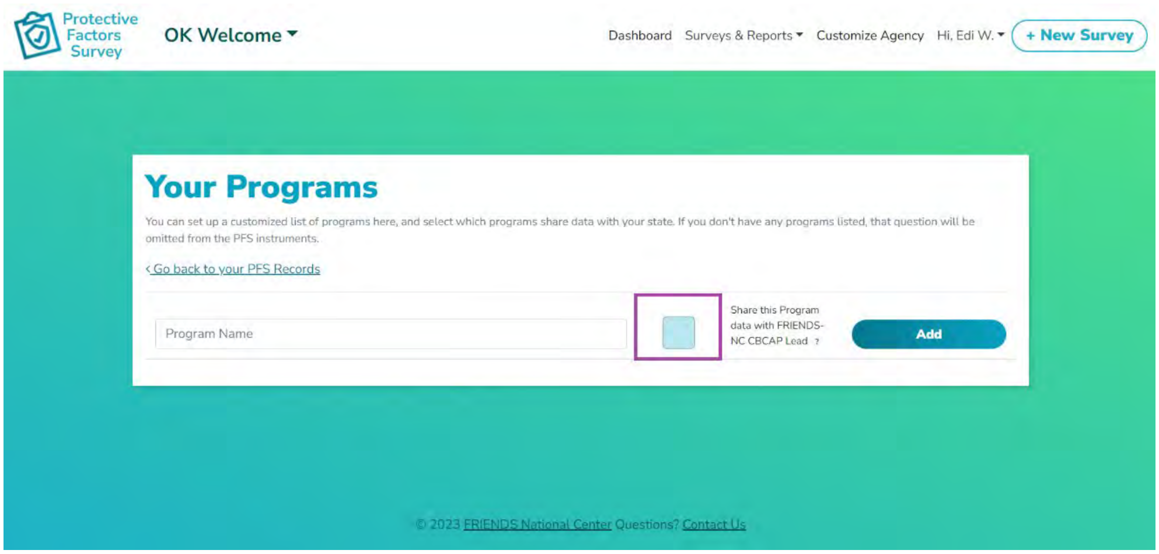


1. **Programs need to be set up before any data entry.** Programs are a critical data organizing step and MUST be done before data entry. If you need to share data with your CBCAP Lead (or other group owner providing access to the system), at least one program must be set up, and the box must be checked. This program will trigger the sharing mechanism.

   *NOTE: Failure to complete this step will prevent data transfer to your CBCAP Lead (or other group owner) and **may result in fees to purchase support** to resolve.*

2. Programs dictate parameters for data analysis. You can run reports on discrete program(s) or aggregate data across many or all programs administering the same PFS survey. If you need to isolate a data set, create a program to identify the data easily. You may enter as many programs as needed.
   a. For example, if you want to sort your data on funding stream and/or service type, you should create a program for the funding stream(s) and the service type(s). Then, you can run reports using those programs as variables to sort/select data to include or exclude.
   b. For example, if you set up programs for funding source a, funding source b, and funding source c – you can run reports isolating each of those or just for b and c, or a and c. If you set up programs for home visiting, clothes closet, and parent support, you can run reports isolating those programs individually or consolidating any variation.
   c. ***If you are a CBCAP-funded agency participating in a statewide database, you must ensure you have at least one program associated with that funding and check the box to share your data where required with your CBCAP State Lead Agency.*** The checkbox **CAN'T** be edited after program creation. Do not check the box for programs you want to collect data on, but that does not need to be shared with the State CBCAP Lead (or other Group administrator).
   d. *If you are a group owner for a sole agency, you should create a program(s) for your agency and **check the box on every program** created so you can run reports in the agency or group*

report features equally. Setting up programs will allow you the same capabilities for data sorting as mentioned above, so you must also complete this step.

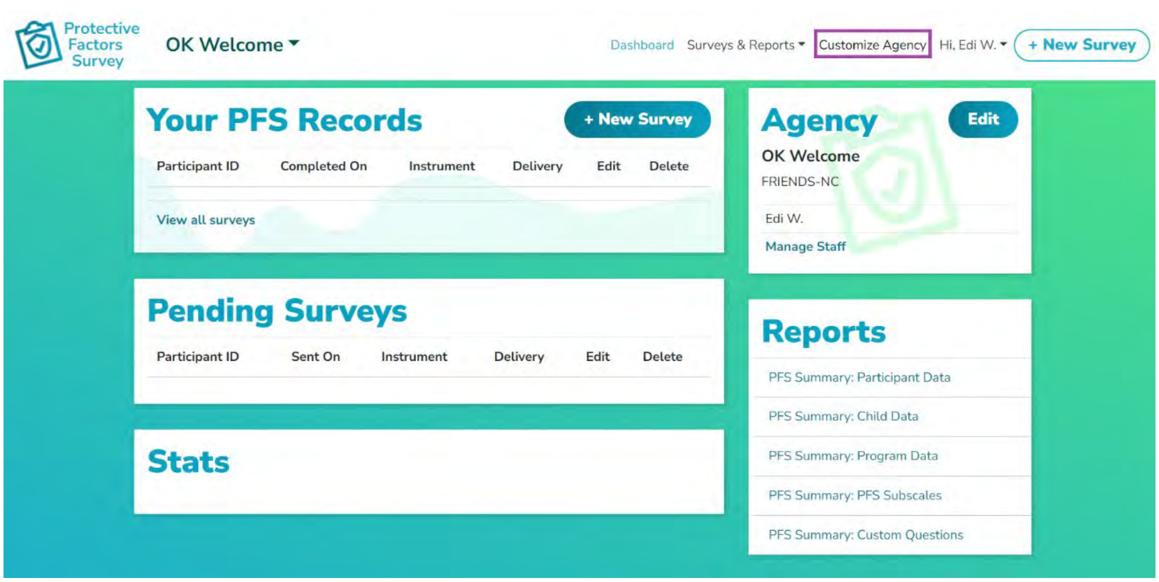


To add a program you are sharing data on, add a program name, click the box, and click *Add*.

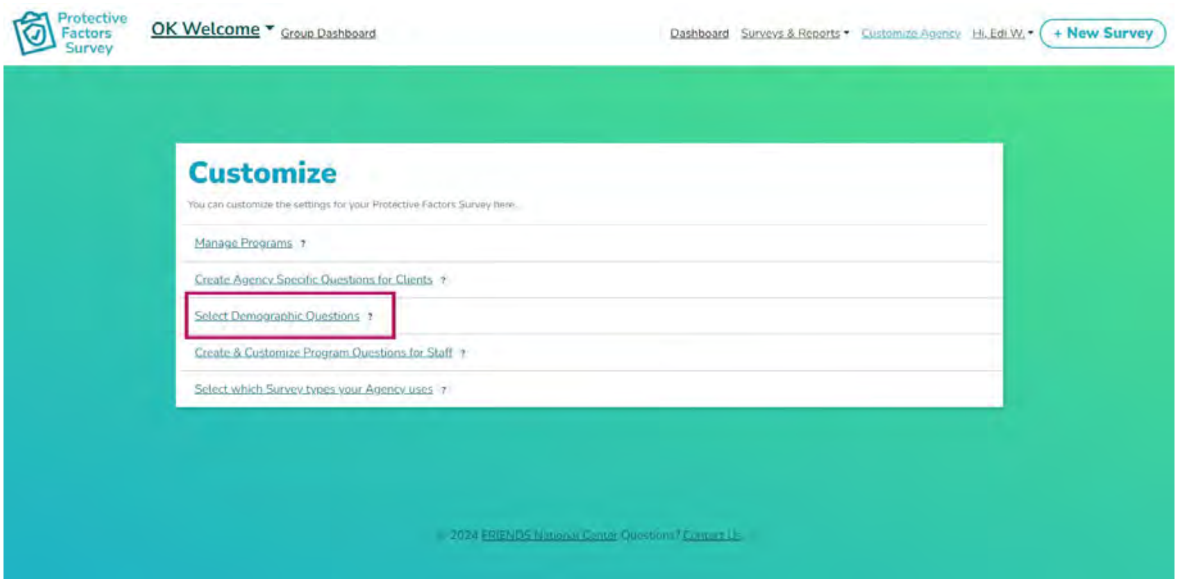
NOTE: You cannot edit this feature after the program is created. Therefore, this step is crucial in the program set-up to ensure you share data with your funder appropriately.

Customizing Demographics

This feature allows you to edit demographics for your agency. In the top menu, select *Customize Agency.*

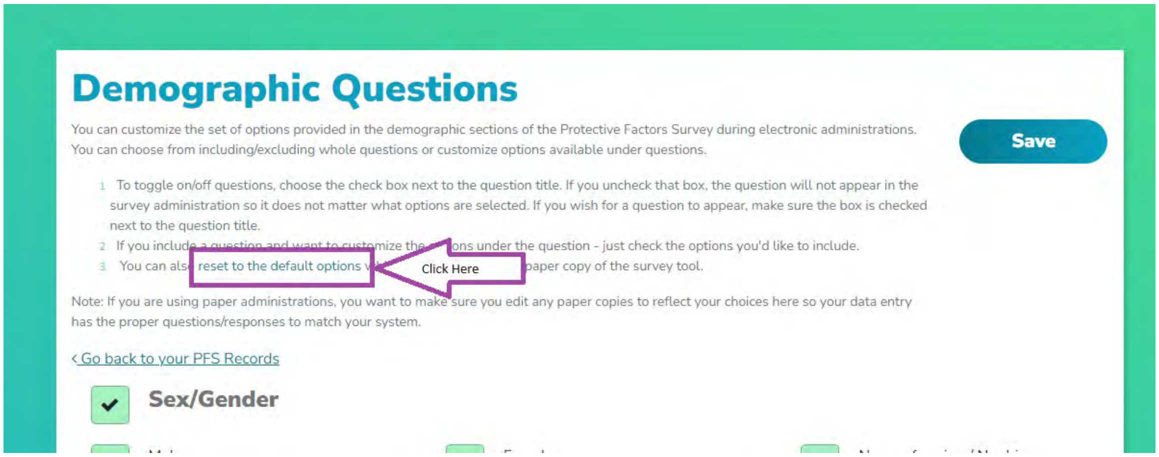


From the *Customize* screen, click on *Select Demographic Questions* in the Customize box.



You can customize the options provided in the demographic sections of the Protective Factors Survey during electronic administrations. For example, you can choose from including/excluding whole questions or customize options under questions. You can turn off all demographic options if you don't need to collect that information as part of your Survey administration.

1. To toggle on/off questions, choose the check box next to the question title. If you uncheck that box, the question will not appear in the survey administration, so it does not matter what options are selected. If you wish for a question to appear, check the box next to the question title.
2. If you include a question and want to customize the options under the question - check the options you'd like to include.
3. You can reset the default options matching the survey tool's official paper copy as found on the FRIENDS website by selecting *reset to default options in item #3 at the top of the page.*

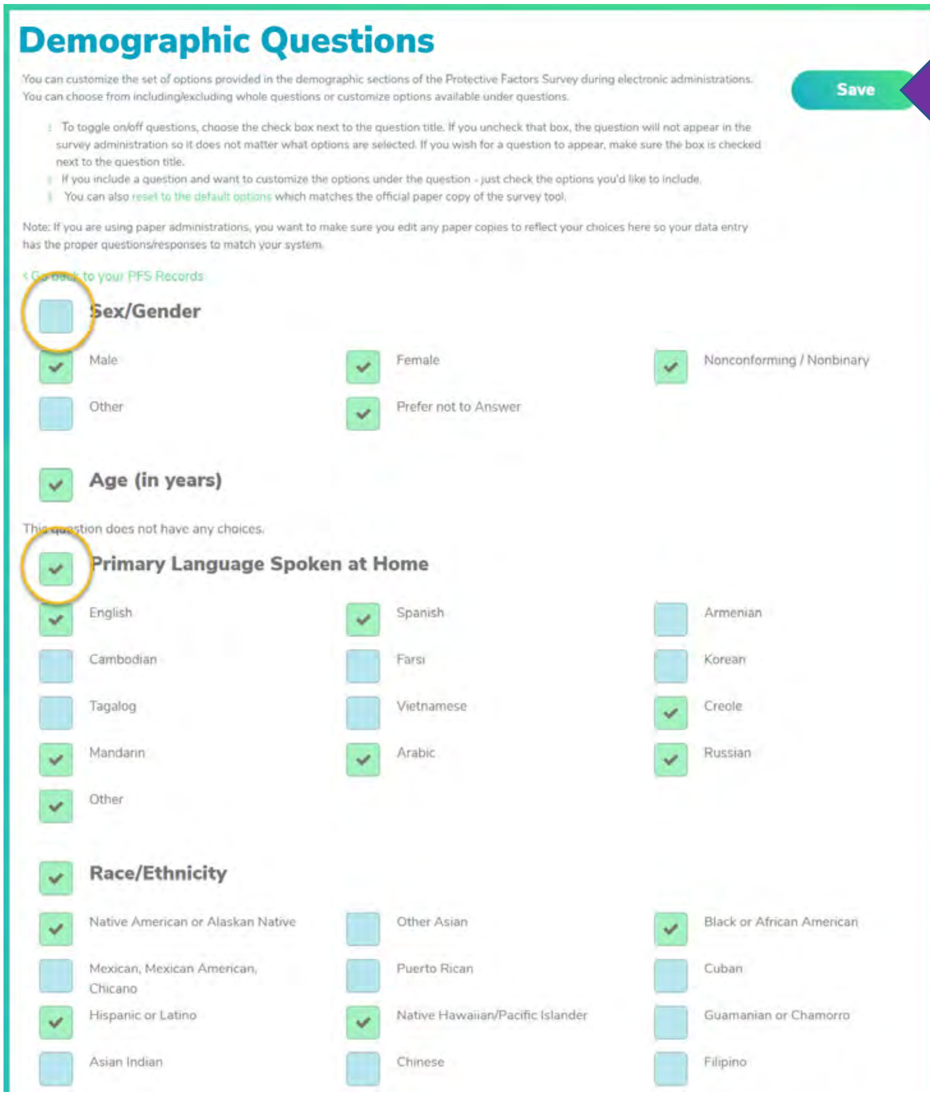


4. Be sure to click *Save* at the top of the page before leaving this area.

NOTE: Customizations will apply to all programs in your agency and appear on every survey administration.

The items selected for Sex/Gender will also be utilized for the Add Child questions. If you are not using this question for adult participants, you will want to ensure you have the appropriate items checked as responses for the child question.

If you use paper administrations, you want to edit any paper copies to reflect your choices so your data entry has the right questions/responses to match your system. You can print a blank, customized survey from inside the system. See the instructions on p. 61.

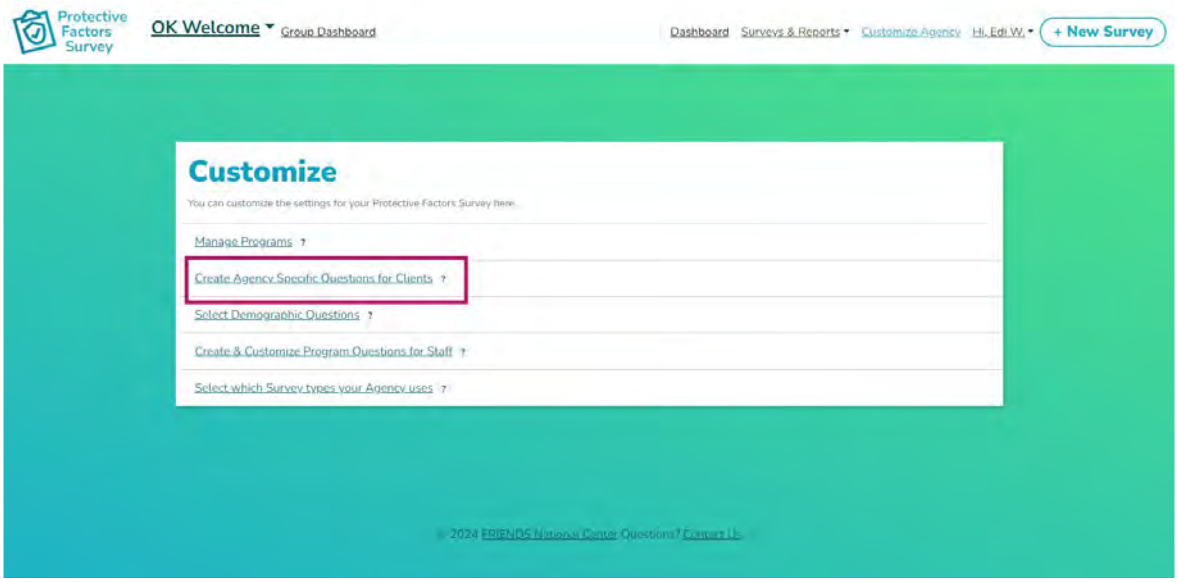


Don't forget to click save

Working with Custom Questions for Clients

You can create custom questions for clients. These questions will show up in all surveys administered in your agency.

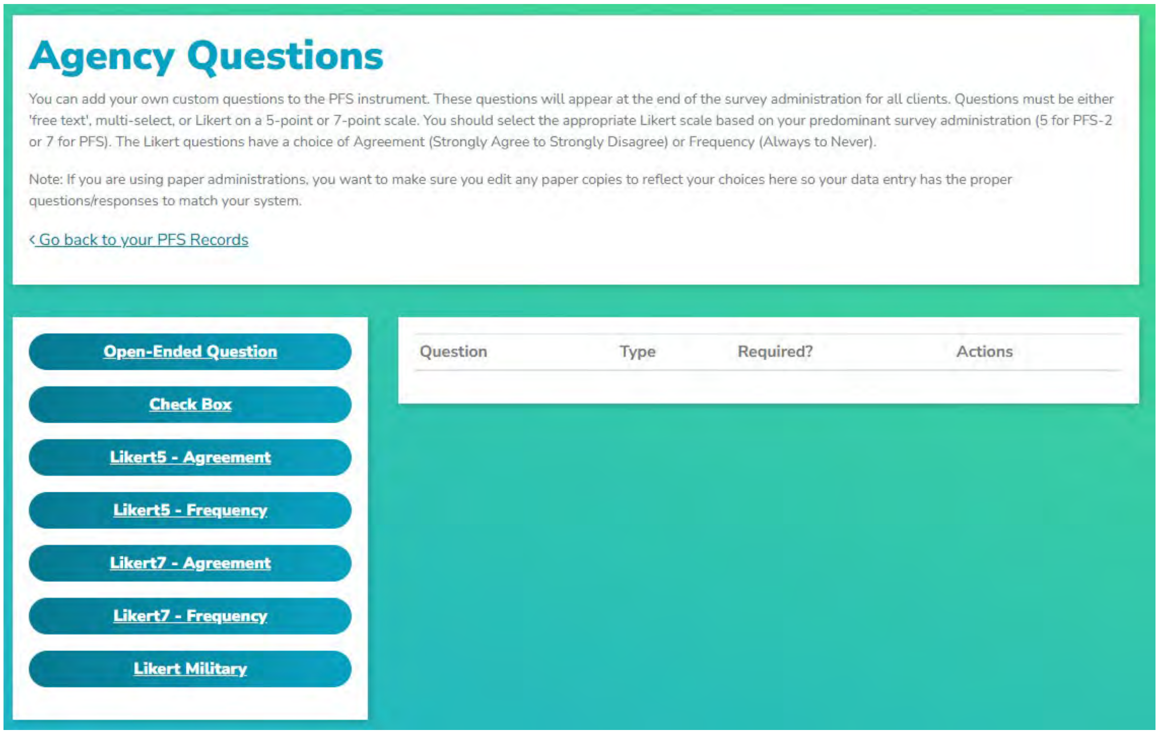
From the *Customize* screen, click on *Create Agency Specific Questions for Clients* in the Customize box.



NOTE: These are applicable across all programs at the Agency Level. They cannot be program-specific.

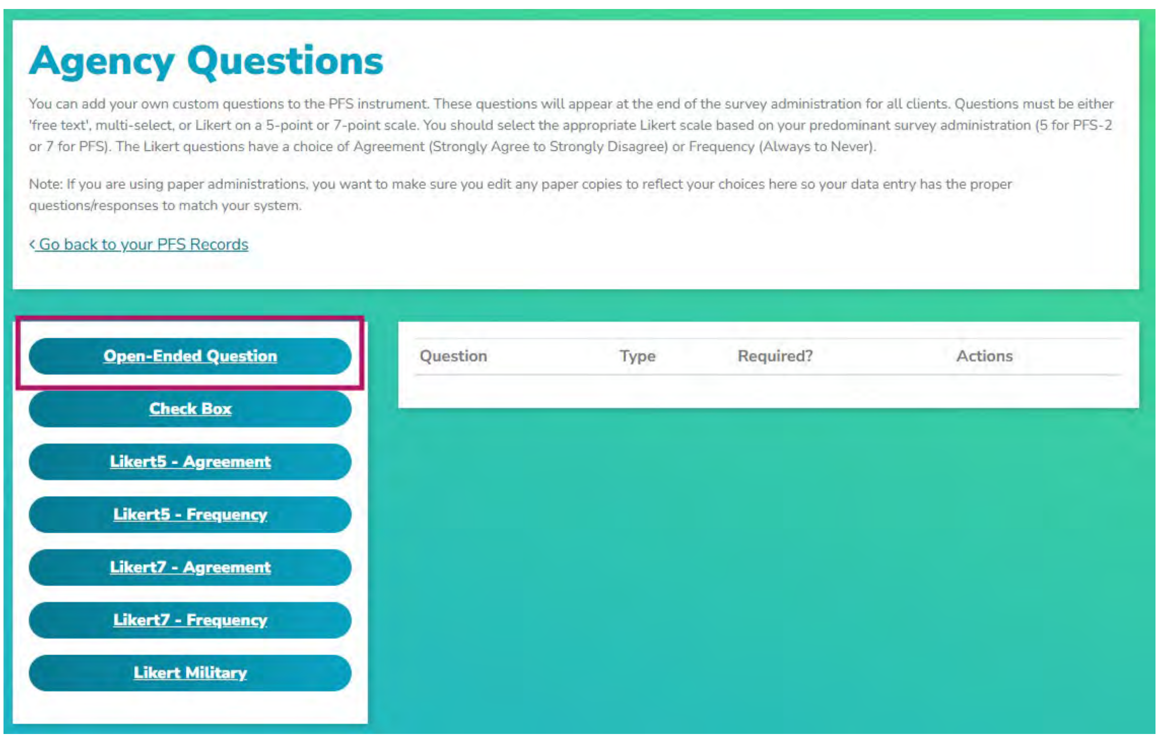
You will be taken to this interface once you click *Create Agency-Specific Questions for Clients*. You can define four types of questions.

1. Open-Ended Question
2. Check Box
3. Likert- Agreement (on a 5-point or 7-point scale)
4. Likert- Frequency (on a 5-point PFS-2 scale, a 7-point scale, or the PFS-MF 5-point scale)

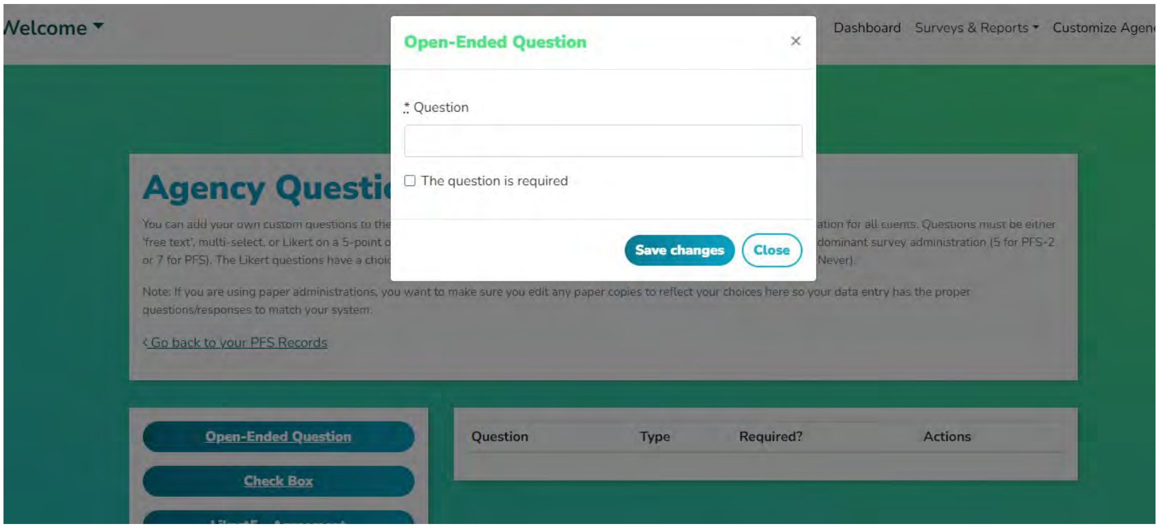


Defining Questions

1. An *Open-ended Question* is a free text response.
   a. Select the *Open-Ended Question* button.

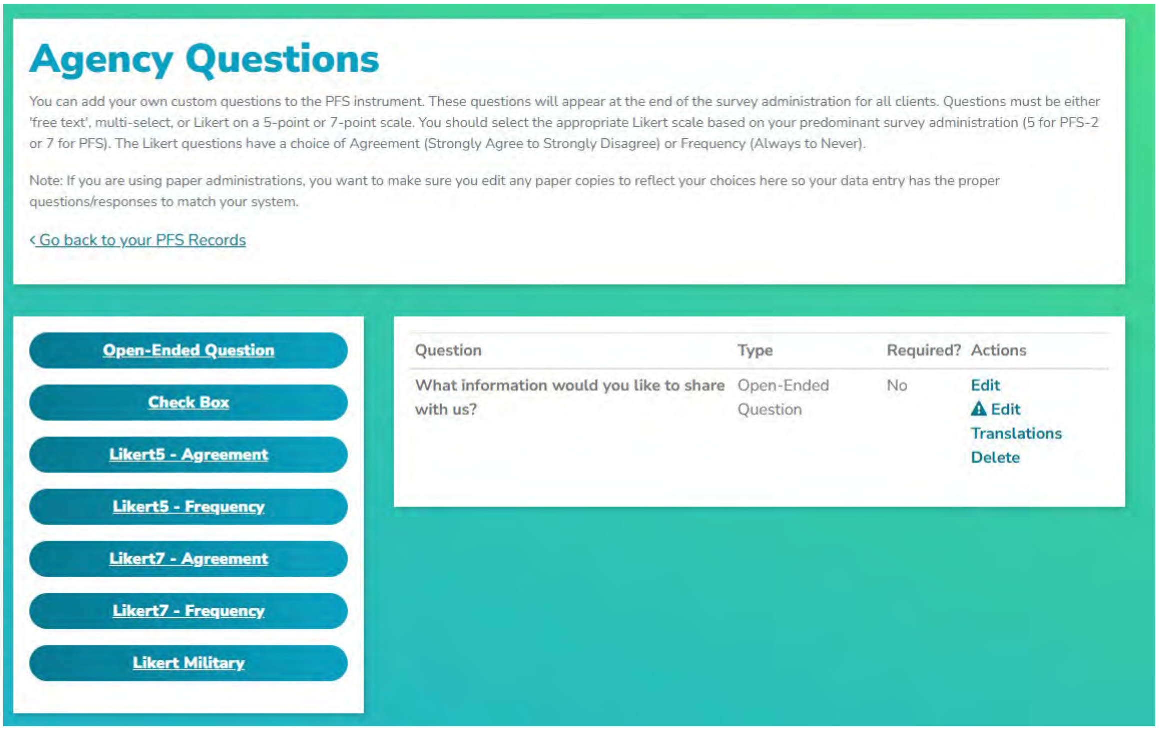


   b. A dialog box will appear that allows you to enter text for the question.

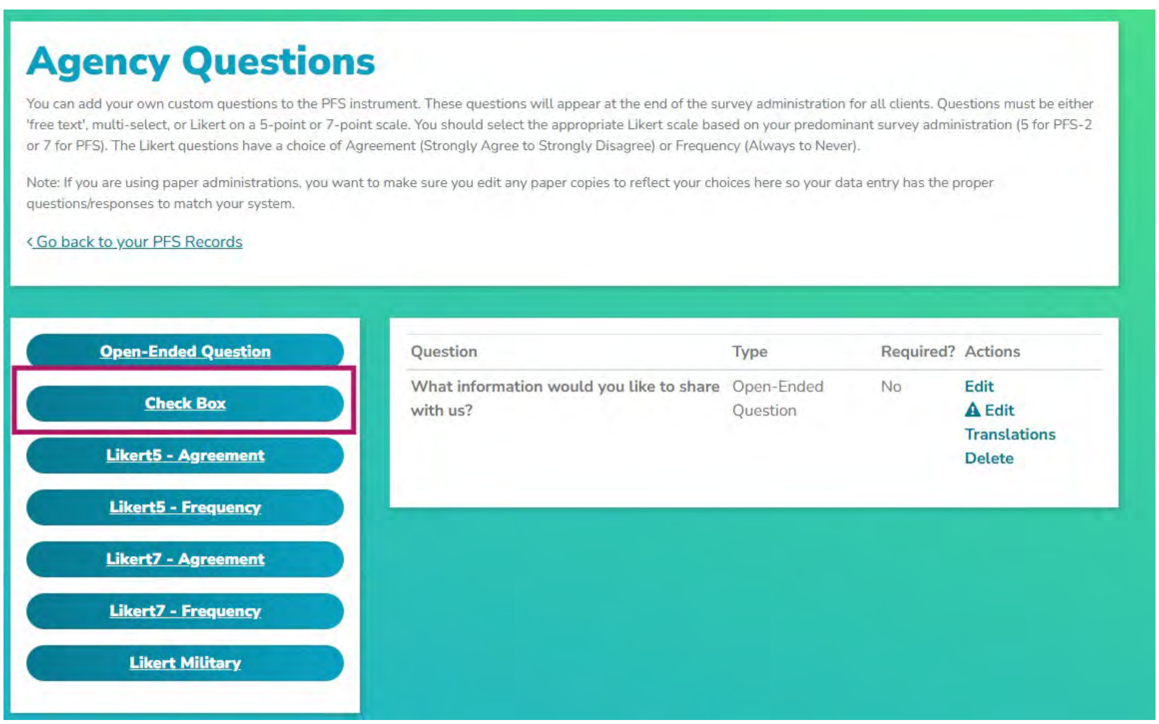


c. After entering the text for your question, you can choose if the question will be required to answer before submitting the survey.
d. Click *Save Changes.* You will see the item appear in the question box. You can edit the question from that box, enter a translation (recommended if you are using Spanish PFS tools), or delete the question.

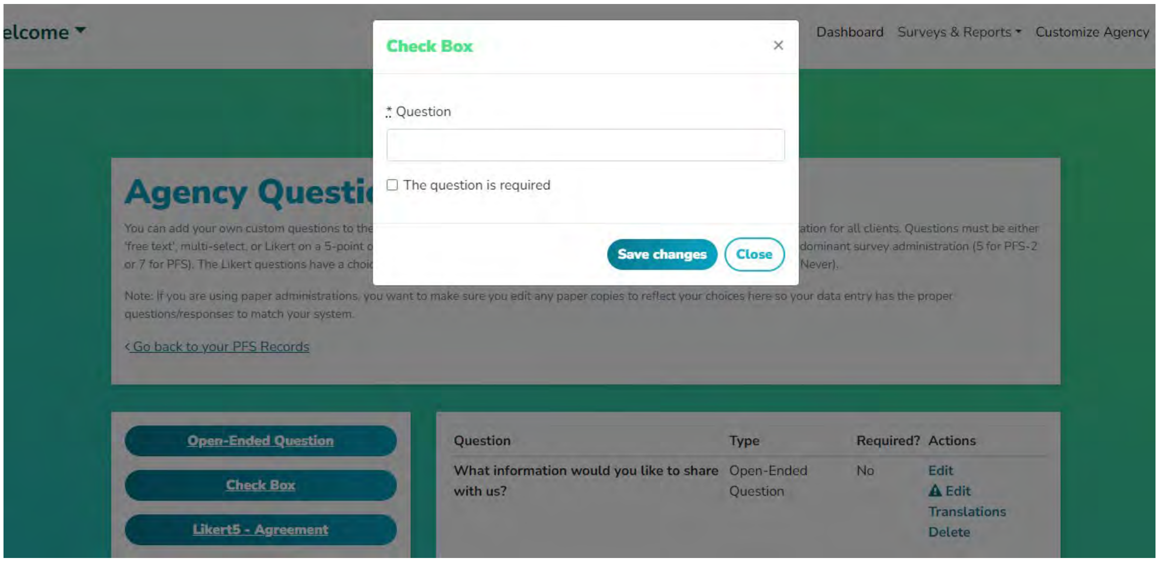
NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.



2. *Check Box* is a multi-response item that allows you to define the question and answers. You can define as many response items as you like, but you can't limit the respondent to one response.
    a. Select the *Check Box* button.



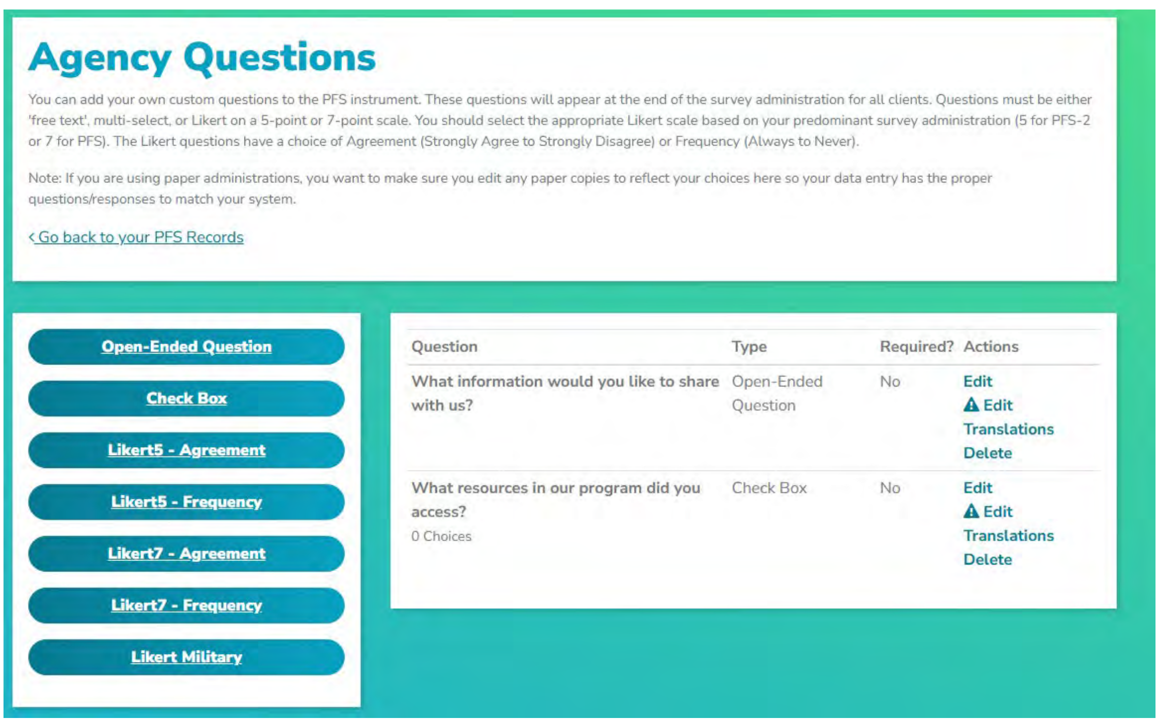
b. A dialog box will appear that allows you to enter text for the question. You will enter your response options in a moment.



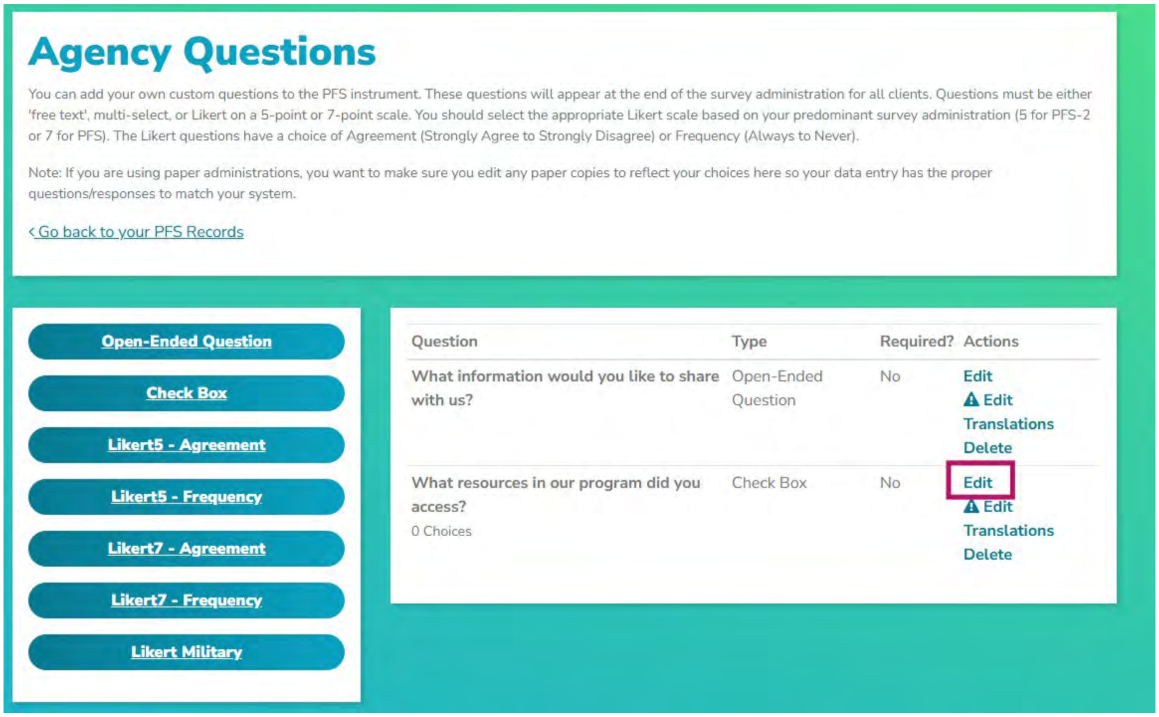
c. After entering the text for your question, you can choose if the question will be required to be answered before submitting the survey.

d. Click *Save Changes.*

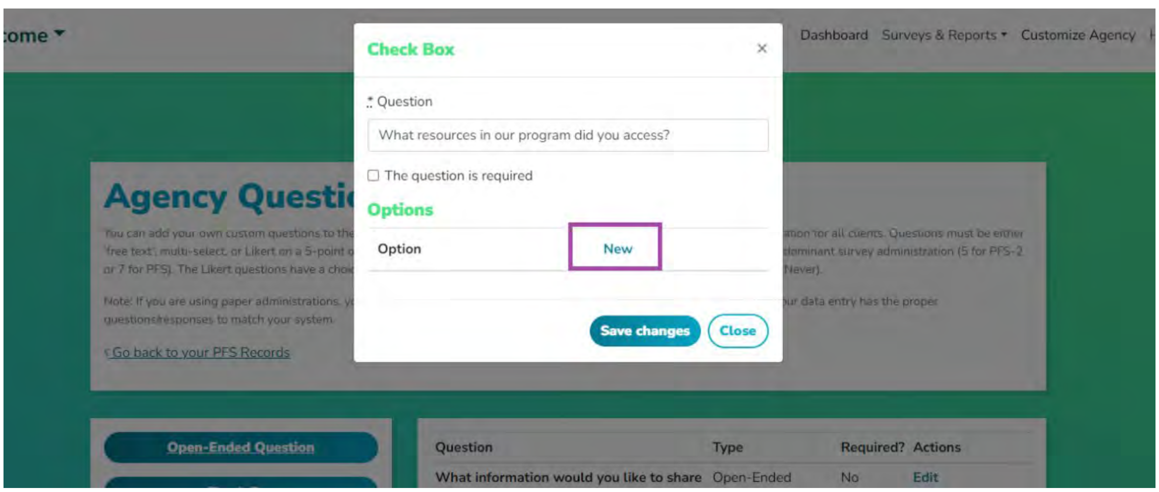
e. You will see the item appear in the question box.



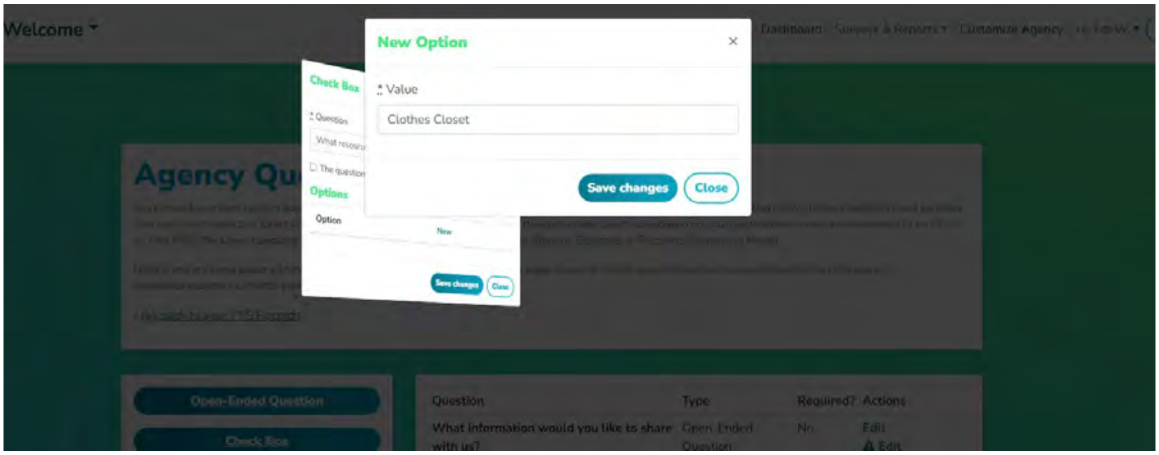
f. To enter responses for the question, click on the Edit option.



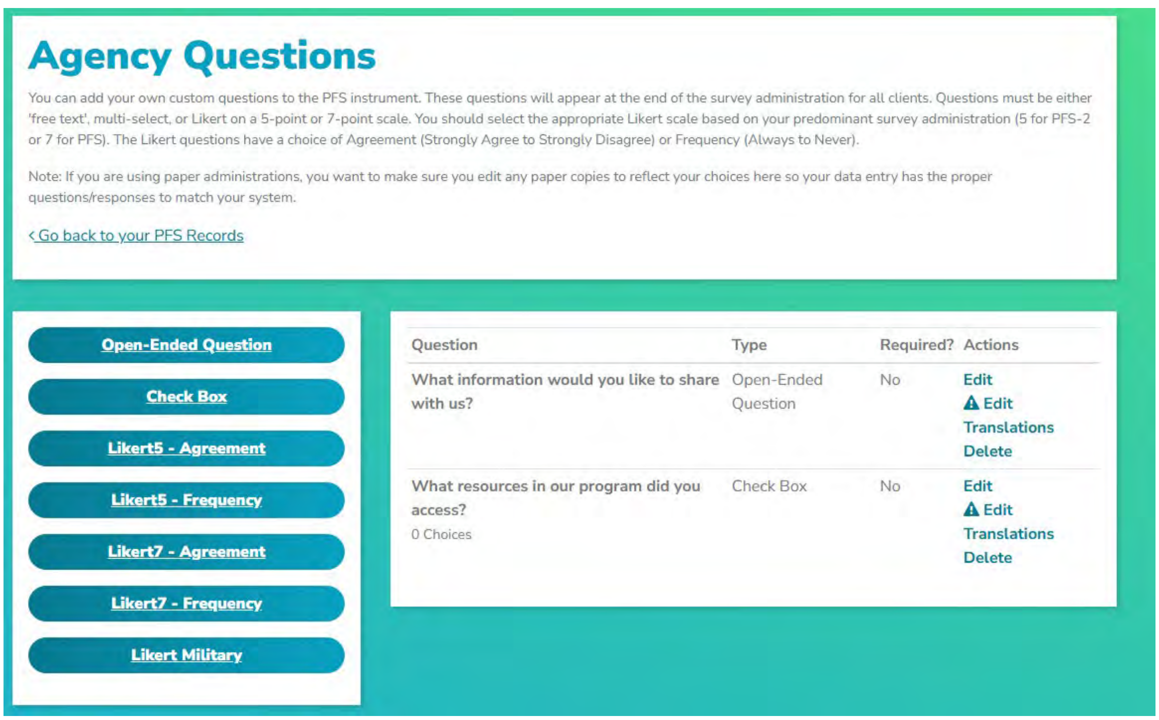
g. A dialog box will appear that allows you to enter the responses. To begin, click *New*.



h. Another dialog box will appear that allows you to enter a value. Then click *Save Changes*.



i. You can then enter an additional option by clicking *New*. You can also edit any options present by clicking *Edit* or delete any options by clicking *Delete*.
j. Once you have entered all options, click on *Save Changes.*
k. You will see the item appear in the question box.

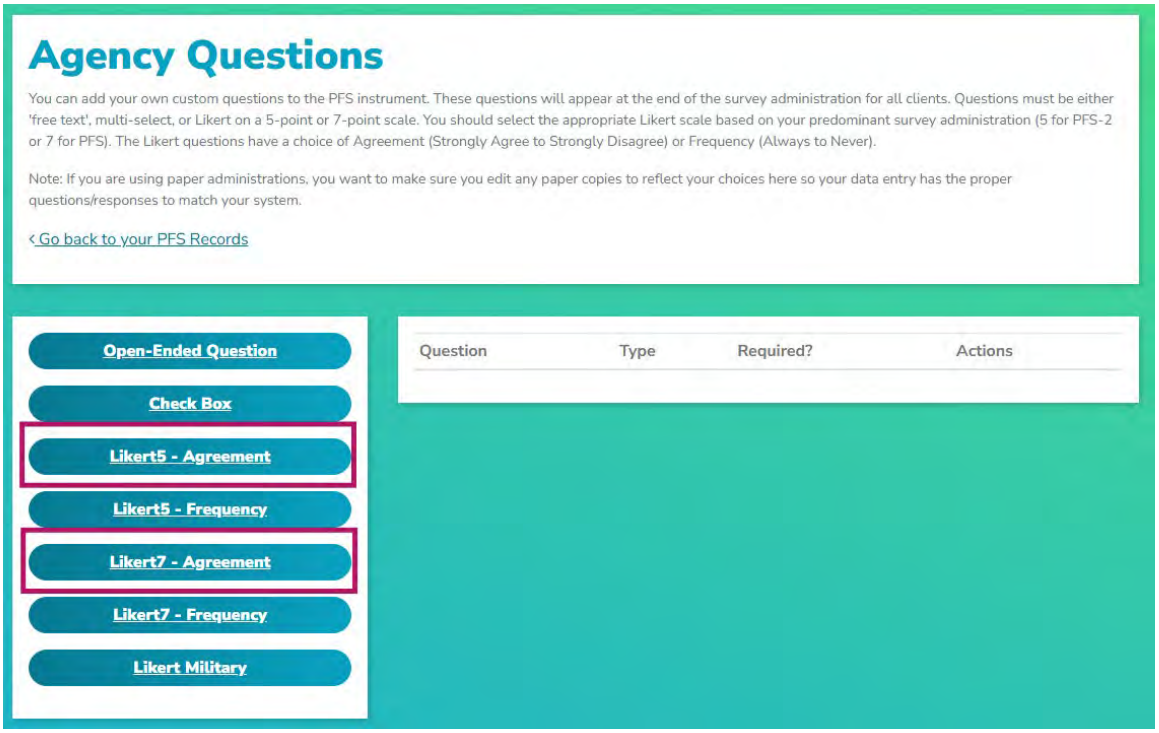


l. You can edit the question further from that box, enter a translation (recommended if you use Spanish PFS tools), or delete the question.

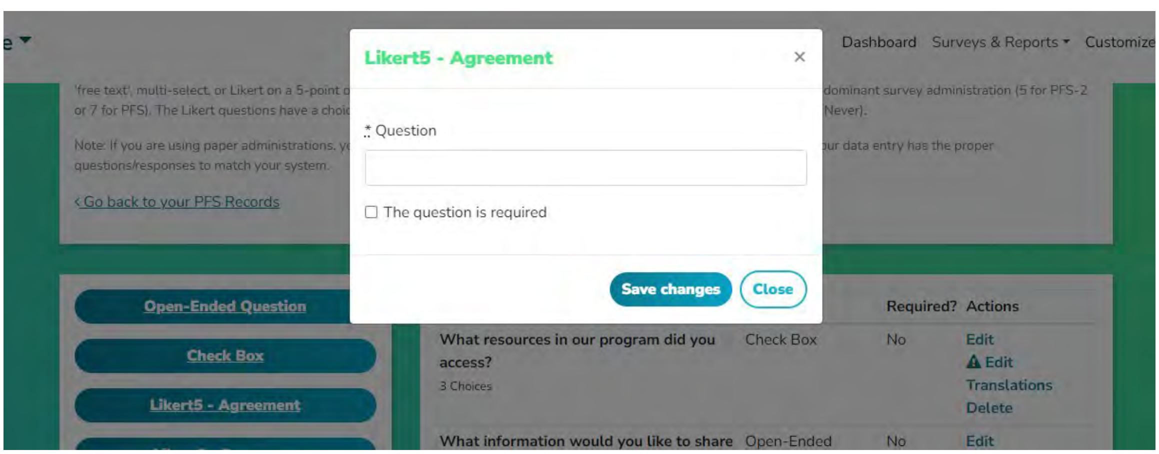
NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

3. *Likert Agreement* is a question utilizing a scale of Strongly Agree to Strongly Disagree.

a. Select the appropriate *Likert Agreement* button. (Agencies using the Original PFS versions should choose the Likert7, and those using PFS-2 or PFS-MF versions should choose the Likert5 to maintain consistency in the response scale based on the PFS version used).

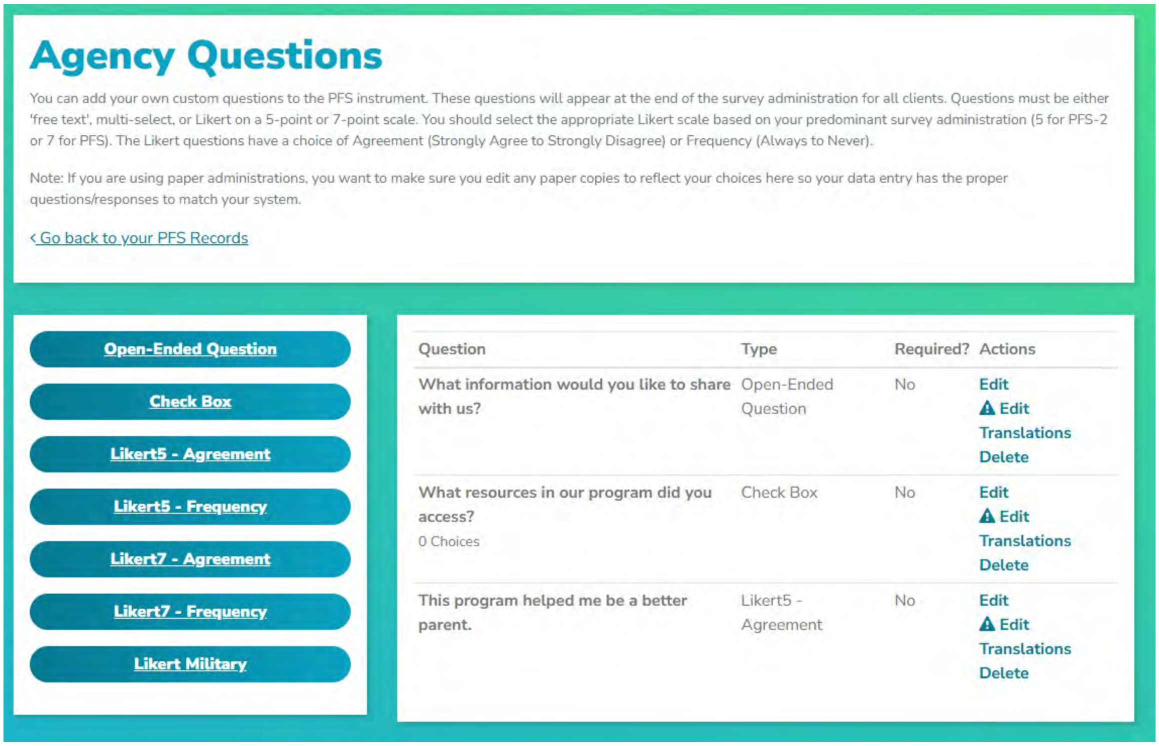


b. A dialog box will appear that allows you to enter text for the question.



c. After entering the text for your question, you can choose if the question will be required to be answered before submitting the survey.

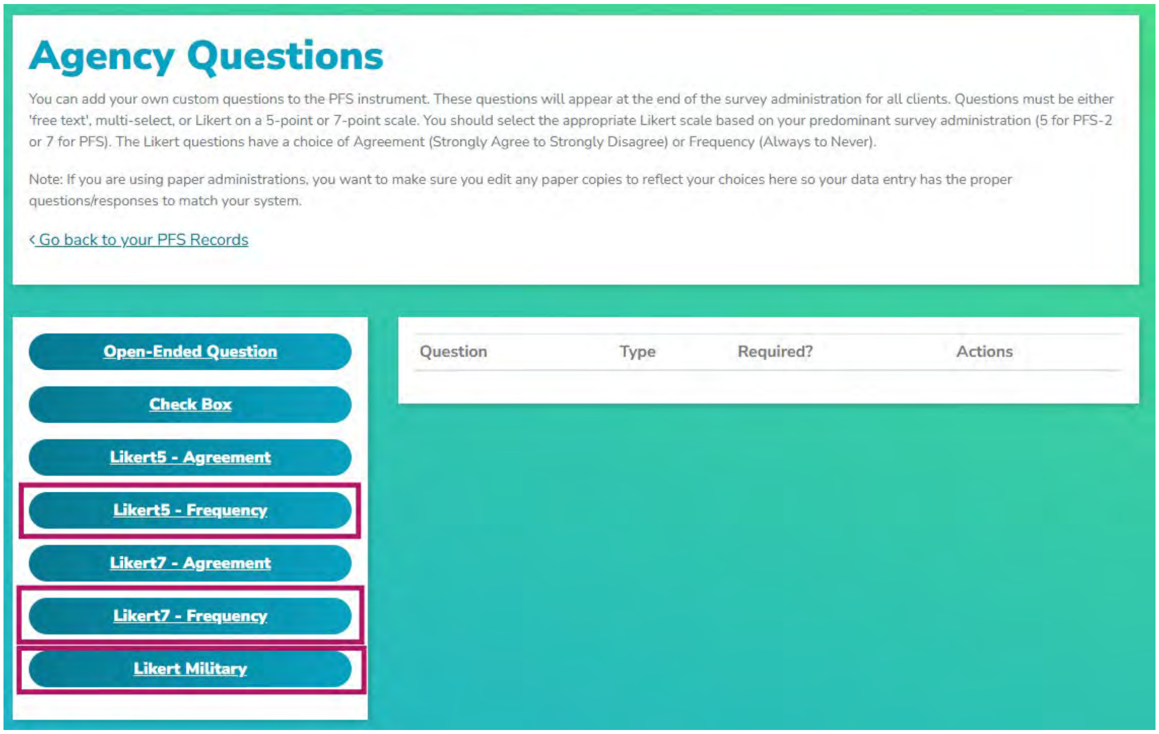
d. Click *Save Changes.*



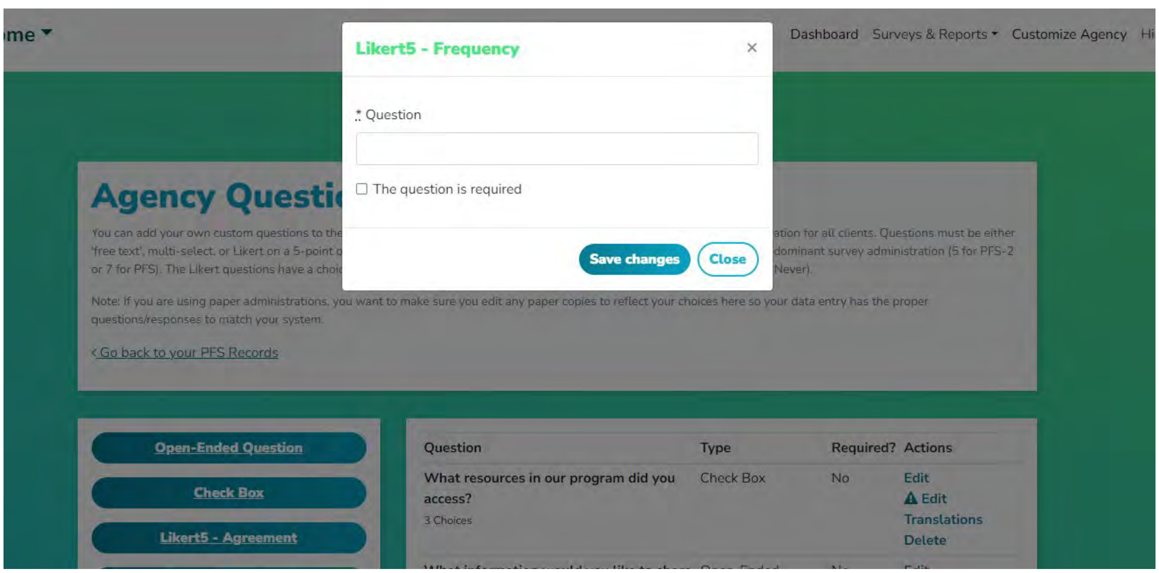
e. You will see the item appear in the question box. You can edit the question from that box, enter a translation (recommended if you use Spanish PFS tools), or delete the question.

NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

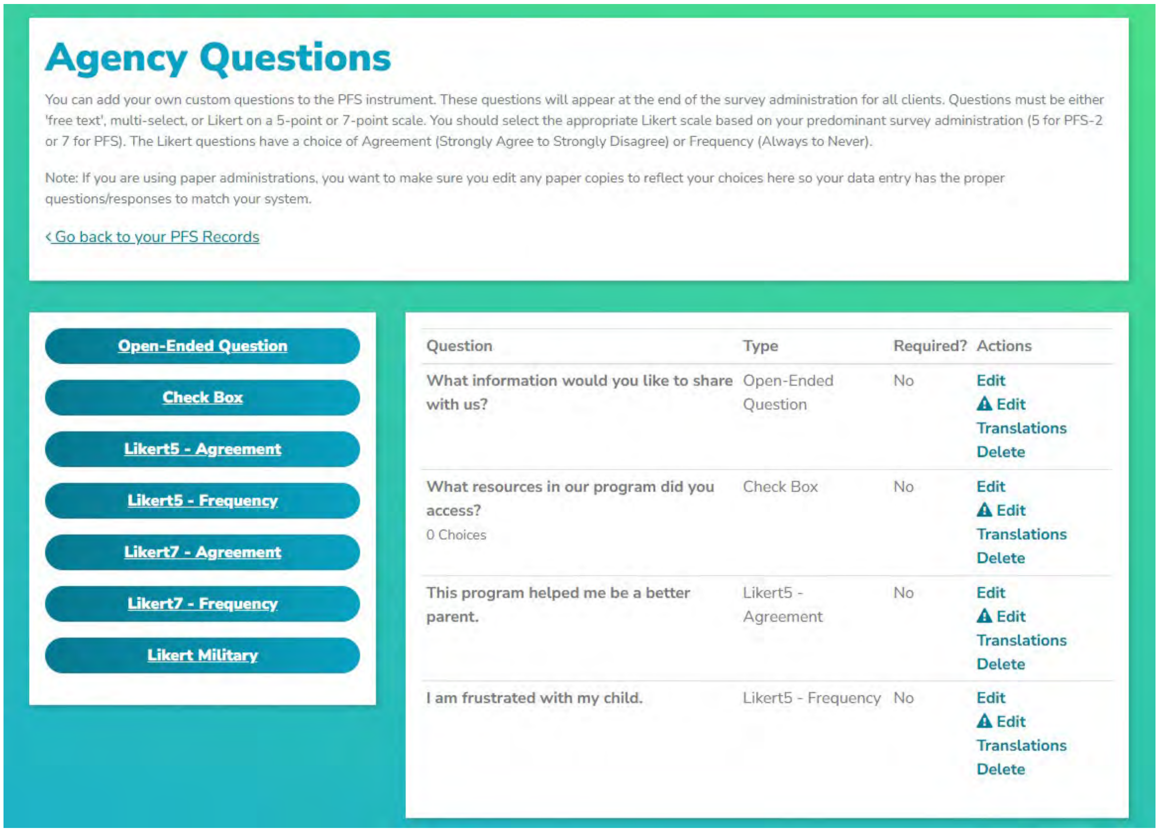
4. *Likert Frequency* is a question utilizing a scale of Never to Almost Always (Likert5 and Likert7) or Almost Never to Often (Likert Military).
   a. Select the appropriate *Likert Frequency* button depending on the PFS being administered. (Agencies using the Original PFS versions should choose the Likert7, those using PFS-2 versions should choose the Likert5, and those using the PFS-MF should use the Likert Military).



b. A dialog box will appear that allows you to enter text for the question.



c. After entering the text for your question, you can choose if the question will be required to be answered before submitting the survey.
d. Click *Save Changes.*



e. You will see the item appear in the question box. You can edit the question from that box, enter a translation (recommended if you use Spanish PFS tools), or delete the question.

NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

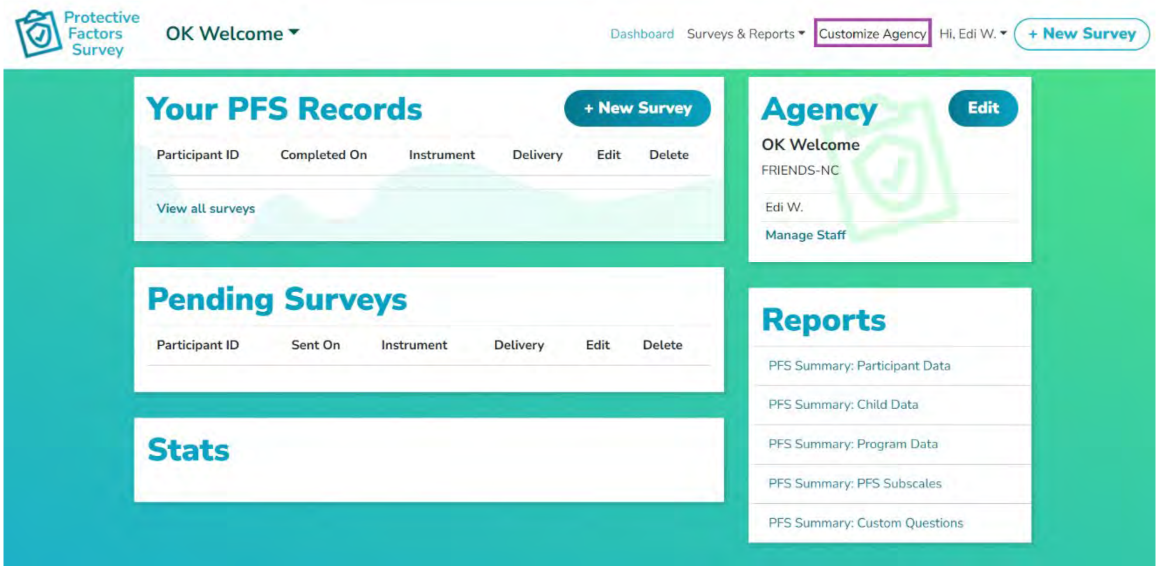
These are applicable across all programs at the Agency Level. They cannot be program-specific.

Create and Customize Program Questions for Staff

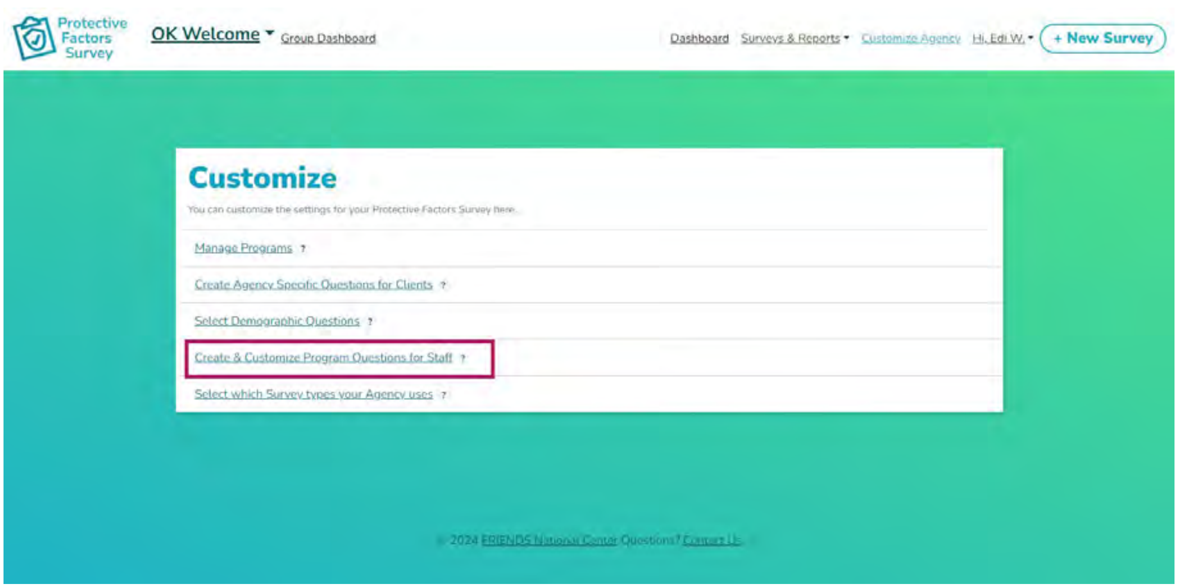
In this area of the system, you can customize the questions displayed in the program information section (staff-facing) of the electronic survey administrations and create custom questions for staff to complete as they administer surveys/enter data.

Customize Program Questions for Staff

First, we will learn to customize the questions displayed in the program information section (staff-facing) of a survey administration. In the top menu, select *Customize Agency.*



From the *Customize* screen, click on *Create and Customize Program Questions for Staff* in the Customize box.



You can customize the options provided in the Program Information section of the Protective Factors Survey during electronic administrations for staff to complete. In this section, you can choose to include or exclude whole questions.

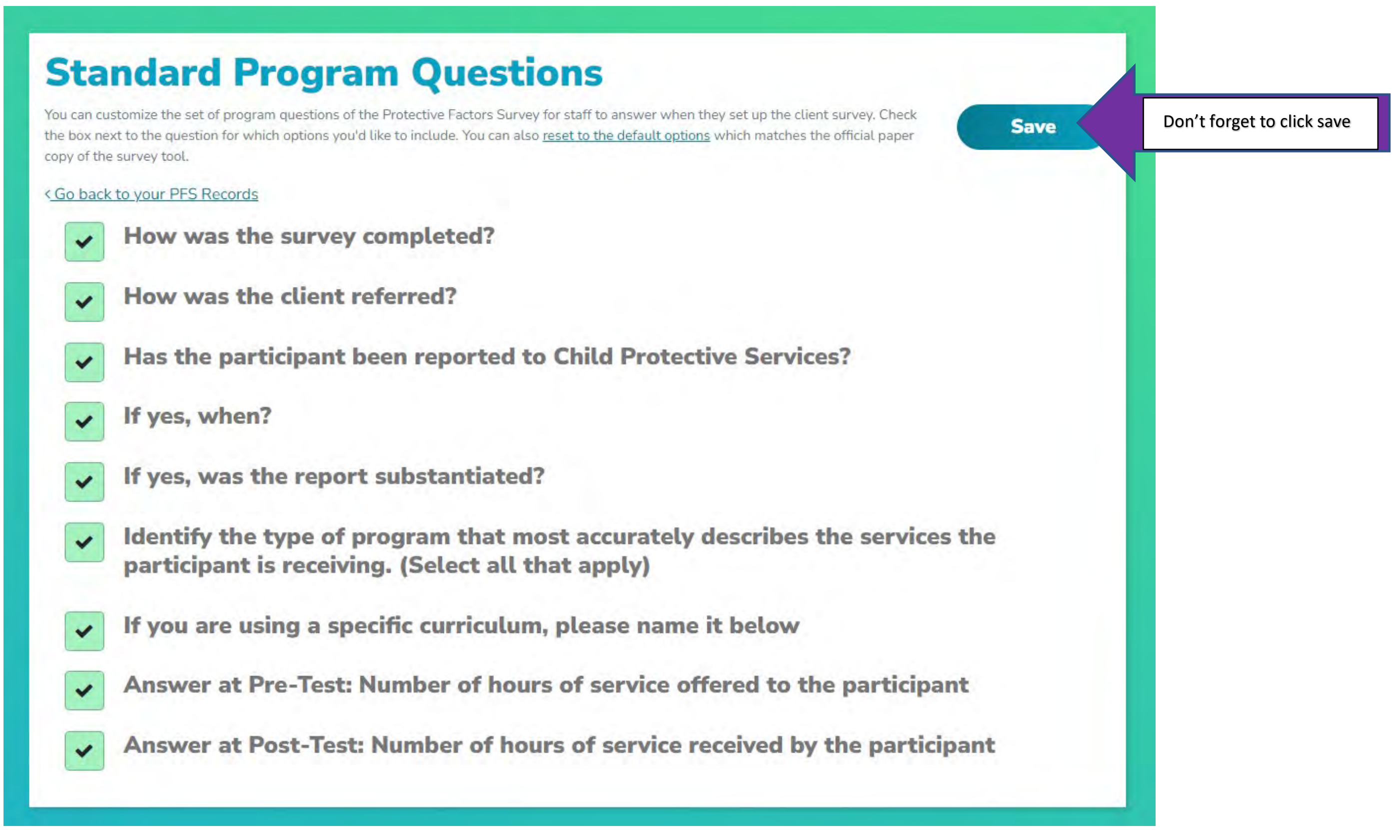
1. To toggle on/off questions, choose the check box next to the question title. If you uncheck that box, the question will not appear in the survey administration. If you wish for a question to appear, check the box next to the question title.
2. You can't update the answer options in this customization.

3. You can reset the default options matching the survey tool's official paper copy by selecting *reset to default options at the top of the page.*

4. Be sure to click *Save* at the top of the page before leaving this area.

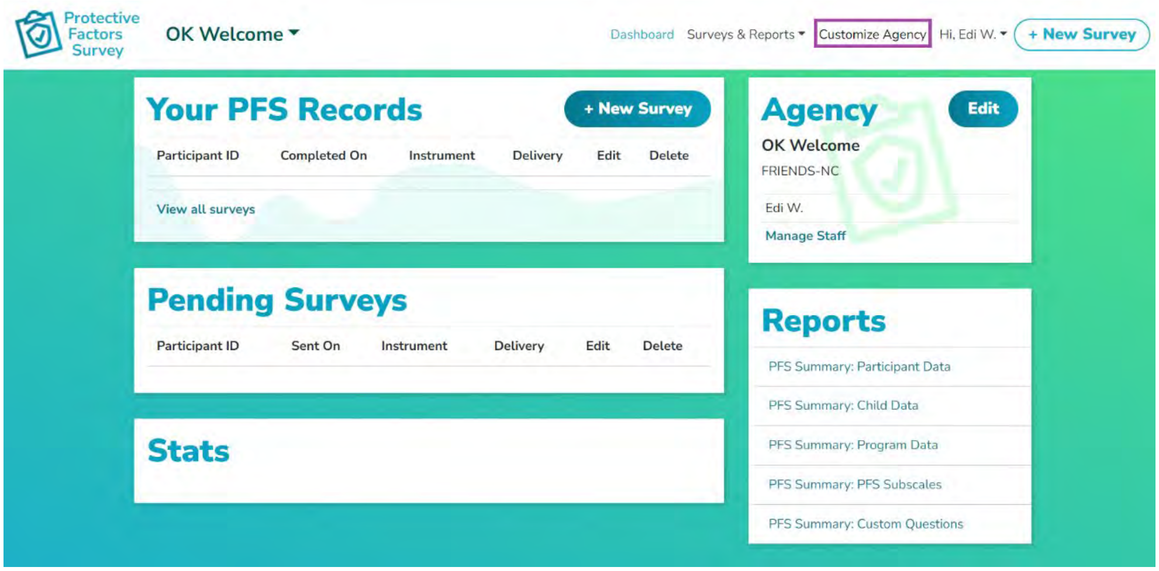
NOTE: Customizations will apply to all programs in your agency and appear on every survey administration.

If you use paper administrations, you want to edit any paper copies to reflect your choices so your data entry has the right questions/responses to match your system. You can print a blank, customized survey from inside the system. *See the instructions on p. 61.*

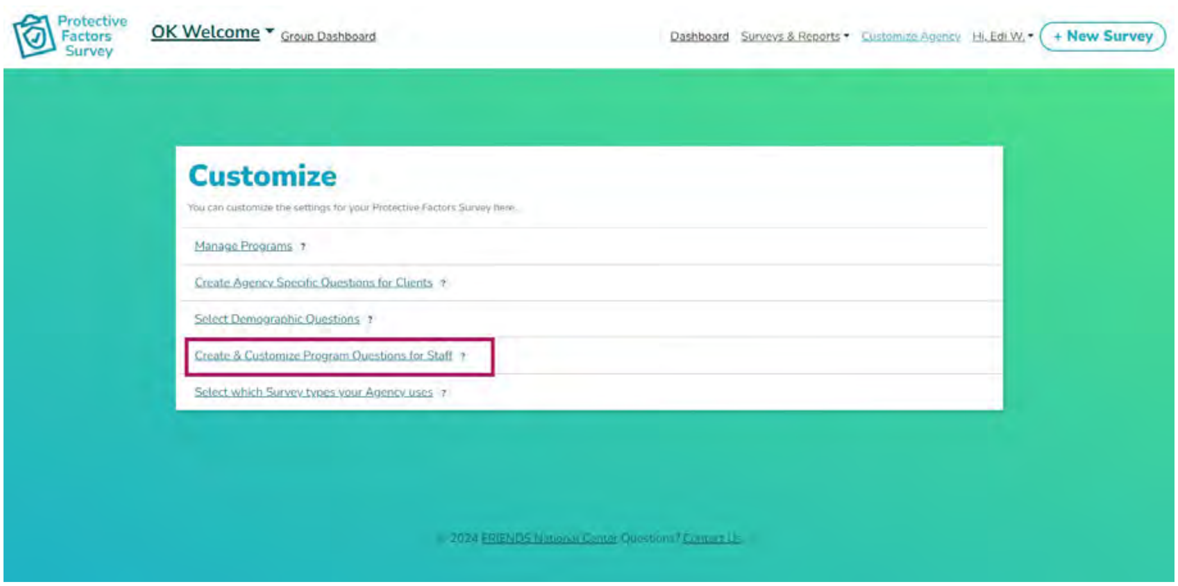


Working with Custom Questions for Staff

You can create custom questions for staff. These questions will show up in all surveys administered in your agency. In the top menu, select *Customize Agency.*



From the *Customize* screen, click on *Create and Customize Program Questions for Staff* in the Customize box.

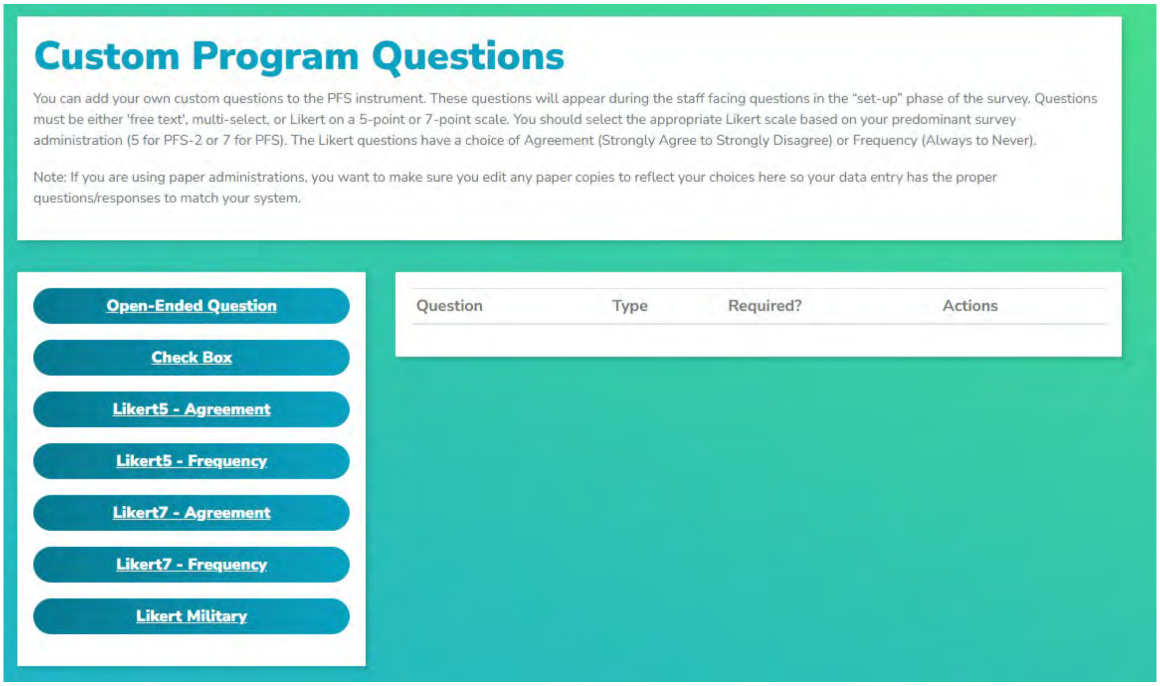


NOTE: These are applicable across all programs at the Agency Level. They cannot be program-specific.

You will be taken to this interface once you click *Create and Customize Program Questions for Staff*. Scroll down the page to find this item under *Standard Program Questions*.

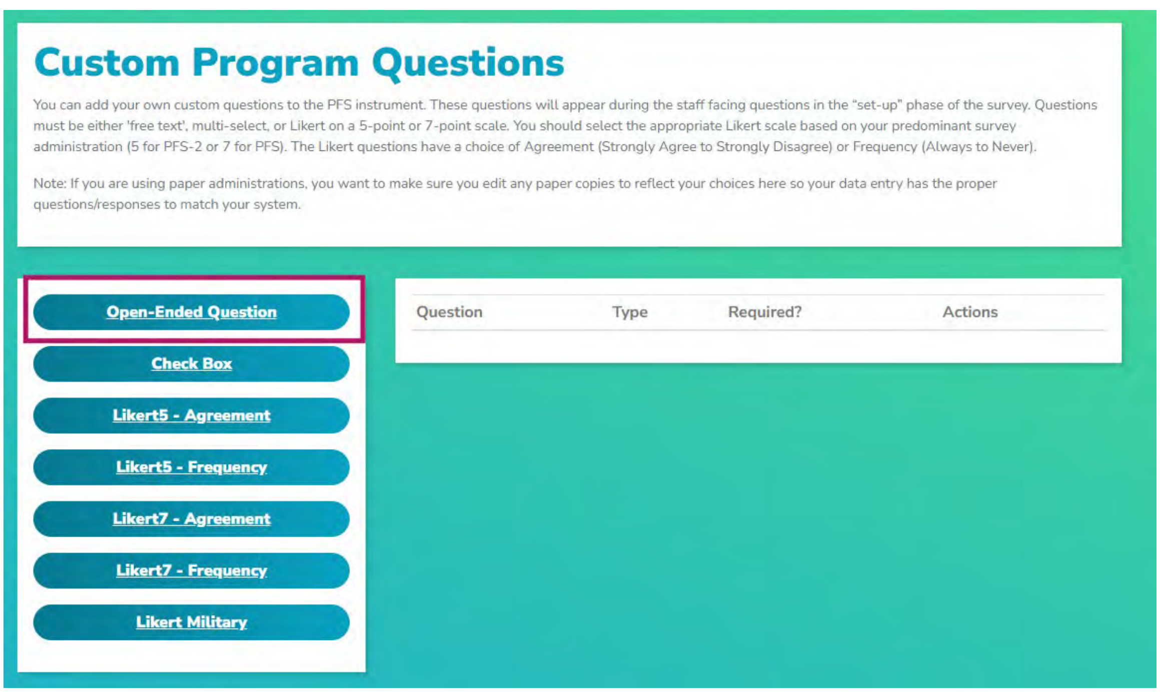
You can define four types of questions.

1. Open-Ended Question
2. Check Box
3. Likert- Agreement (on a 5-point or 7-point scale)
4. Likert- Frequency (on a 5-point PFS-2 scale, a 7-point scale, or the PFS-MF 5-point scale)

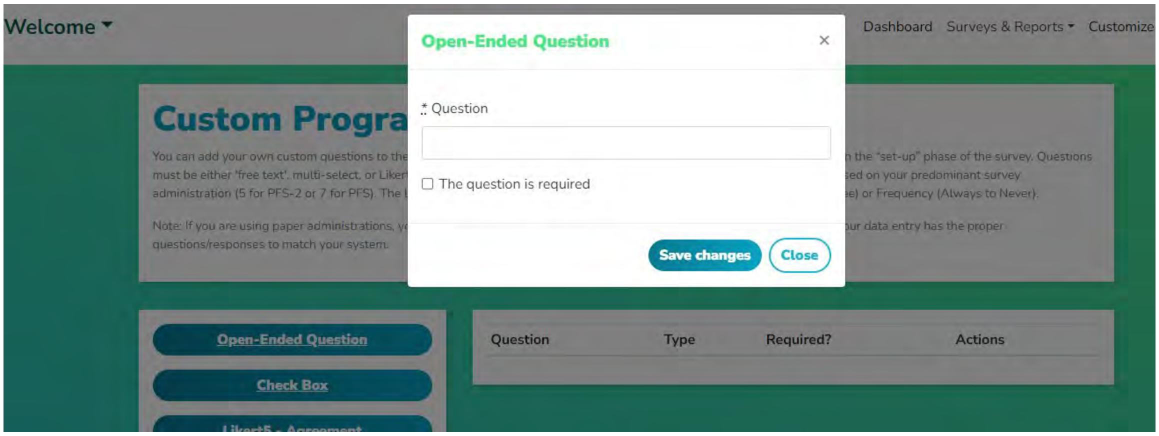


Defining Questions

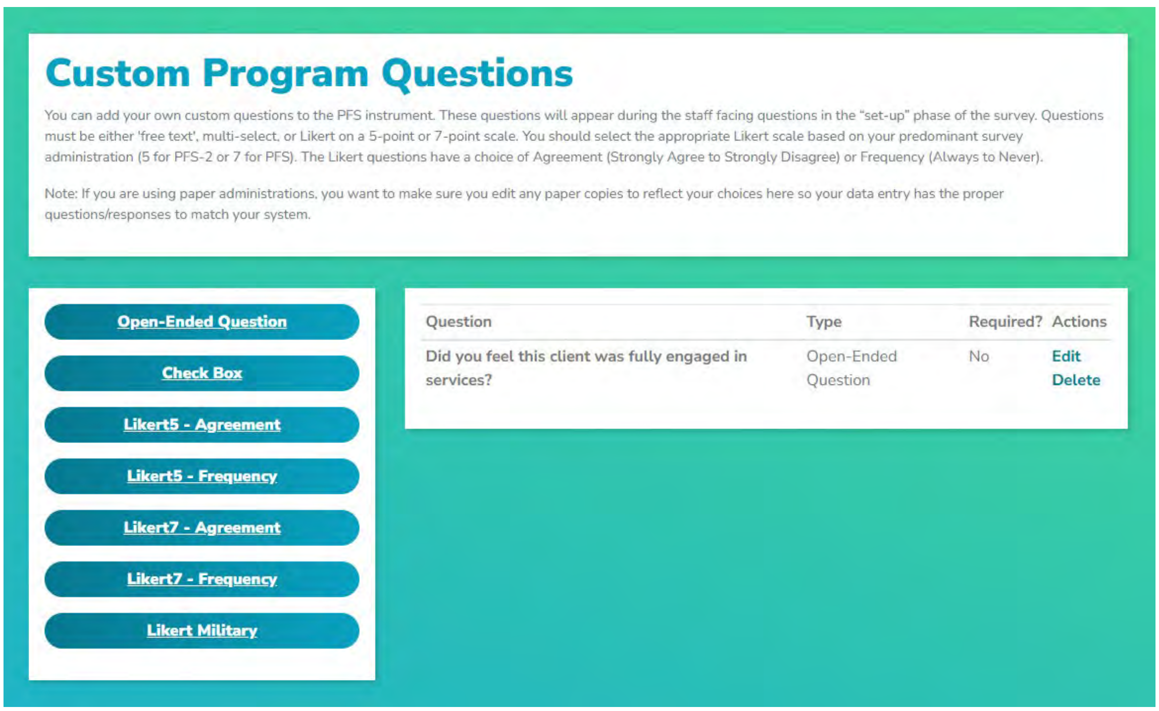
1. *Open-ended Question* is a free text response.



   a. Select the *Open-Ended Question* button.
   b. A dialog box will appear that allows you to enter text for the question.



c. After entering the text for your question, you can choose if the question will be required before creating the survey.
d. Click *Save Changes.*

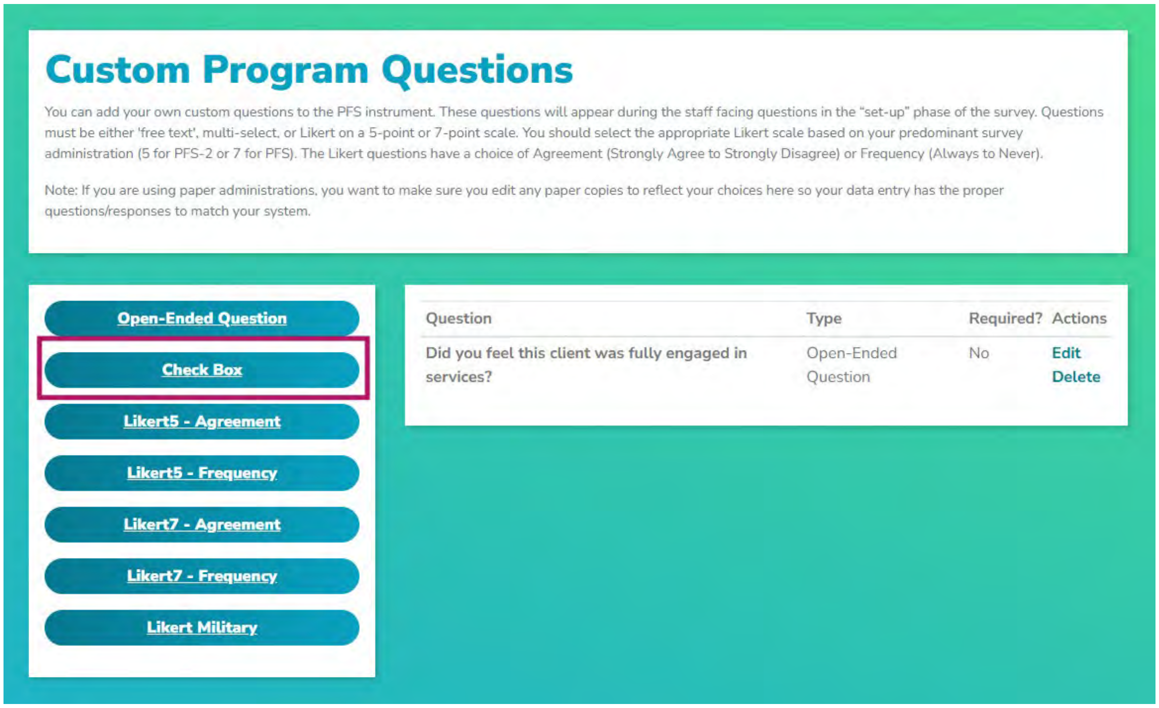


e. You will see the item appear in the question box. You can edit the question from that box or delete the question.

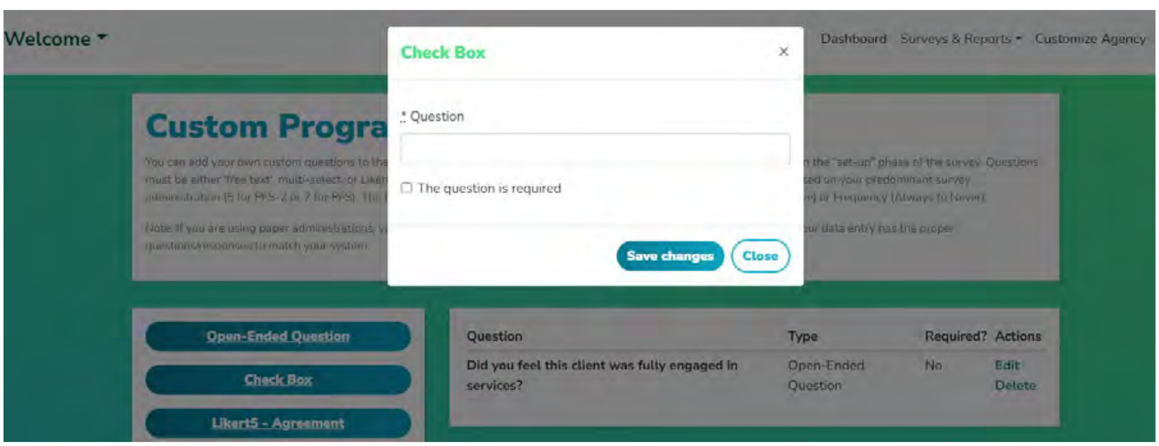
NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

2. *Check Box* is a multi-response item that allows you to define the question and answers. You can define as many response items as you like, but you can't limit the respondent to one response.

a. Select the *Check Box* button.



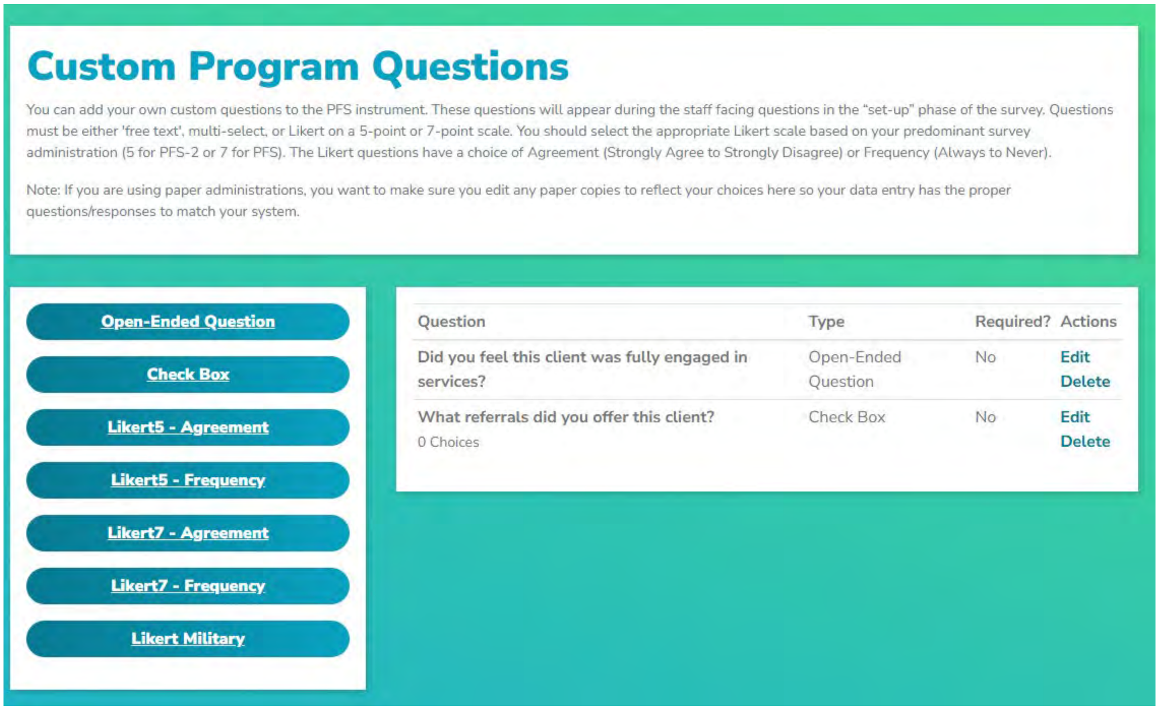
b. A dialog box will appear that allows you to enter text for the question. You will enter your response options in a moment.



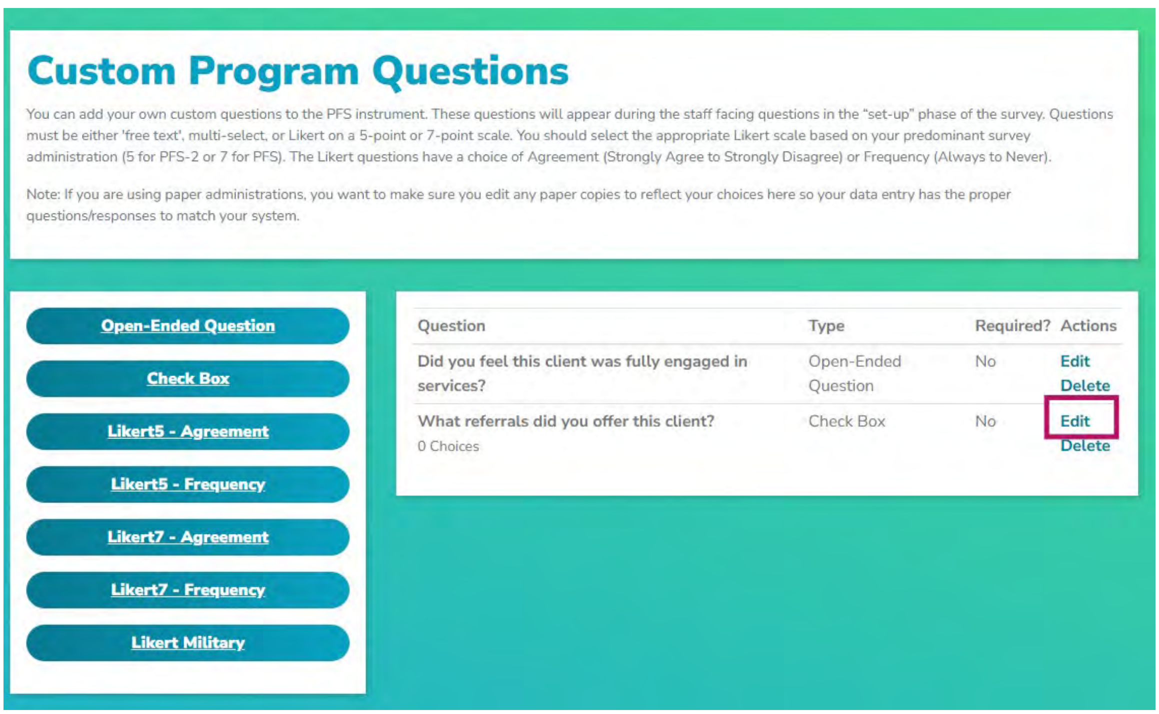
c. After entering the text for your question, you can choose if the question will be required to answer before creating the survey.

d. Click *Save Changes.*

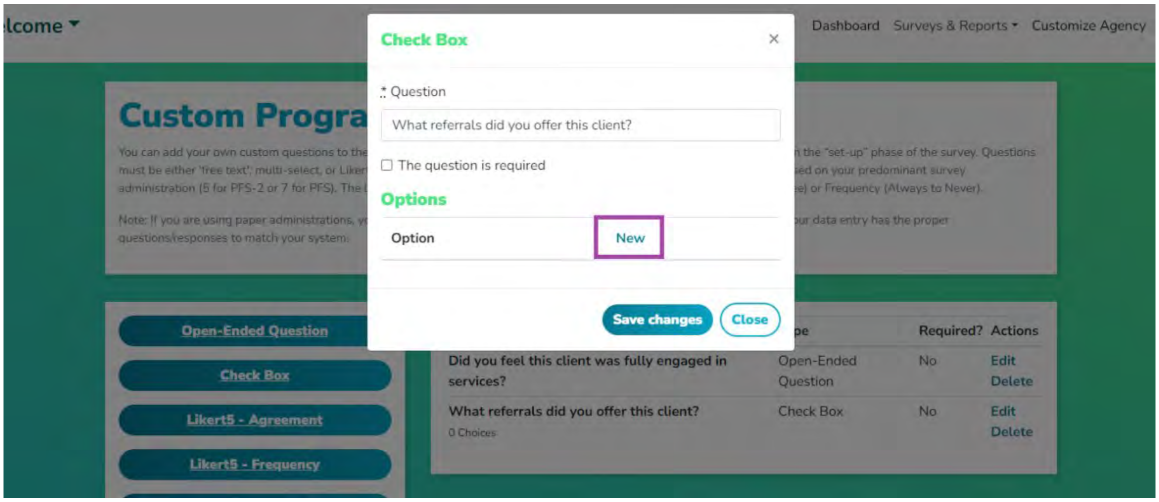
e. You will see the item appear in the question box.



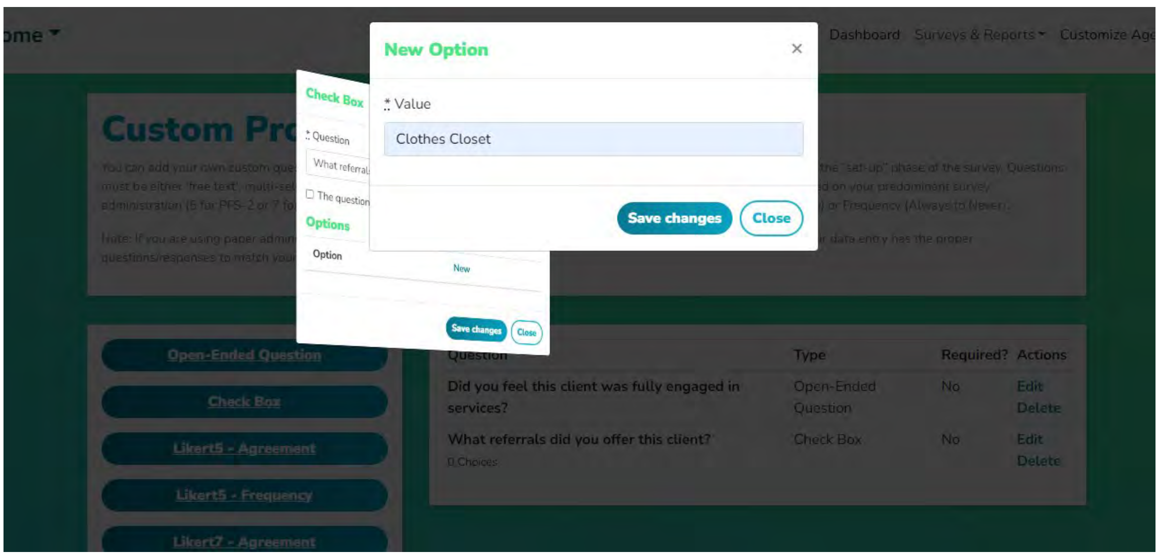
f. To enter responses for the question, click on the Edit option.



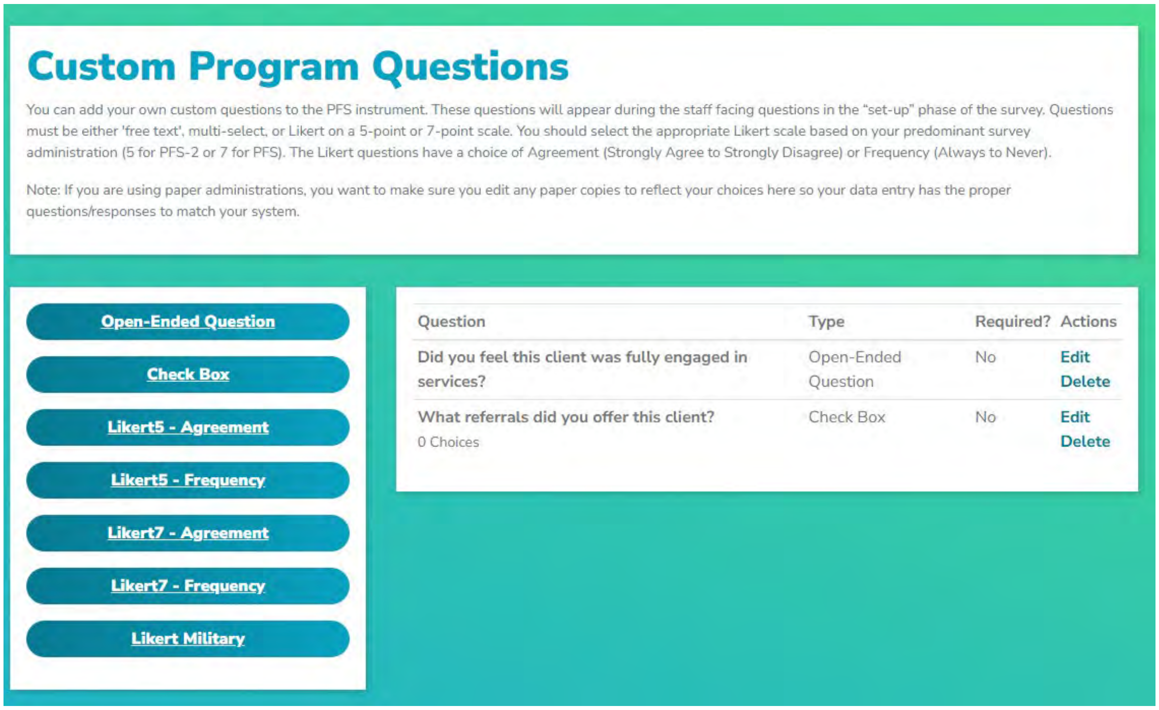
g. A dialog box will appear that allows you to enter the responses. To begin, click *New*.



h. Another dialog box will appear that allows you to enter a value. Then click *Save Changes*.



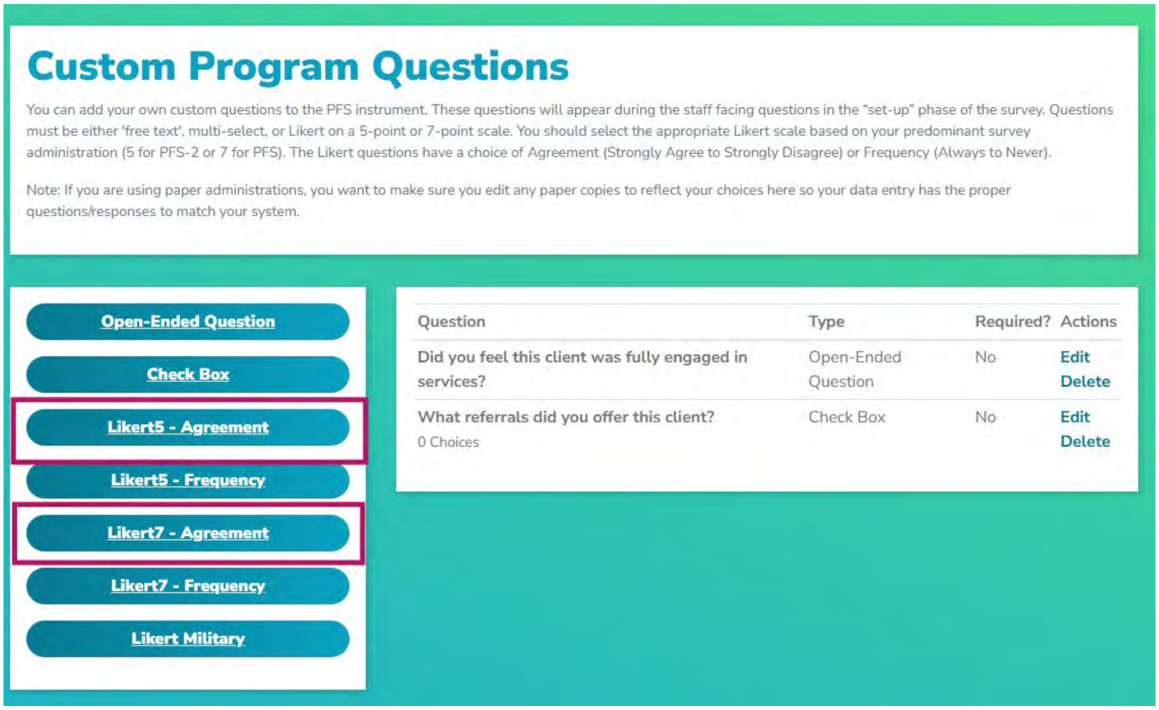
i. You can then enter an additional option by clicking *New*. You can also edit any options present by clicking *Edit* or delete any options by clicking *Delete*.
j. Once you have entered all options, click on *Save Changes.*



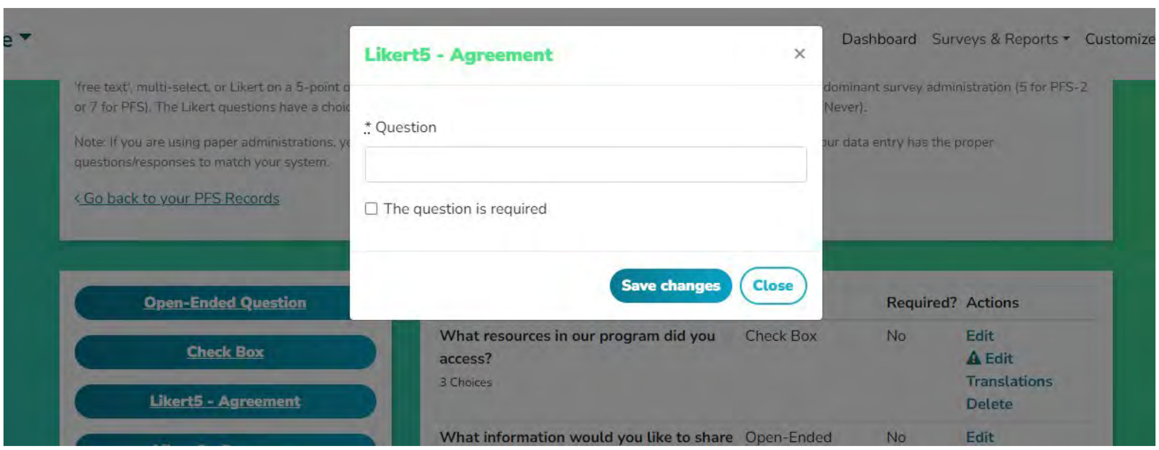
k. You will see the item appear in the question box. You can edit the question further from that box or delete the question.

NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

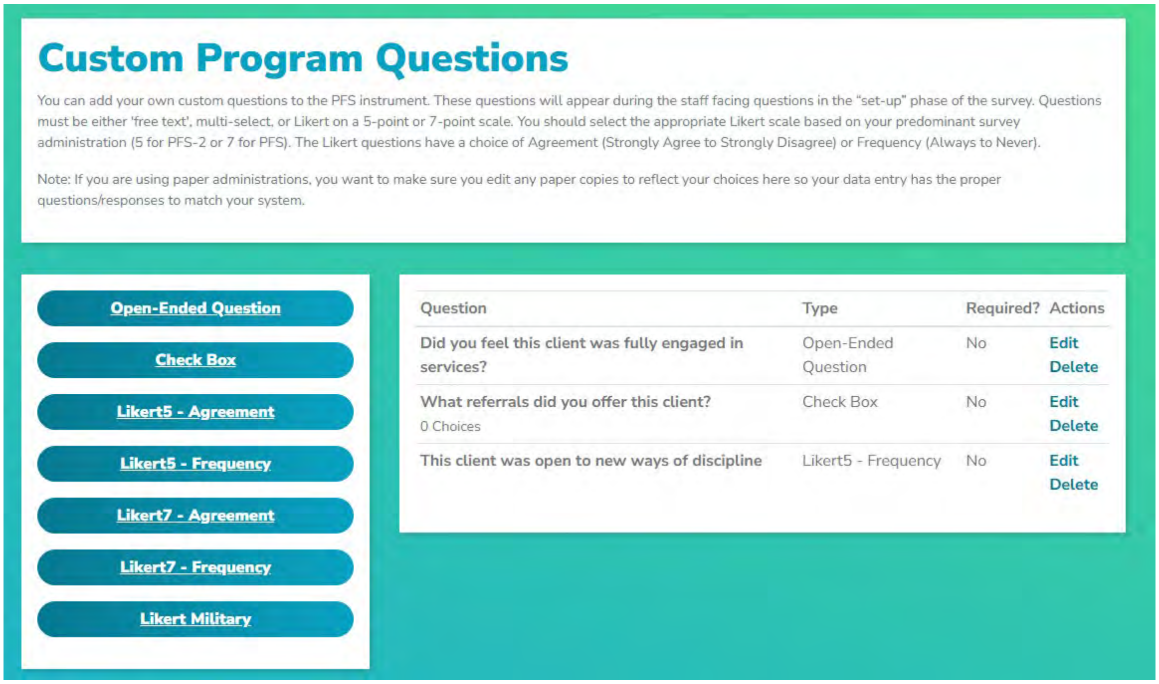
3. *Likert Agreement* is a question utilizing a scale of Strongly Agree to Strongly Disagree.
   a. Select the appropriate *Likert Agreement* button. (Agencies using the Original PFS versions should choose the Likert7, and those using PFS-2 or PFS-MF versions should choose the Likert5).



b. A dialog box will appear that allows you to enter text for the question.



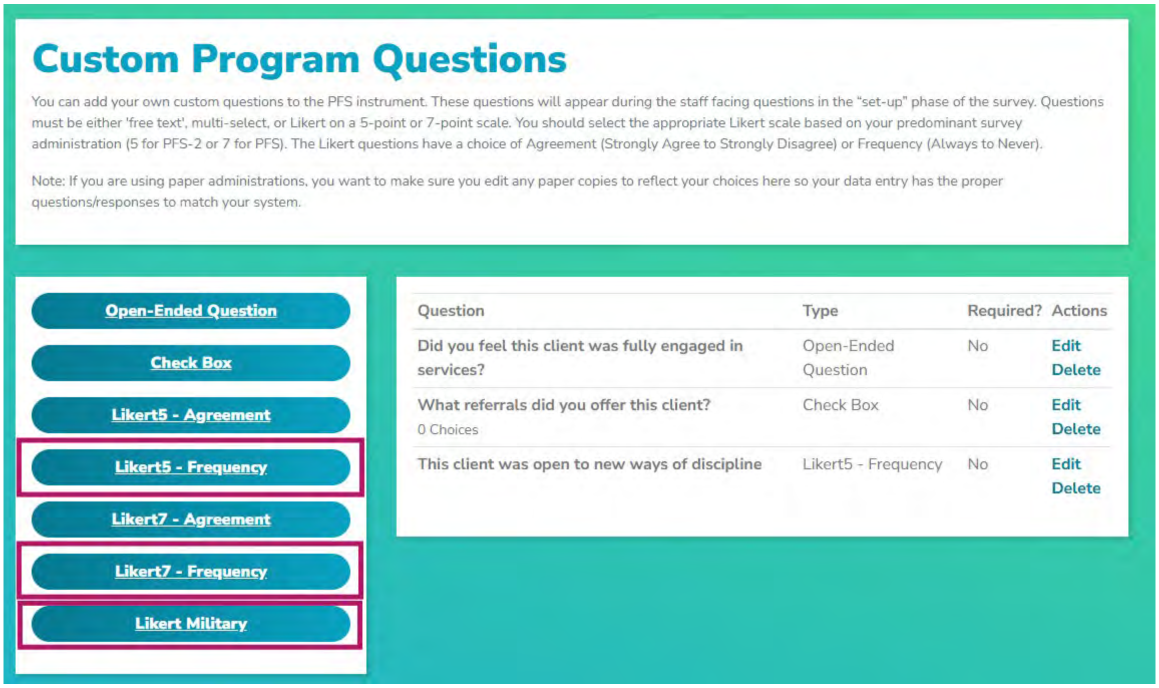
c. After entering the text for your question, you can choose if the question will be required to answer before creating the survey.
d. Click *Save Changes.*



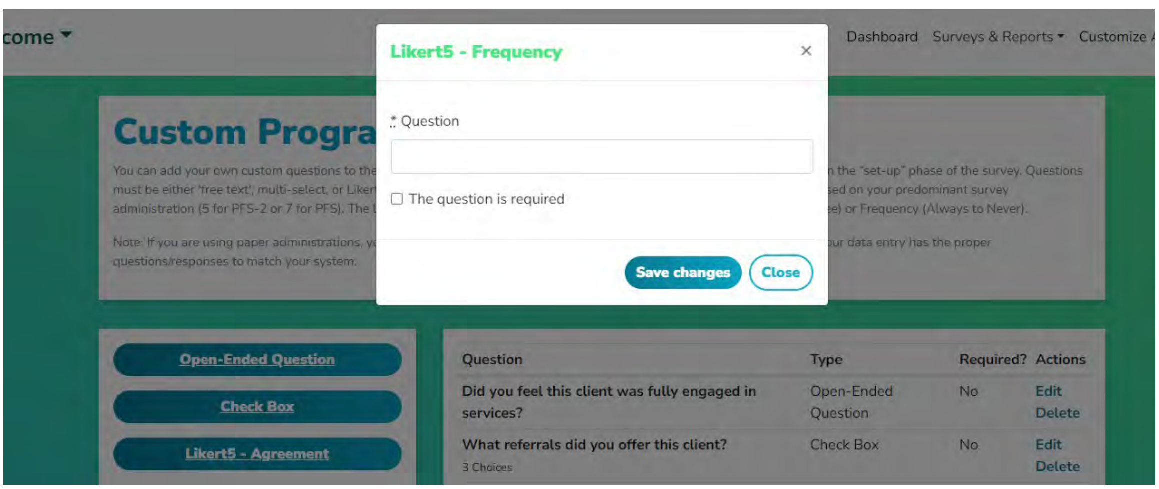
e. You will see the item appear in the question box. You can edit the question from that box or delete the question.

NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

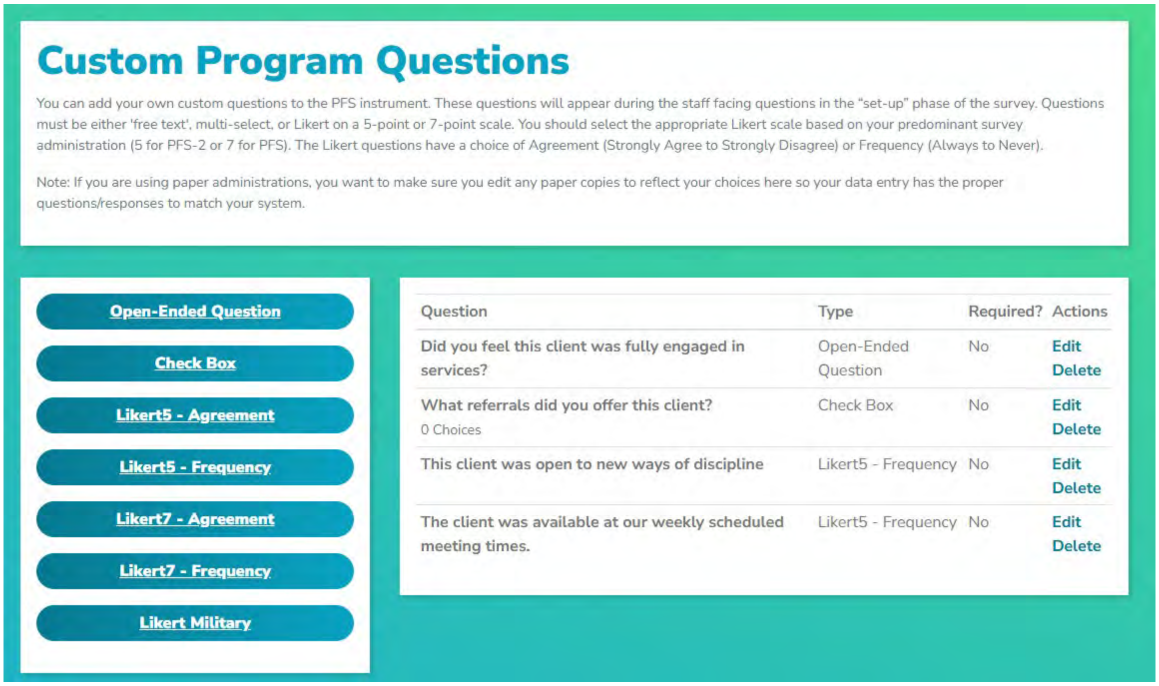
4. *Likert Frequency* is a question utilizing a scale of Never to Almost Always (Likert5 and Likert7) or Almost Never to Often (Likert Military).
   a. Select the appropriate *Likert Frequency* button based on agency preferences.



b. A dialog box will appear that allows you to enter text for the question.



c. After entering the text for your question, you can choose if the question will be required to answer before creating the survey.
d. Click *Save Changes.*



e. You will see the item appear in the question box. You can edit the question from that box or delete the question.

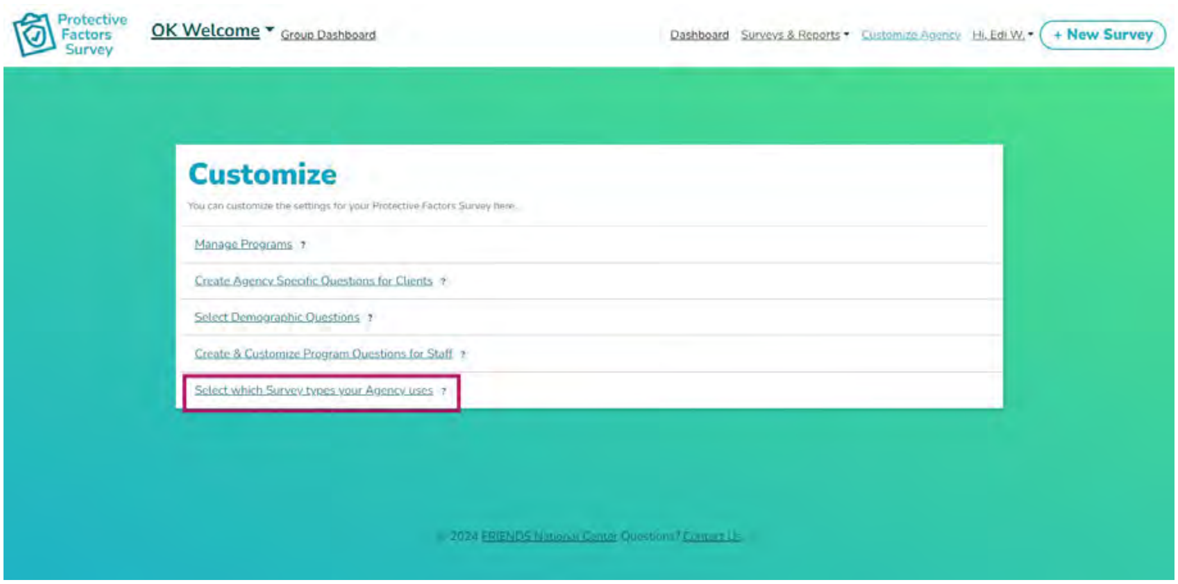
NOTE: If you delete a question, you delete all data associated with that question. Be sure to download a Custom Question report or your raw data spreadsheet before deleting it to save a copy of that data to your computer. See the section on running reports for more information, p. 85.

Customizations will apply to all programs in your agency and appear on every survey administration.

Selecting the Survey types visible to Staff

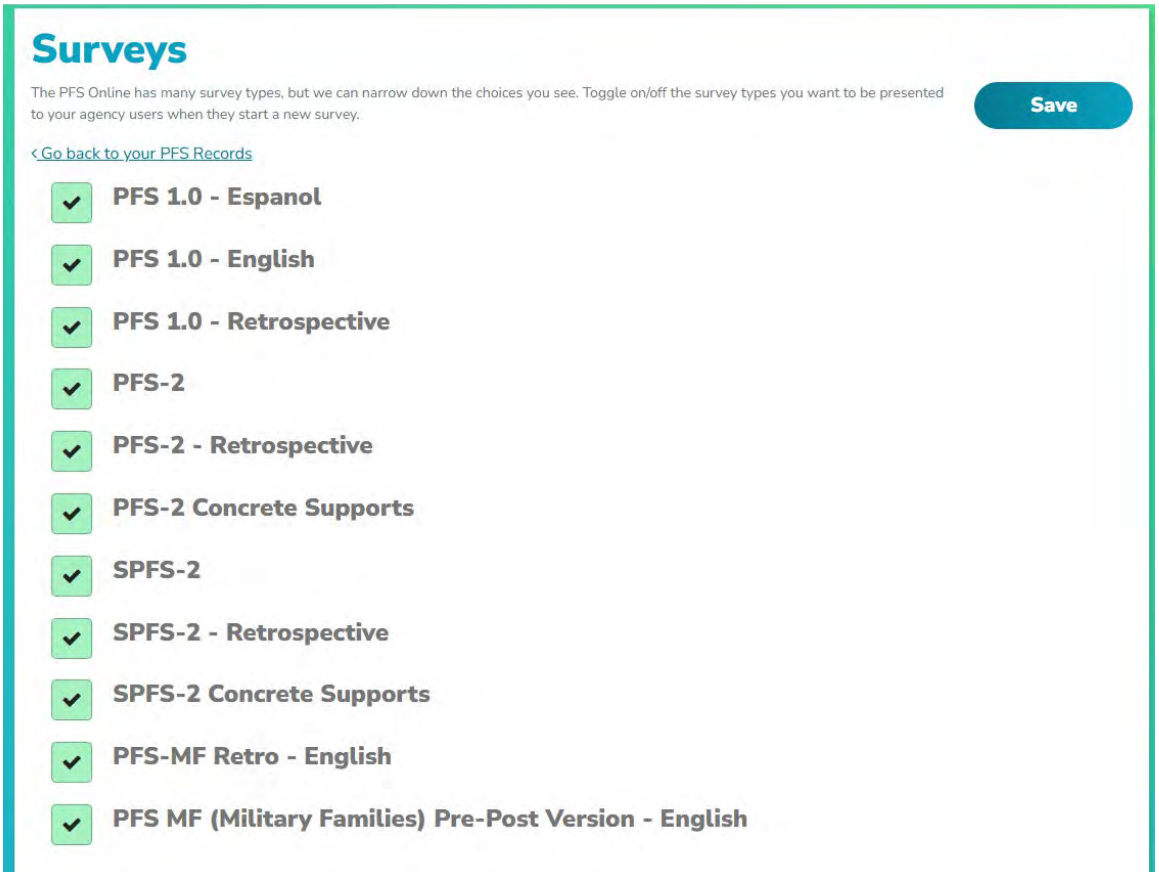
You can select which survey types are available to staff when administering or entering data for a survey. Limiting the list available to staff during administration simplifies their process by removing irrelevant options for your Agency. It is recommended you only display the surveys that your agency is utilizing to avoid the possibility of staff selecting the wrong survey from the list which can cause data errors.

From the *Customize* screen, click on *Select which Survey types your Agency uses* in the Customize box.



1. The default setting is all Surveys are visible.
2. To toggle on/off Survey types, choose the check box next to the Survey title. If you uncheck that box, the survey will not appear when initiating a New Survey within your agency.

   NOTE: *Changing selections in this area do not impact data on existing surveys in any way, it simply limits the visibility of the survey as an option for new survey administrations.*

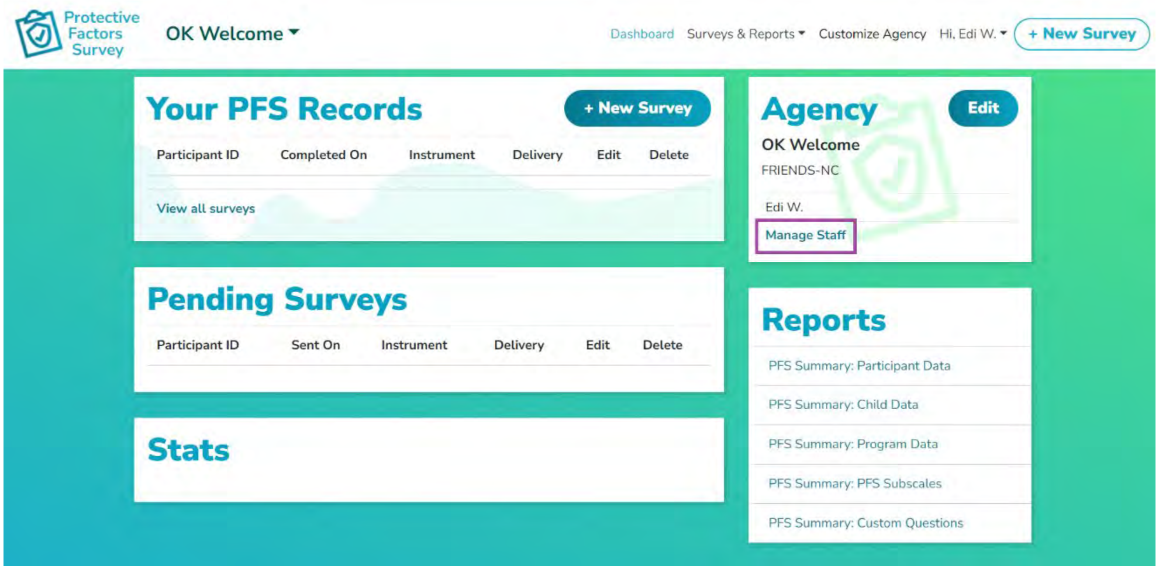


3. Be sure to click *Save* at the top of the page before leaving this area.

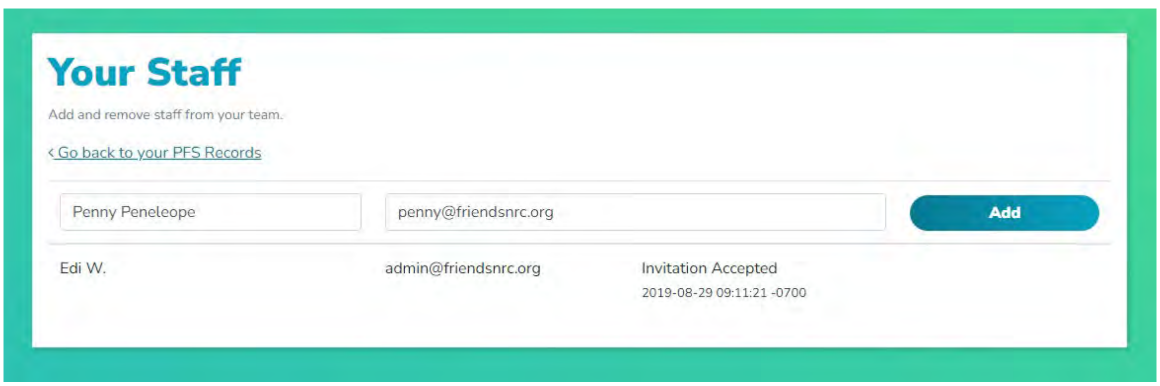
Add/Delete Staff

1. To edit or add staff to your agency, look for the *Agency* block on the *Dashboard* and click *Manage Staff*.

   *Note: All staff assigned to an **Agency** can add/delete staff members. There are not levels of access for staff. All staff have access to all data in their **Agency** and can add/delete staff and Surveys.*

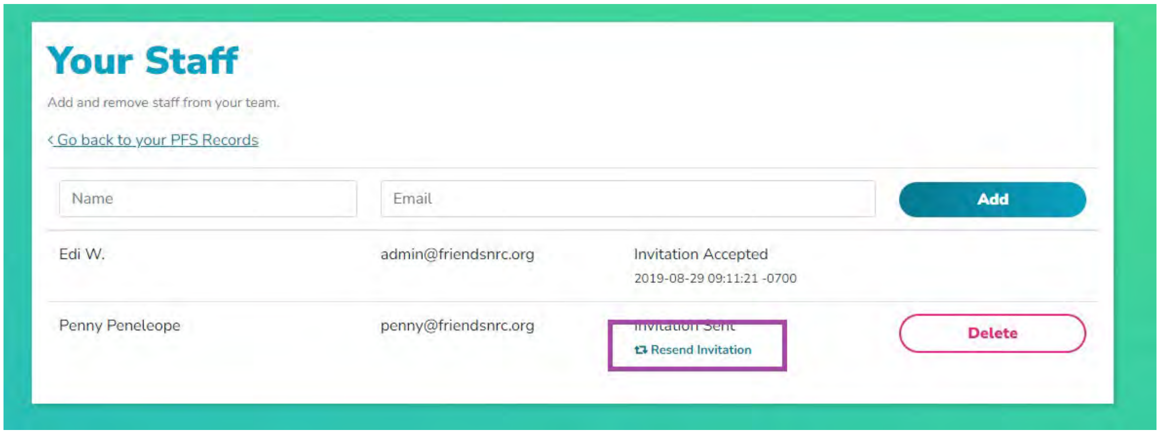


2. To invite staff to participate in the system and your agency, enter their name and email address and click *Add*.



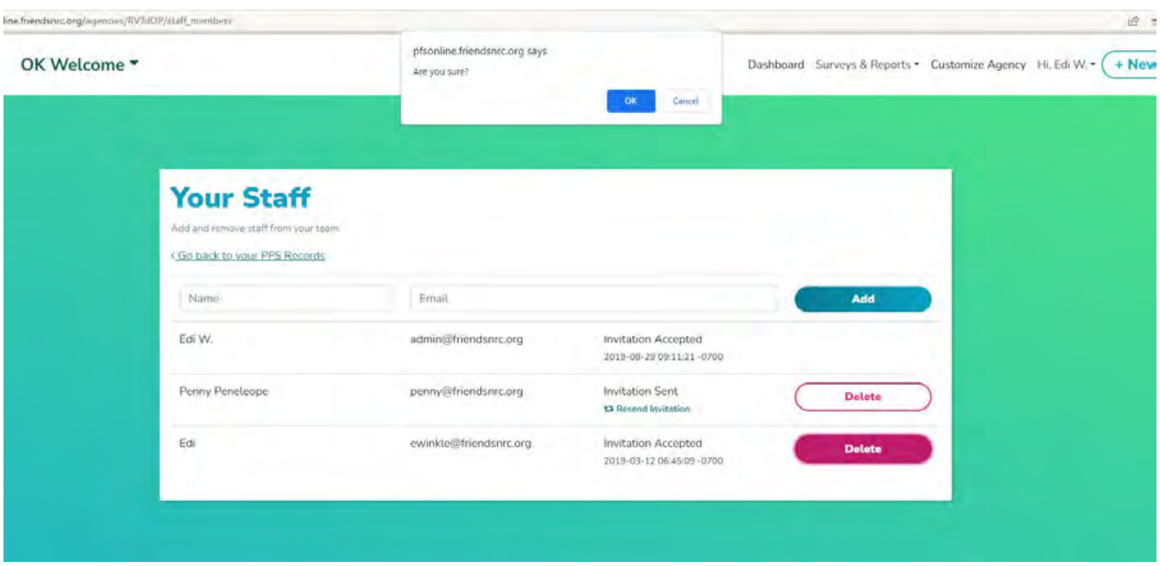
3. If the recipient deletes the email or fails to respond, click the *resend invitation*, and it will generate a new email invite.

NOTE: Staff should check junk or spam folders if they do not find the email after a few minutes. Staff should wait for an invite to the system and not attempt to register for the system on their own.



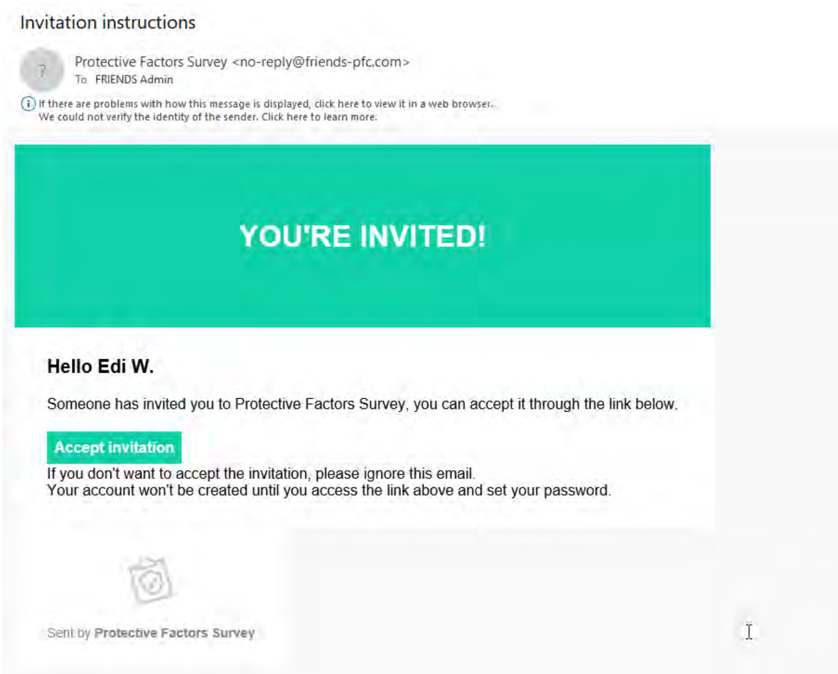
4. To delete staff, select the staff member from the list you need to remove and click the *Delete* button. Once you click *Delete,* you will see a confirmation box asking *Are you sure?* Click *OK* or *Cancel* to proceed.

   NOTE: Deleting staff members does not impact survey data in any way. The action will remove the person's access to your agency and its data but does not delete their overall account in the PFSODS system. If a staff member is accidentally deleted, just add their name and email again, and it will restore their access.



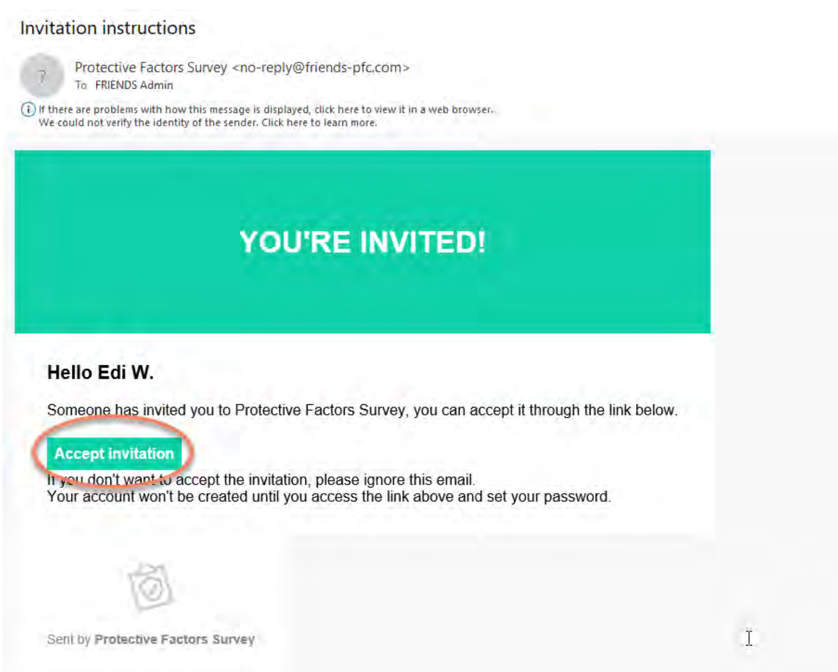
Agency Staff Account Set-up

1. Did you receive an email and don't know what to do next?



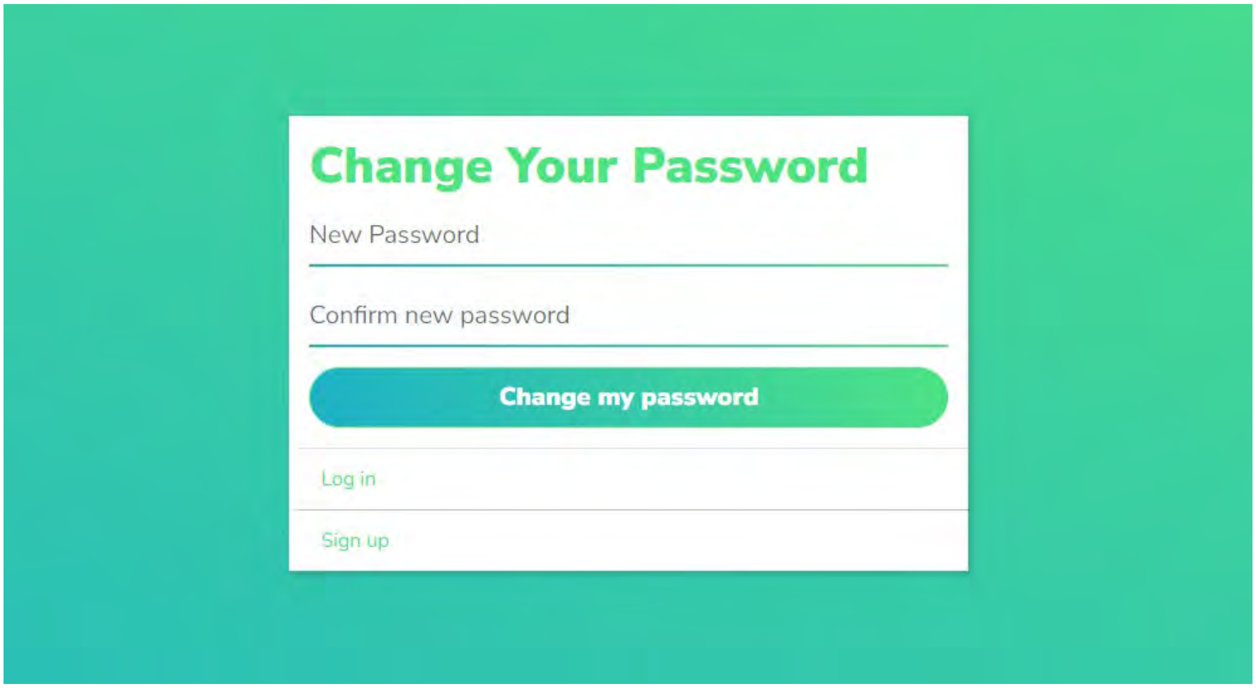
NOTE: Check your junk or spam folder if you don't receive the email after a few minutes of someone adding you to the agency.

2. Click on the green *Accept Invitation* button.

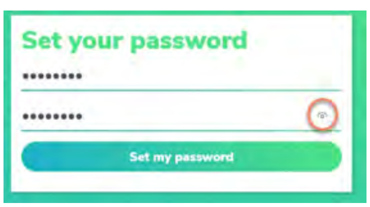


If your email system does not allow you to click through links, hover over the green button with your cursor and then right-click. Next, select copy hyperlink, open a browser window, and paste the address into your browser.

3. Once you click the link, you will be taken to the system and asked to create a password. Pick something secure, but you will remember.



NOTE: If you want to ensure you know what you typed, click on the eyeball at the end of the line and it will show you.



4. You have successfully set up your account and are ready to use the system. You will enter the system on the *Agency Dashboard*. To learn more about how to use the system, visit the **Administering Surveys** section on the next page to learn more.

Administering Surveys

You have set up your agency and staff accounts and are now ready to begin administering surveys with the system. If you need information on choosing the right Protective Factors Survey (collectively referred to as "Survey" in this manual) for your agency's needs, visit https://friendsnrc.org/evaluation/protective-factors-survey/ to learn about the different versions of the Survey and find supporting information on the research behind the tools along with documentation on their validity and reliability.

There are a couple of notes on survey data to be aware of as you proceed.

- Surveys can be administered utilizing various electronic methods from within the system. Your agency should maintain strict practices around how you support participants/clients in answering the questions. Visit https://friendsnrc.org/evaluation/protective-factors-survey/ and download a copy of the user manual for the survey type you use to guide best practices in survey administration.
- If administering a traditional pre-post version of the Survey, the system automatically records the first entry into the system using a client ID as the pre-test and all subsequent records using that client ID as the post-test. If entering pen and paper administrations, enter the data chronologically to ensure that you have the proper administrations labeled and pre-tests and post-tests within the system.
- Staff devices utilized to administer the Survey to clients should have the autofill options turned off so clients can't see previous answers to questions. To learn how to address those features, visit the proper support for your browser type or view the directions below.
- The order of information in each Survey administration is: Program Information including unique participant ID and date completed; Survey questions; Child(ren) data; Demographic questions if selected; and if applicable, specific/custom client questions.

Chrome

Click on the three dots to the right of the menu bar and select *Settings*. Choose *Autofill* from the options at the left and then scroll down and select *Addresses and more*. Turn this feature off.

Internet Edge

Click on the three dots to the right of the menu bar and select *Settings*. Choose *Passwords & autofill* from the left menu and turn off *Save form data*.

Firefox

Click on the three lines to the right of the menu bar and select *Options*. Click on the *Privacy & Security* from the left menu, scroll down to Forms and Autofill, and unclick the box. Also, scroll to *History* and choose *never remember history*.

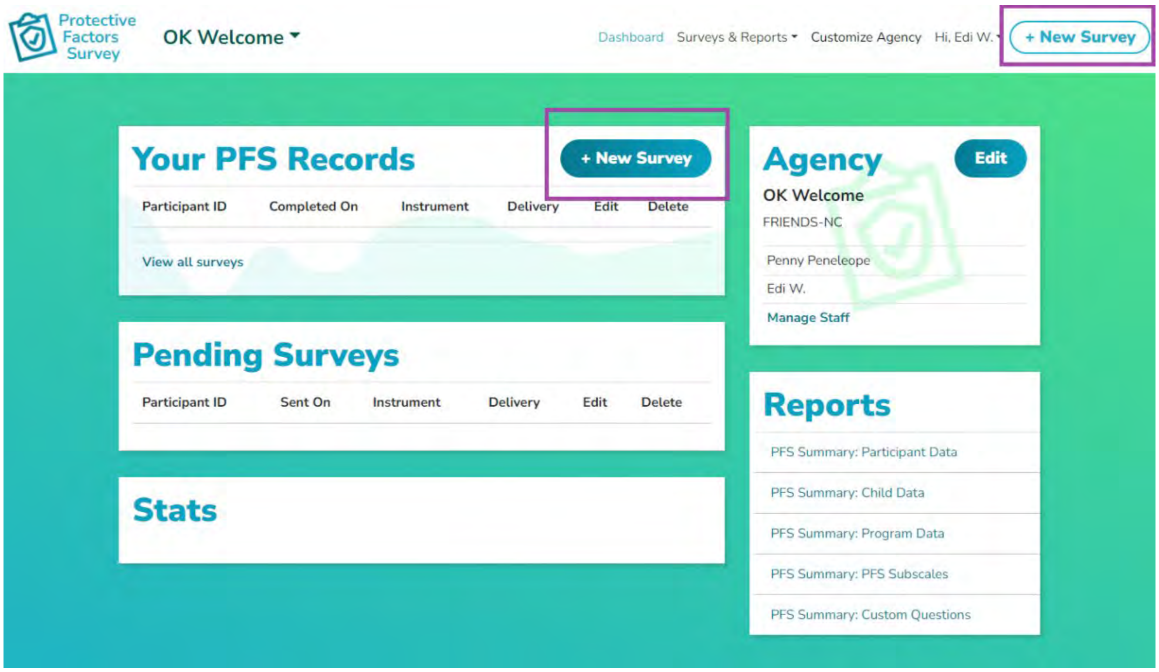
Safari

Click on the word Safari at the top of the screen (Safari menu). Then click preferences and choose AutoFill. Next, uncheck "using info from my contacts card/address book card" and "other forms" and then click done.

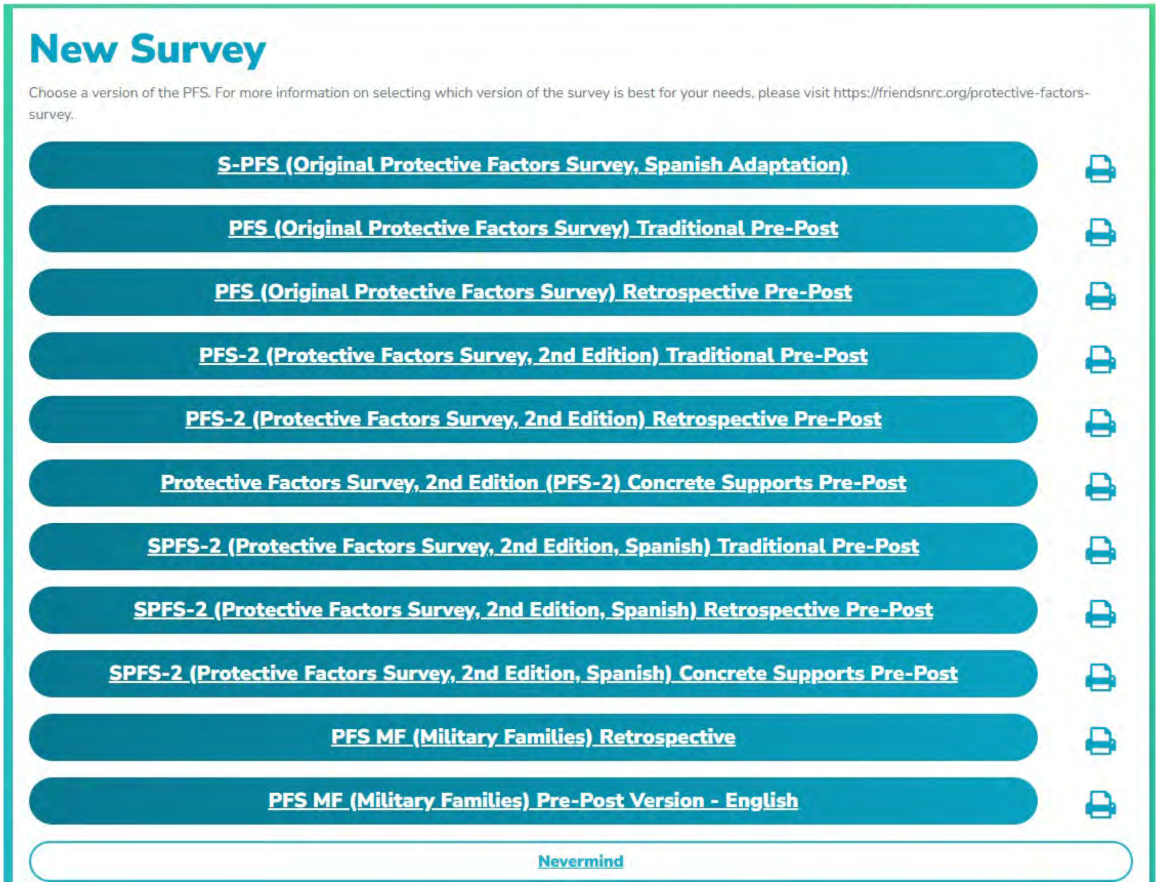
Print a Blank Customized Survey for pen and paper administration

You can print a blank survey from the system to administer via pen and paper. This Survey will include all agency customizations for programs, demographics, and custom questions for staff and clients.

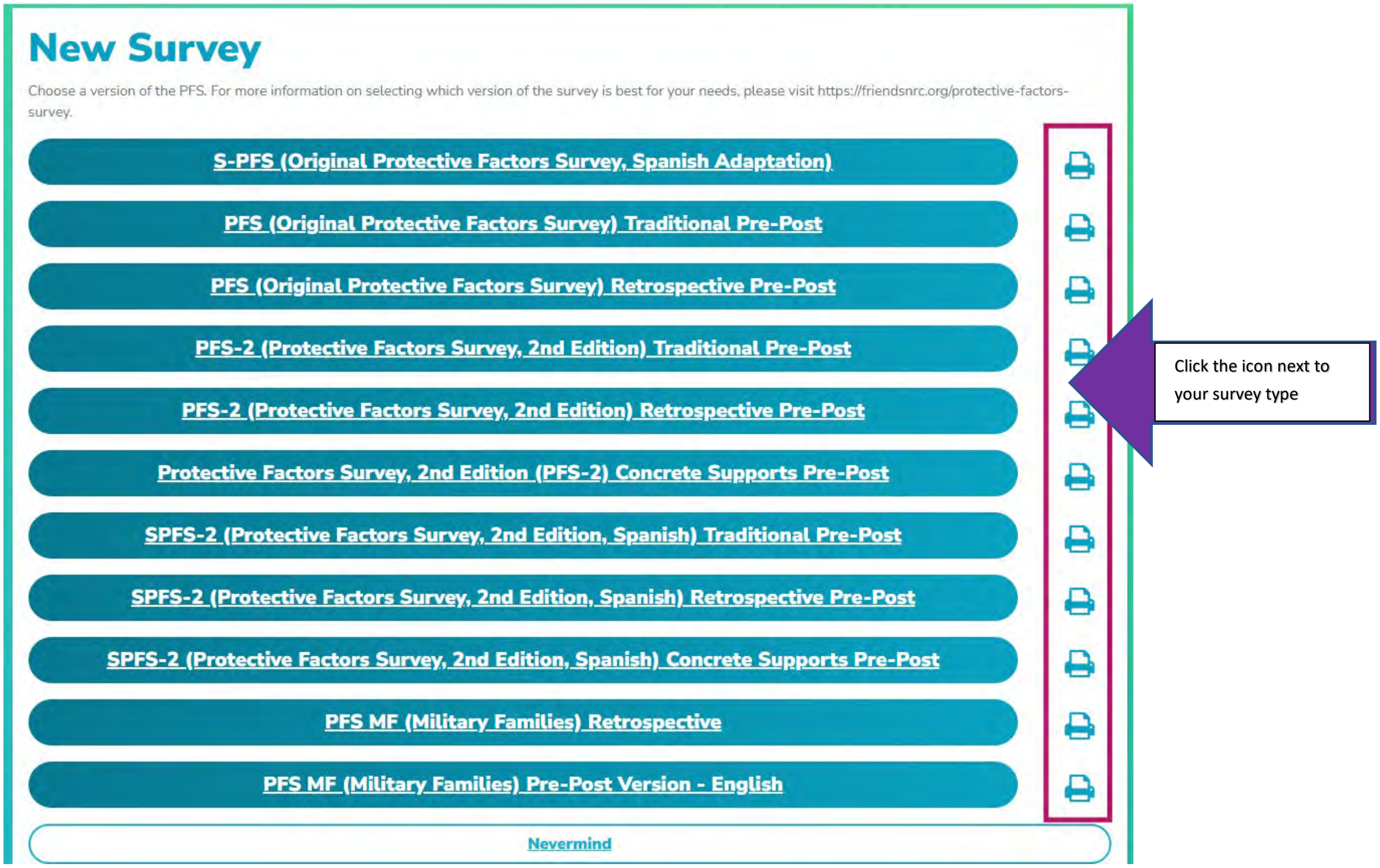
1. To print, click the + New Survey button in the Your PFS Records box or the top menu bar.



2. This will bring up a dialog box with all the survey types visible in the system. (To change which surveys can be seen, go to *Selecting the Survey types visible to staff* on p. 54)

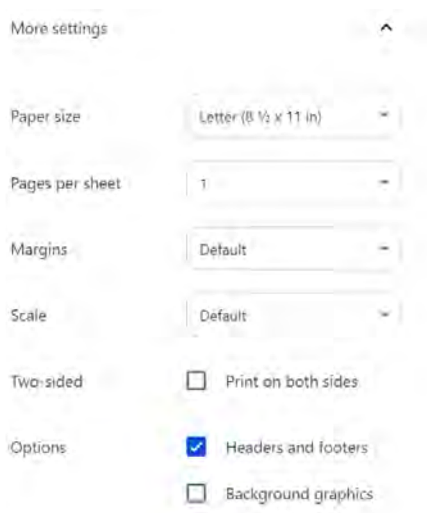


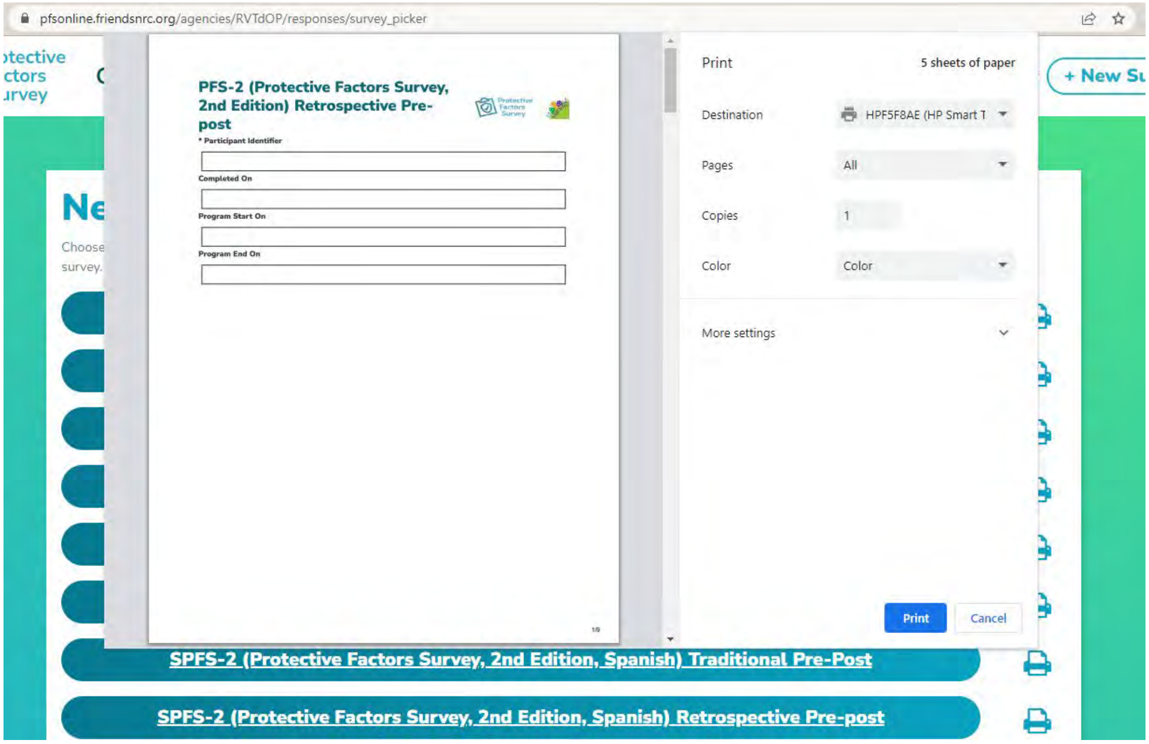
3. Find the correct Survey you need in the list and then click on the printer icon to the right of the buttons.



4. A print interface for your computer browser will come up. Make the appropriate selections, and choose to save as a PDF or print the document.

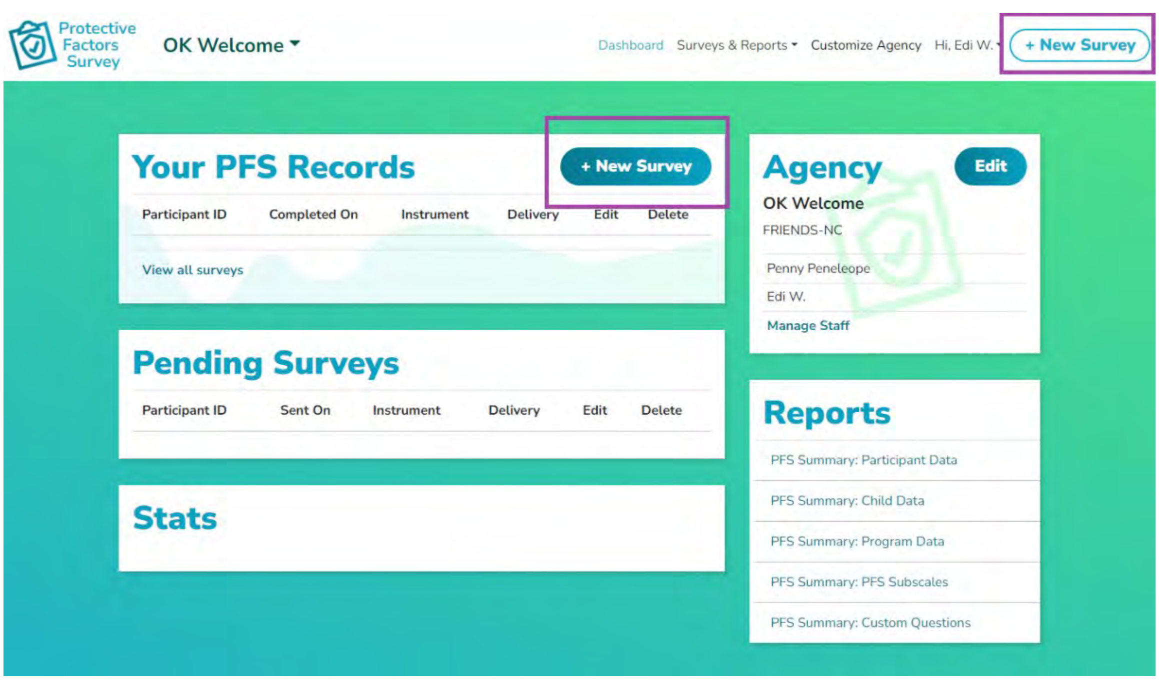
NOTE: Be sure to select headers and footers to see page numbers on the print version.





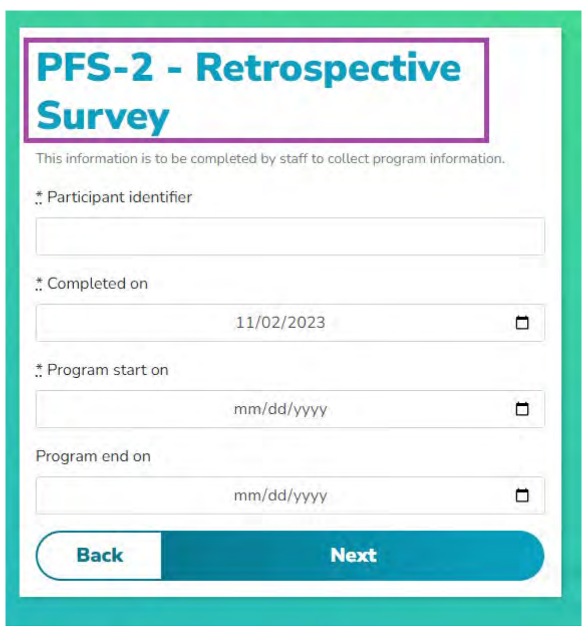
Initiating a Survey for electronic administration

1. To begin a new survey administration, click the *+ New Survey* button in the *Your PFS Records* box or the top menu bar.



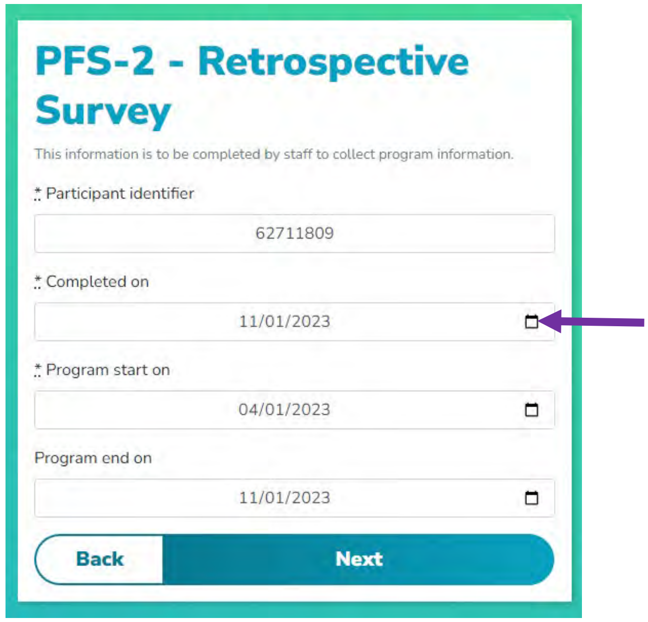
2. Select the version of the Survey you will administer. Then, click on the version you are using. For this example, we will use the *PFS-2 Retrospective*.

3. A dialog box will appear that identifies the survey type at the top. If you inadvertently selected the wrong Survey, click *Back* and choose the proper one.



4. Add the participant identifier, survey completion date, program start date, and, if applicable, the program end date. Any item preceded with a * is a required item. Click *Next.*

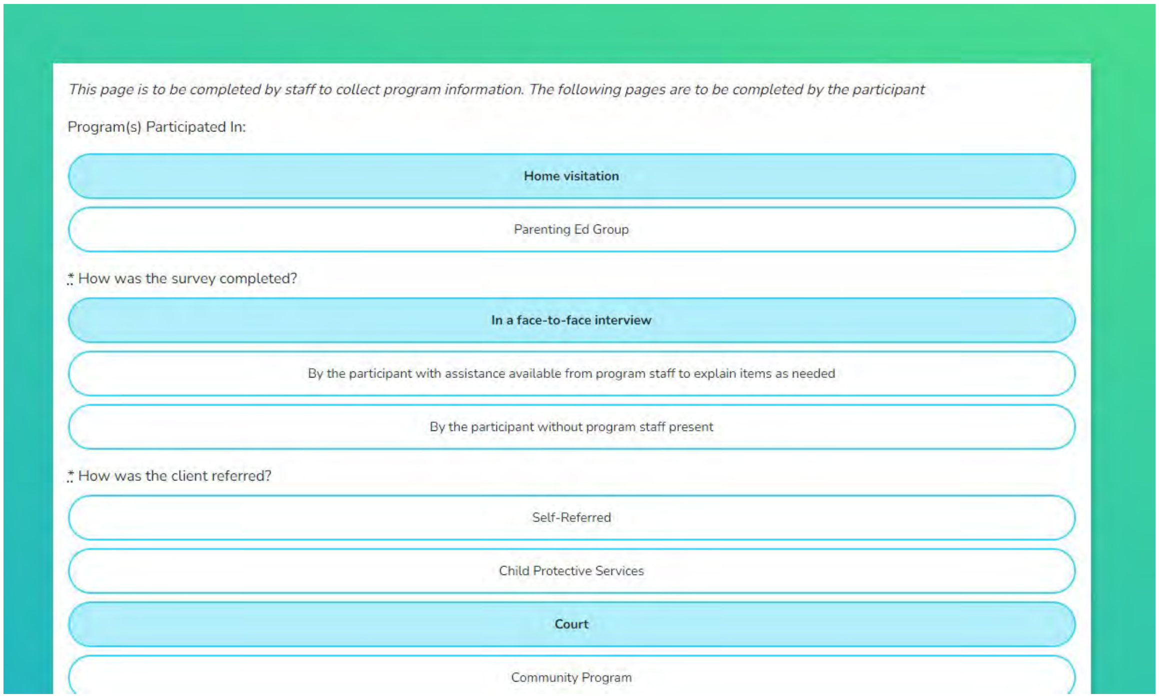
*NOTE: The participant identifier is the marker that will link multiple survey administrations to the same participant. Agencies should use existing case/client ID numbers **without** using personally identifying information, such as participant names, social security numbers, or birth dates.*



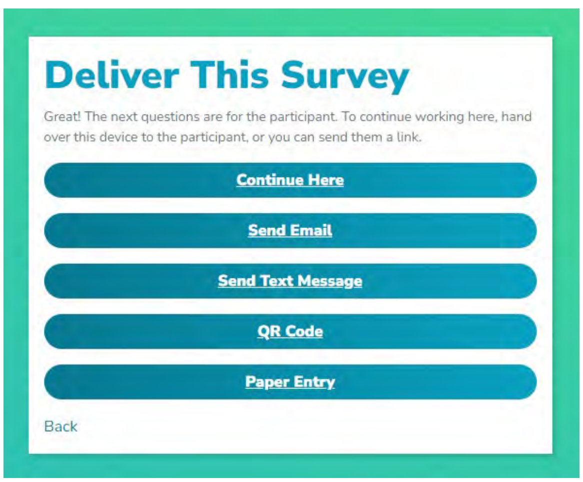
*NOTE: **Completed on** defaults to the current date. You can change it by typing or using the calendar feature.*
To use the calendar feature in the date fields, click on the calendar that appears and select the appropriate date. The view of the calendar will vary based on the browser you are using. You can also type into the box using the MM/DD/YYYY format.

5. Now, you see the program information section. These questions are for staff. You might have customized the information displayed/collected here in the *Create and Customize Program Questions for Staff* (see page 40). Remember, items preceded by * are required to proceed. If you accidentally click a wrong answer, click again to unclick that answer. Once you complete your selections, click *Next* at the bottom to proceed.

*NOTE: **Programs** are displayed at the very top of this section. Staff need to select the appropriate program for that client to ensure that data pulls into the appropriate reports on the Agency and Group Levels. Failure to select the program can result in missing data for reports.*

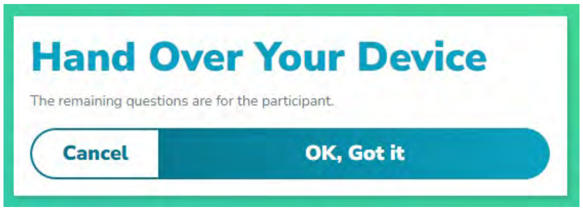


6. You now have options for how you will administer the Survey. You can:

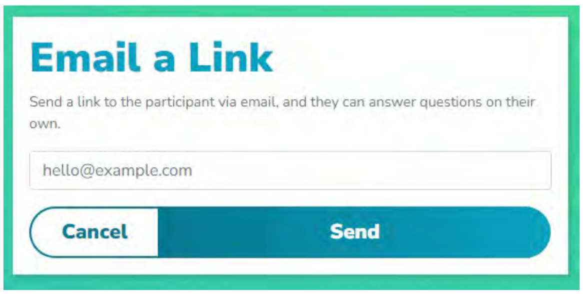


NOTE: All options require an internet-connected device to complete the Survey. If a connected device is not an option, administer a paper copy and return to do Paper Entry later.

a. **Continue Here**- Use this option if the client is with you and will use your device to complete the Survey. Once you click *OK, Got it,* you will get a message to hand off your device (phone, tablet, laptop, desktop to the client to begin the Survey)



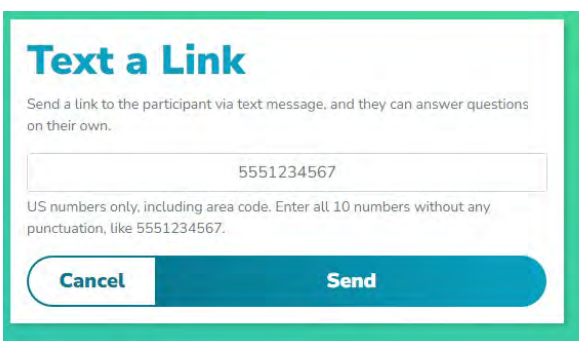
b. **Send Email**- Use this option to generate a survey link to the email address of your choice. The designated email address will receive an email with a client-specific link. The client can complete the Survey on their chosen internet-connected device by clicking on the link. *NOTE: The system will not retain the email address after sending the survey link.*



After clicking send you can click *Dashboard* at the top of the screen to exit the *Message Sent* screen.

c. **Send Text Message**- This option generates a survey link text message to the specified number. This could be your number to have the link ready for a client later or the client's cell phone number to complete the Survey on their own cellphone.

NOTE: The system will not retain the phone number after sending the survey link.



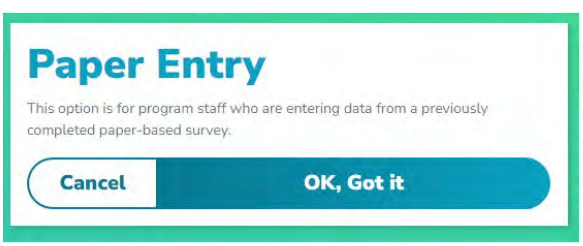
After clicking send you can click *Dashboard* at the top of the screen to exit the *Message Sent* screen.

d. **QR Code**- Use this option to generate a QR code that can be scanned for a client-specific link to complete the Survey.

NOTE: This is an excellent option for group administrations as you can create the surveys, print each code, and then write the participant's name on the printout to ensure you hand the correct code to the right person. Then, each participant can scan their code using their cellphone to complete the Survey.

After clicking send you can click *Dashboard* at the top of the screen to exit the *QR Code* screen.

e. **Paper Entry**- Use this option ONLY to complete data entry from a paper and pencil administration. This entry is intended for STAFF ONLY. Do not choose this option for administration directly to a client. More will be covered on this option in *Paper Entry Instructions* in the next section.



NOTE: The link generated in the various options are ALL CLIENT SPECIFIC. The links can only be used once and are tied to the appropriate client ID.

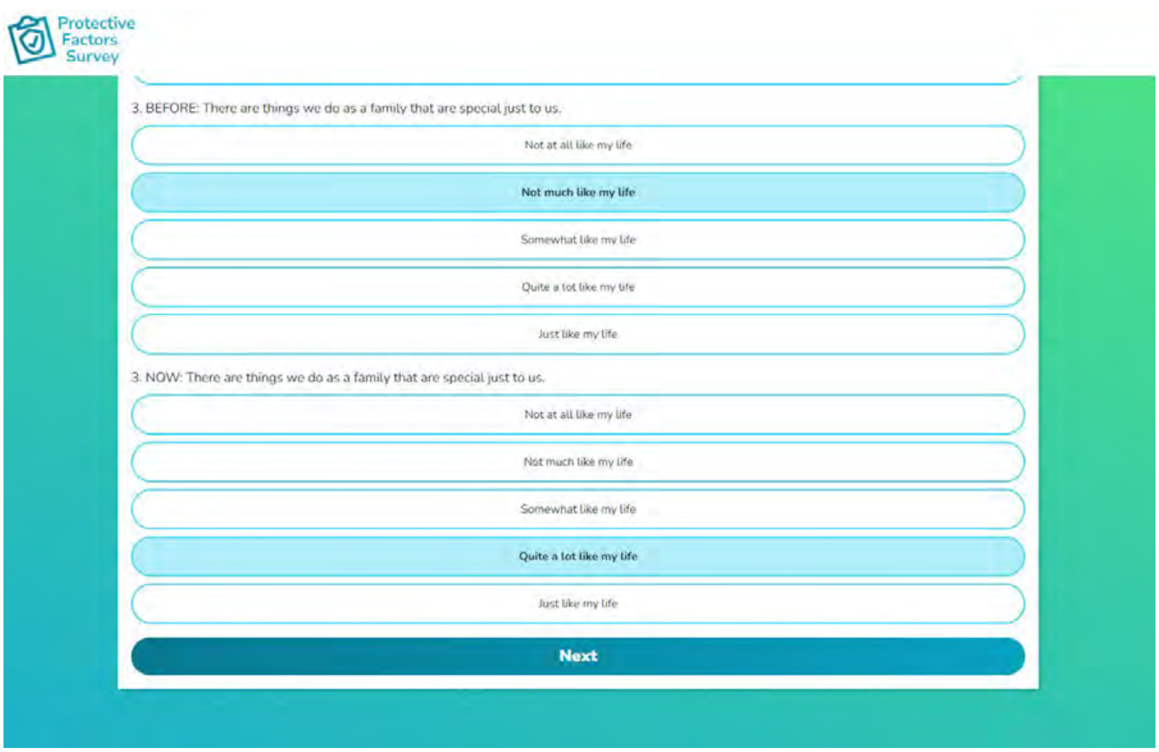
7. The client will complete the Survey using the link provided via email, text message or QR code. The survey system is designed to respond to any device - phone, tablet, laptop, or desktop. Once they complete the Survey, you can view the results on your Dashboard.

   NOTE: Be sure to support the client in completing the Survey, even using electronic or remote options. They may have questions. You should also inform the client they will receive a link and they can reach out to you if they have questions. Remember to refer to the proper User Manual for the survey you are administering for information on how to explain the survey to the participant.

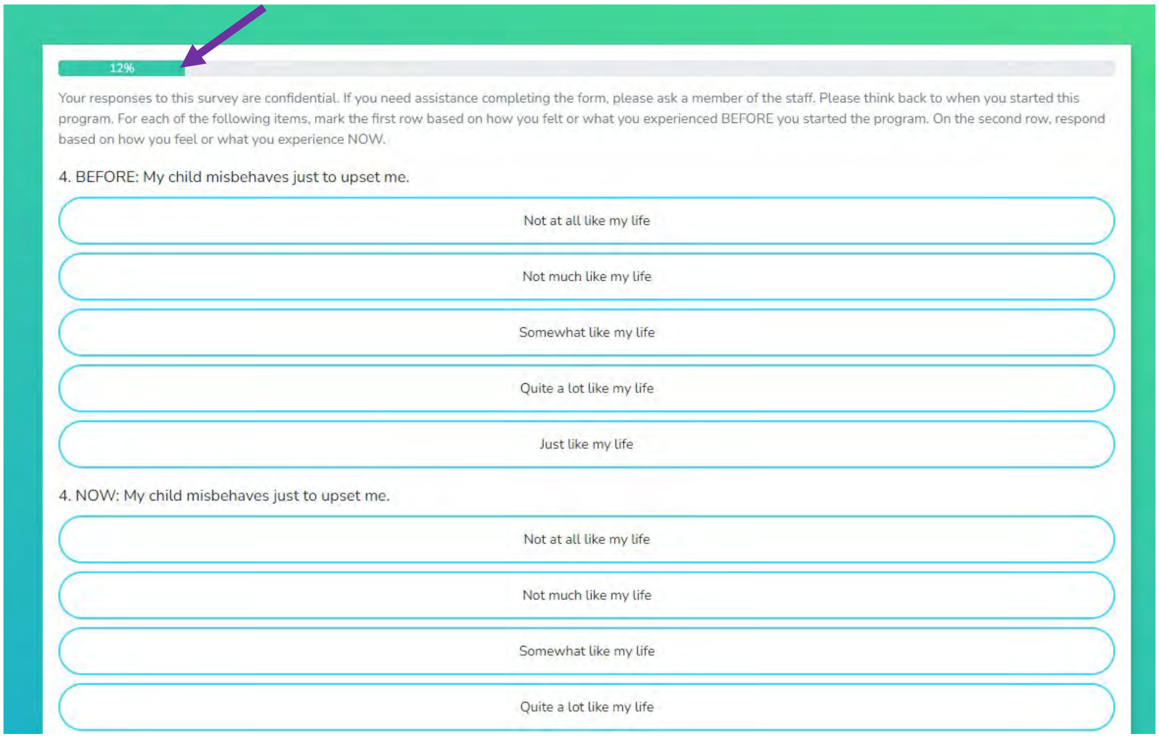
Client Survey Completion Instructions

1. Once the client receives a link or is handed your device after the survey set-up, they can answer the survey questions. You may provide guidance as you would in a paper administration following your agency procedures. For our purposes, we are using the PFS-2 Retrospective. As the client answers the questions, they will click *Next.*

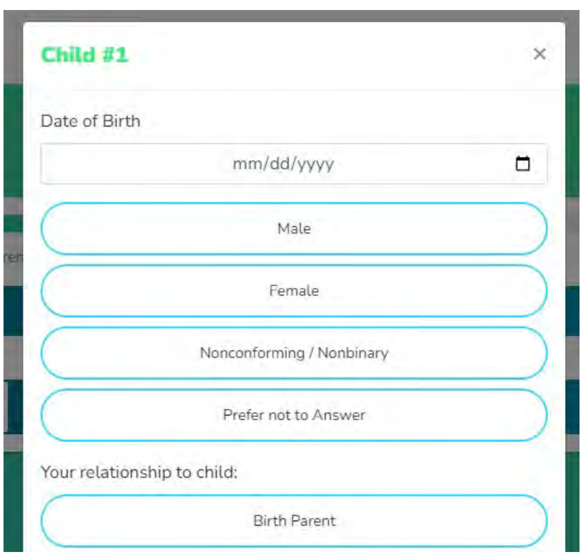
   NOTE: Remember, if they accidentally click on a wrong answer, they can click again, which will unmark the selected answer.



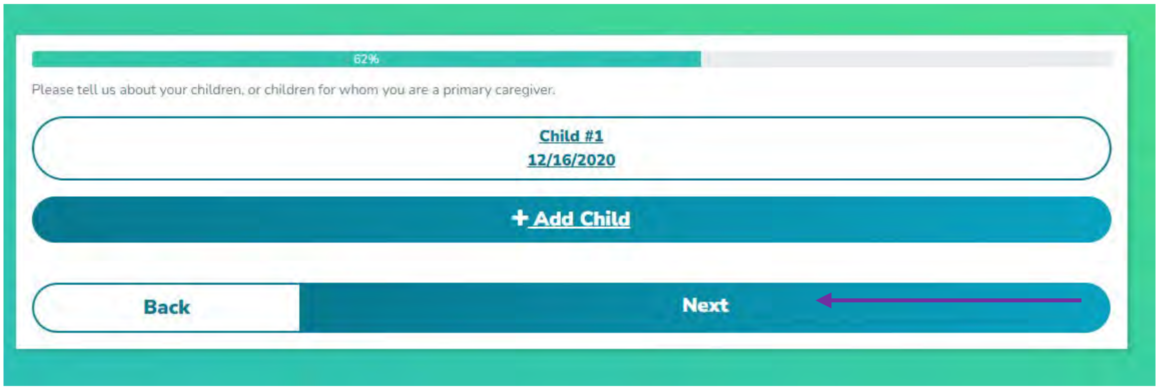
2. A progress bar will appear at the top of the screen to show the percentage of the Survey completed.



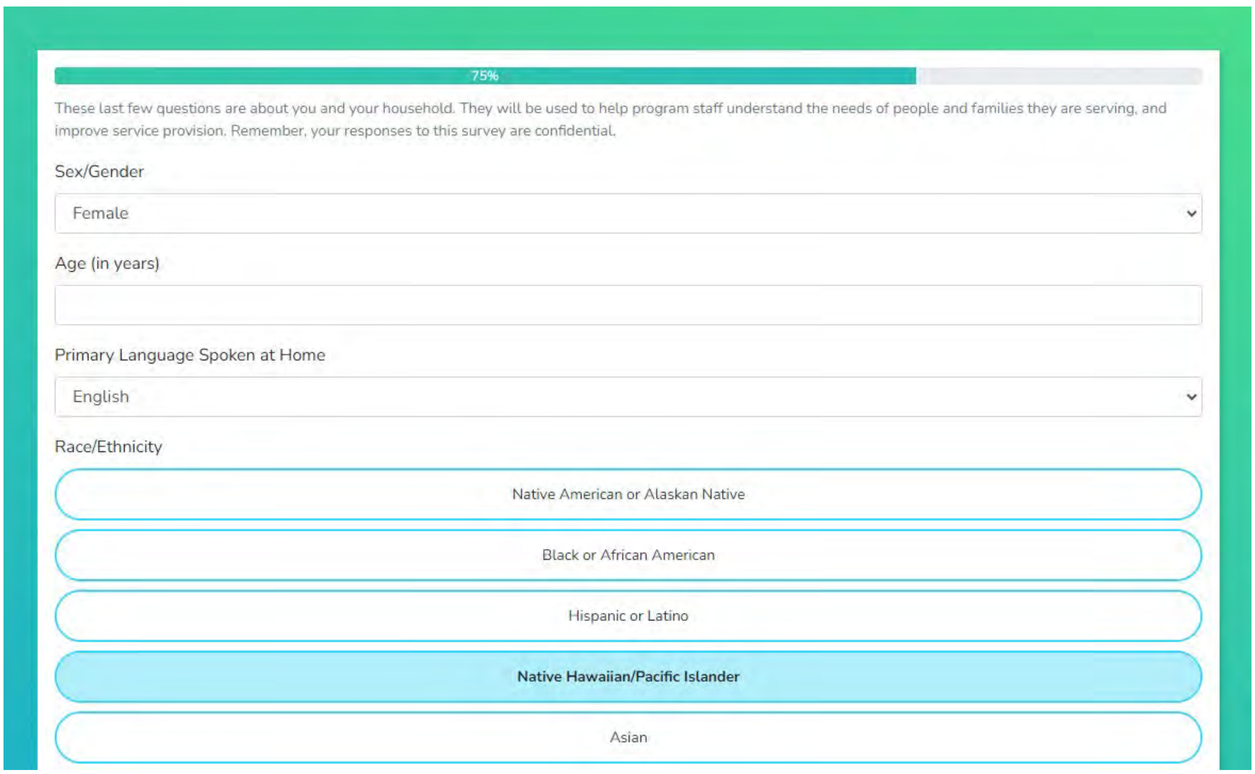
3. Once they complete the survey questions, the client will enter details about their child(ren).



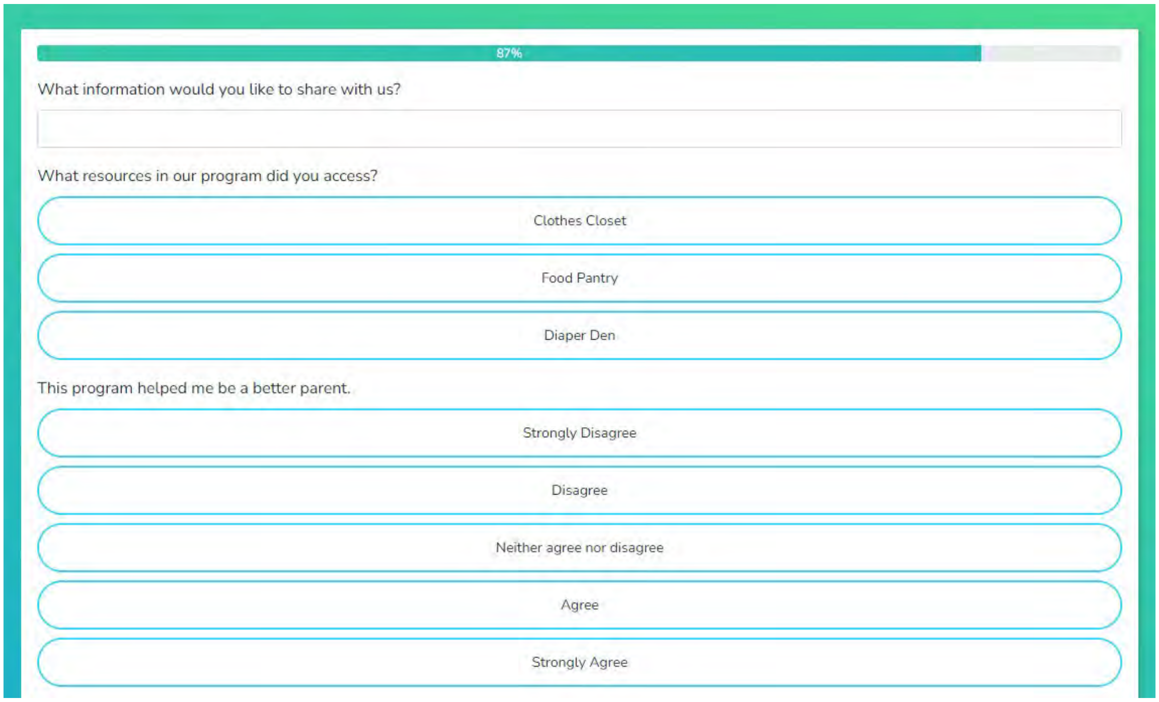
4. They can enter as many children as needed by clicking *+Add Child* after each record.
5. Once all children are entered, they will click *Next*.



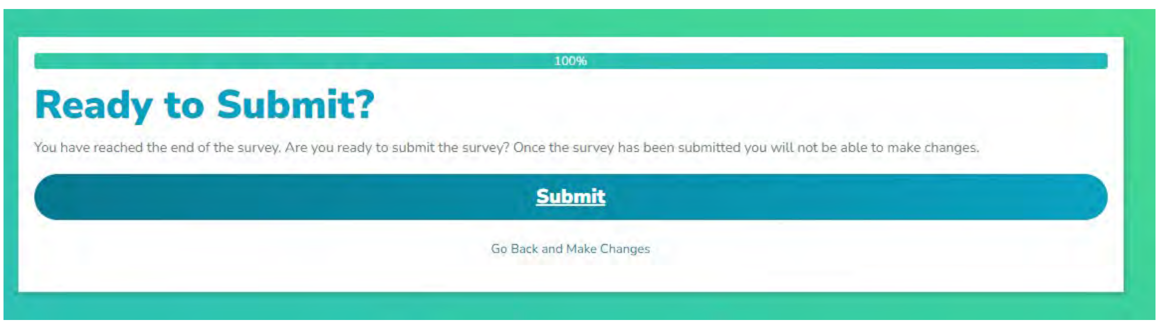
6. When they click *Next* they will be taken to the demographics section. If your agency is not using demographics, then the system will skip this section.



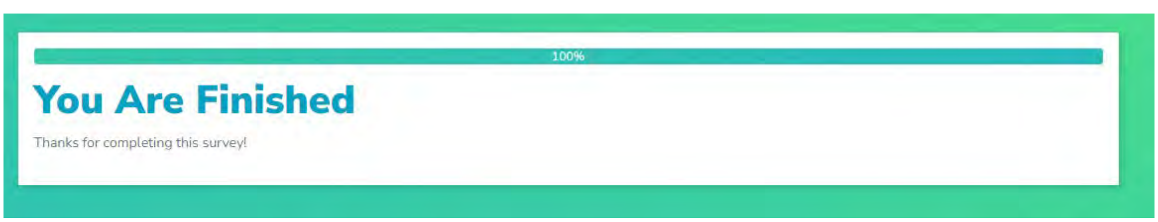
7. After clicking *Next* in the Demographics, the client will be led to any custom client questions entered into the system (see *Creating Custom Client Questions* for more information). If your agency is not using custom questions, then the system will skip this section.



8. After clicking *Next* in the custom questions, clients will receive this message. They have the option to *Go Back and Make Changes* or *Submit*. Once the Survey has been submitted, client responses can't be edited.



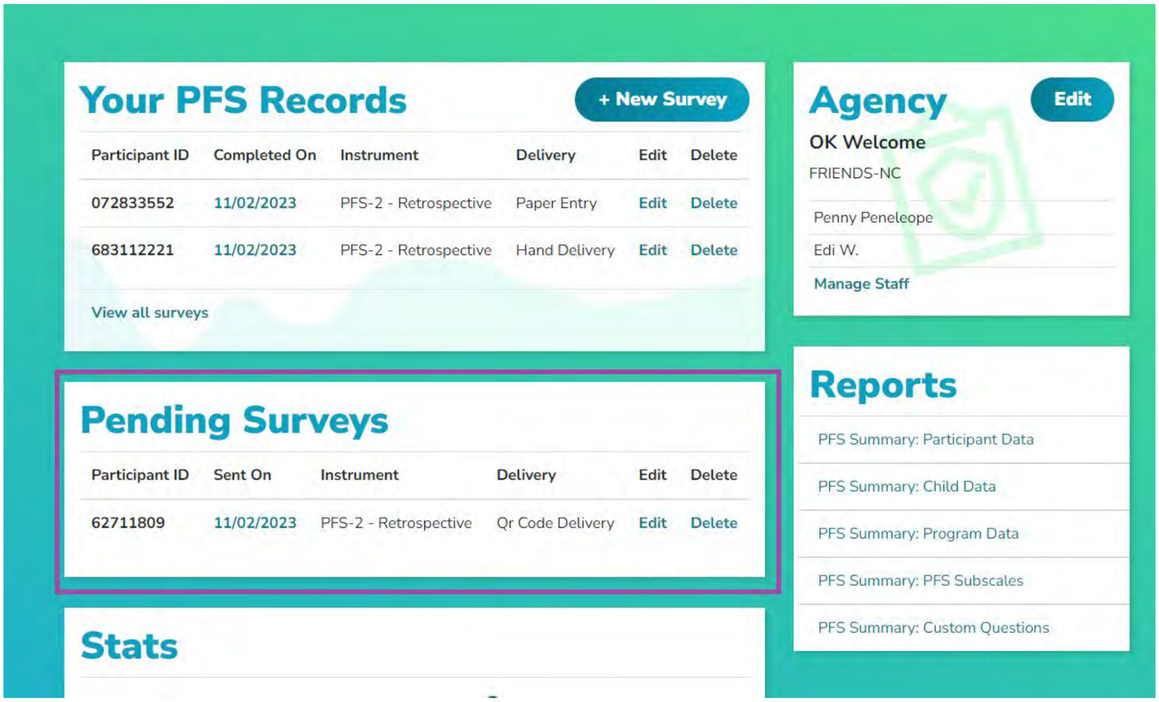
9. Once they click submit, there is no navigation back to the *Dashboard* or any other part of the system from this screen. This prevents clients from accessing areas they are not permitted to see within the system. They can close their browser window.



Pending Surveys

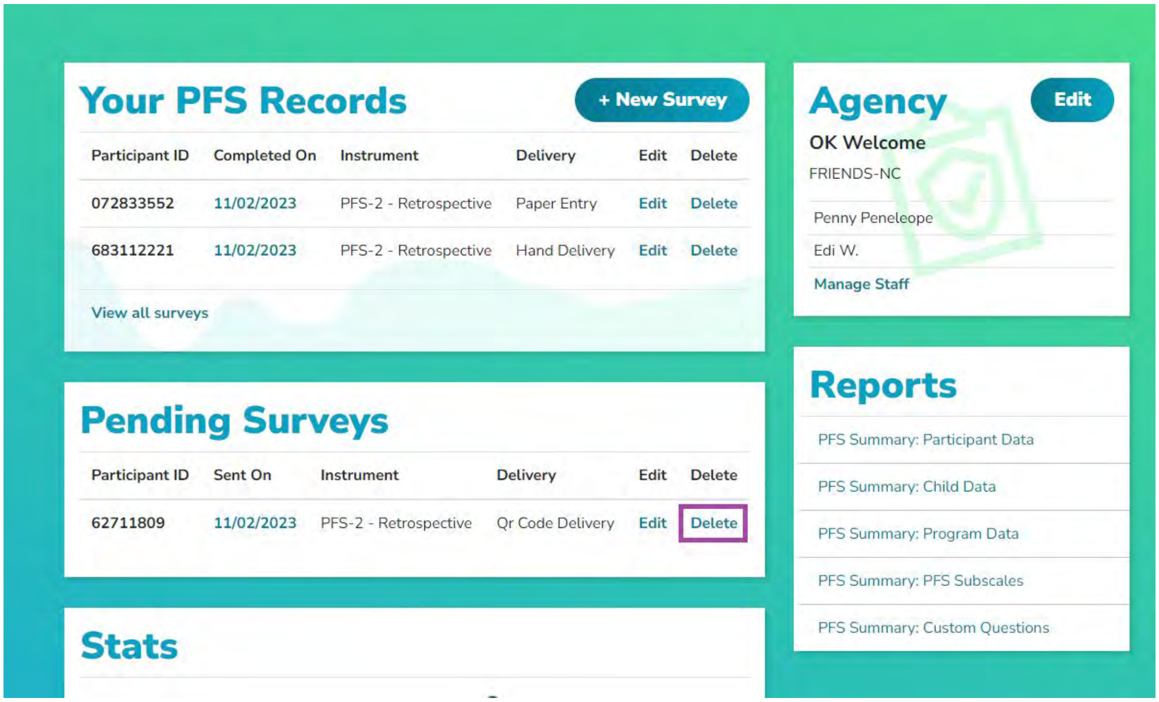
Your Dashboard contains a *Pending Surveys* box. This area displays any surveys that have been initiated but have not been completed/submitted. You can use this area to send updated links to participants for completion or delete unnecessary records (i.e. Survey was completed via a different administration).

*NOTE: If no delivery method is indicated in the **Pending Surveys** box then a link for that survey was never initiated. See the instructions on page 75 to **Send a New Link**.*

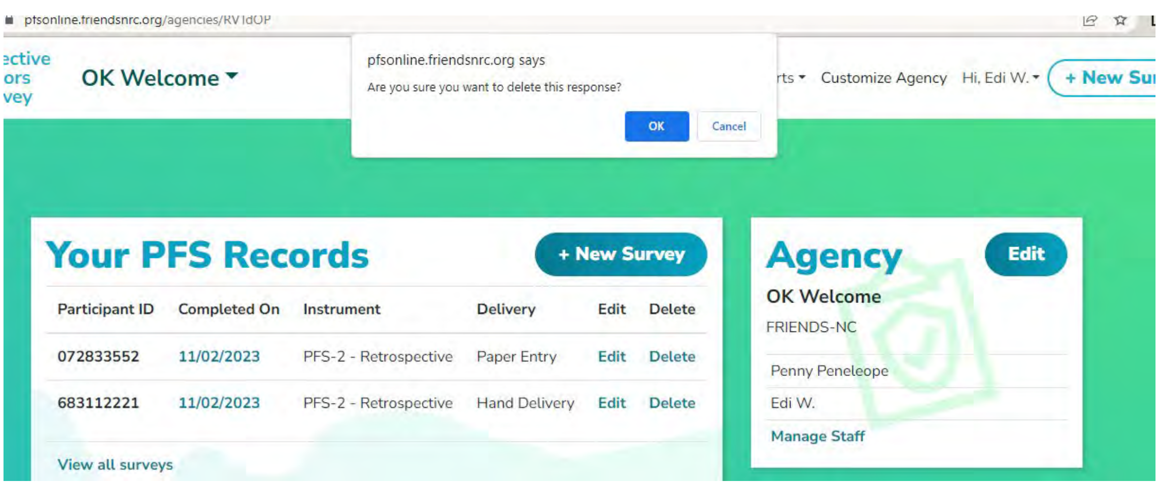


Delete a Record

1. Click on the *Delete* option next to the record in the *Pending Surveys* box.



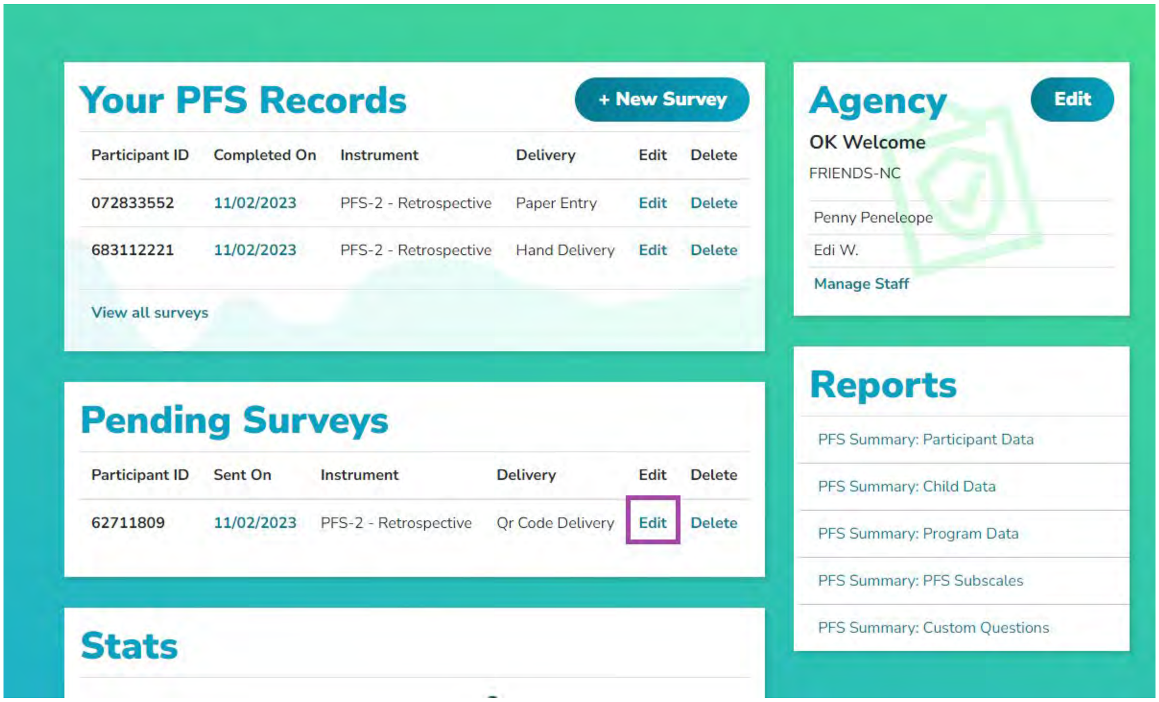
2. Once you click *Delete,* you will see a confirmation box asking *Are you sure?* Click *OK* or *Cancel* to proceed.



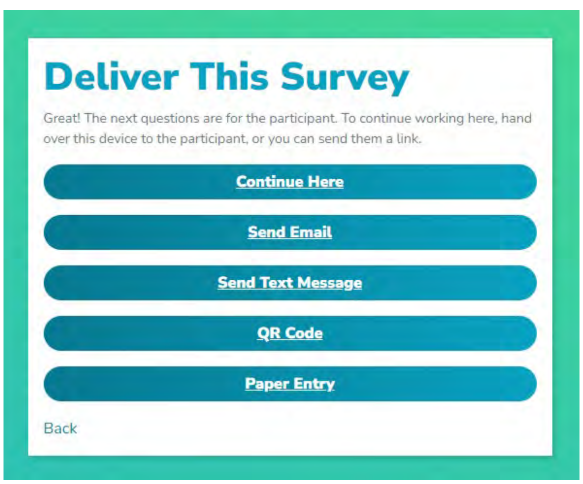
NOTE: Once you delete a response, it can't be restored.

Send a New Link

1. To send an updated link to a participant for completion or to change the method of survey administration, identify the record in *Pending Surveys* you wish to work with and click on *Edit*.



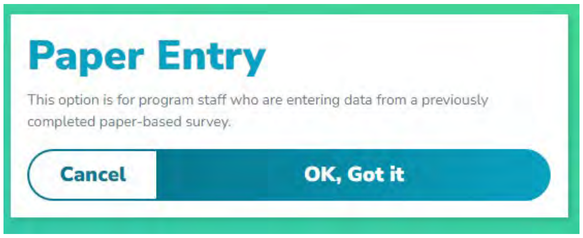
2. You will be taken through the set-up screens for the identified Survey. This includes the *Program Information* questions. Once you double-check the information on those screens and click *Next* you will be taken to the *Deliver This Survey* box.



3. You can choose the same method you initially selected or a new one. (For more information on the options, please see *Initiating a Survey, p. 64*).

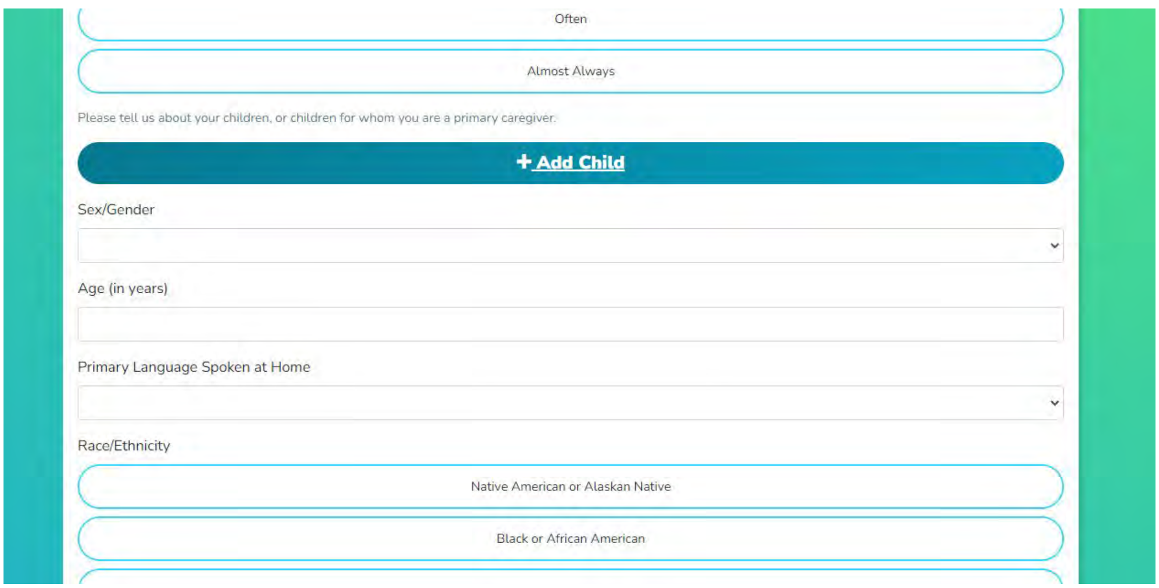
Entering Data from a Paper Administration

1. Once you enter the program information and click on *Paper Entry,* you will receive this message:



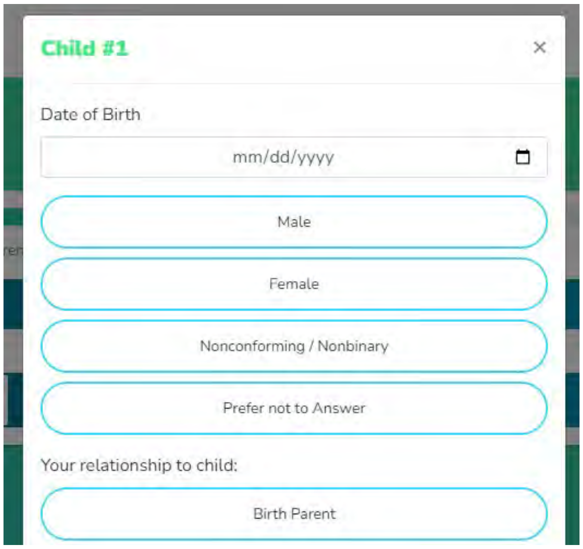
*NOTE: Do not use this option if handing your device to a client. This option does not lock the system to prevent clients from accessing the **Agency Dashboard** after completion and they can access survey data once completed.*

You can begin your data entry now. All survey questions will be on one page; you just need to scroll down to enter items. Once entered, click *+Add Child*.

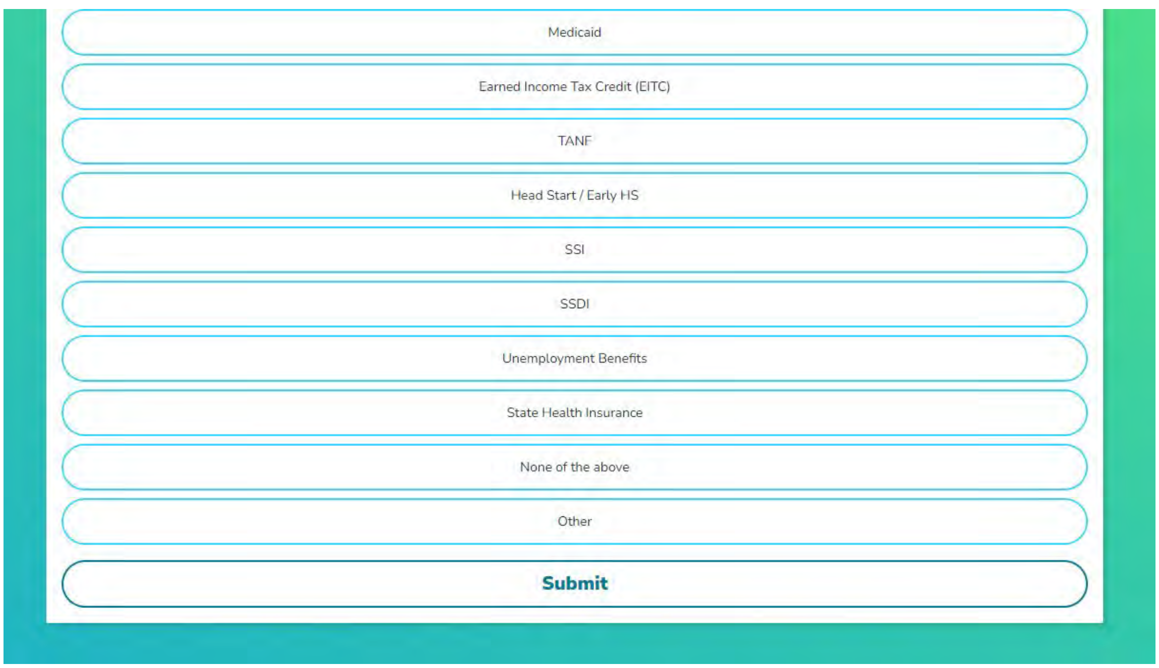


2. Enter child information. You may enter as many children as needed by clicking *+Add Child* after saving each record.

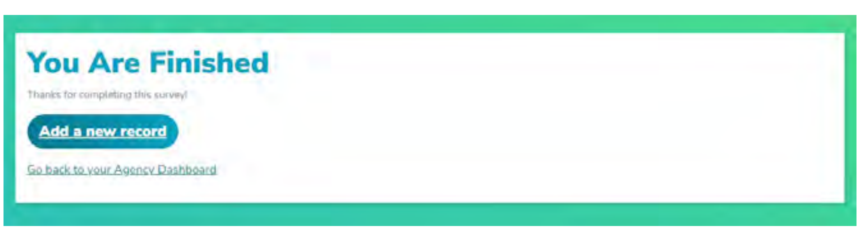
NOTE: The printed survey has the child information in a table, you would enter each line of data in that table as one child. Click +Add Child for each line in the table.



3. Once all children are entered, continue to enter the appropriate demographics. If your agency does not use the demographics, the system will skip this section.
4. Once done, click *Submit*.

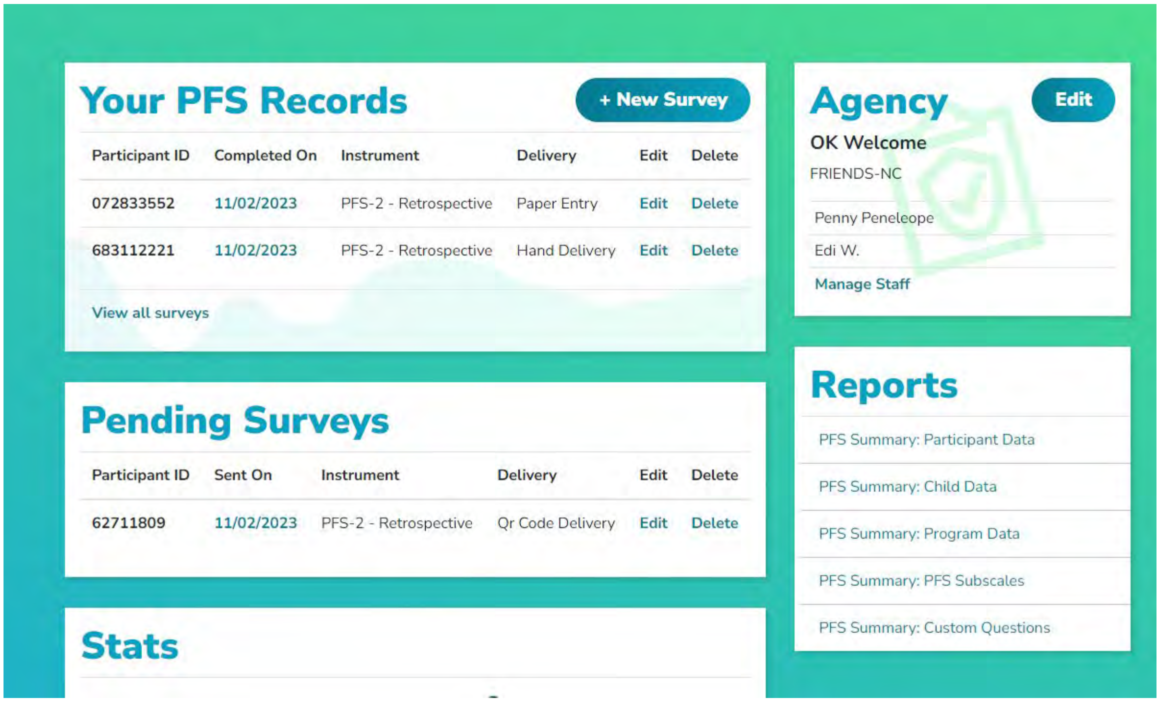


5. Once you click submit, you have two options- *Add a new record* or *Go back to your Agency Dashboard*.



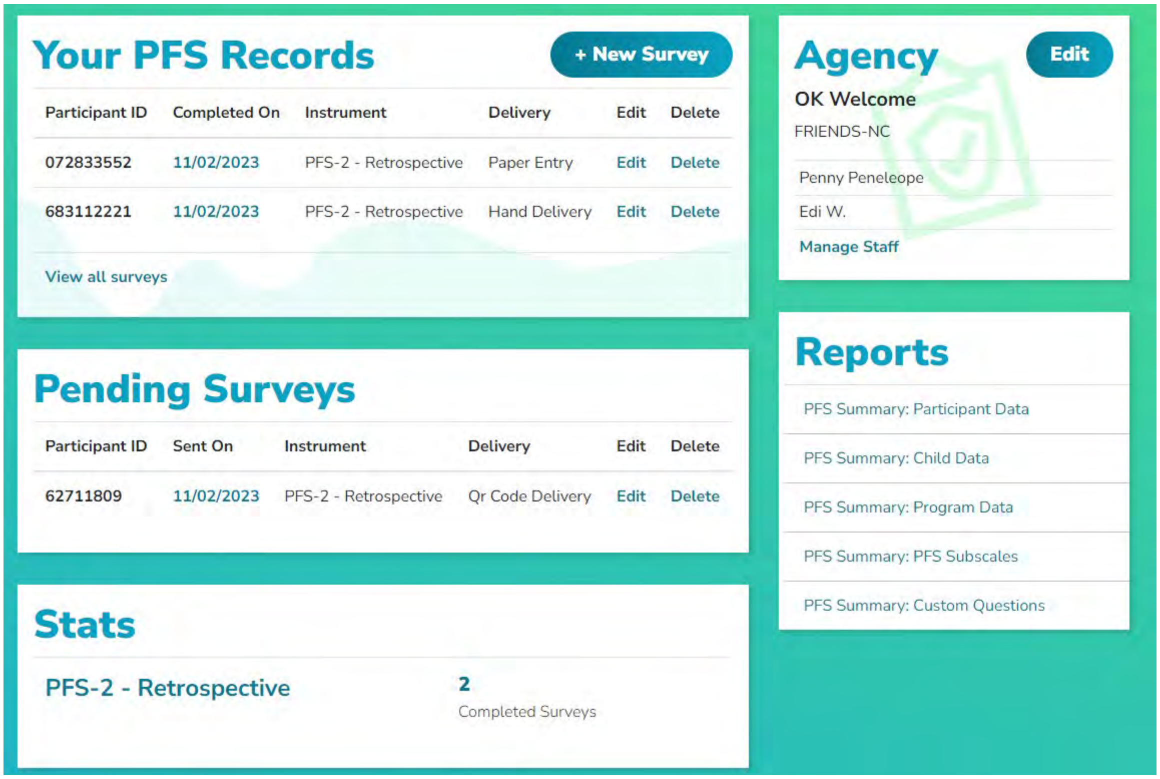
Working with PFS Records

The system offers users the opportunity to manage the data collected in the system in various ways. The information displayed on your *Dashboard* allows you to view responses and manage records.

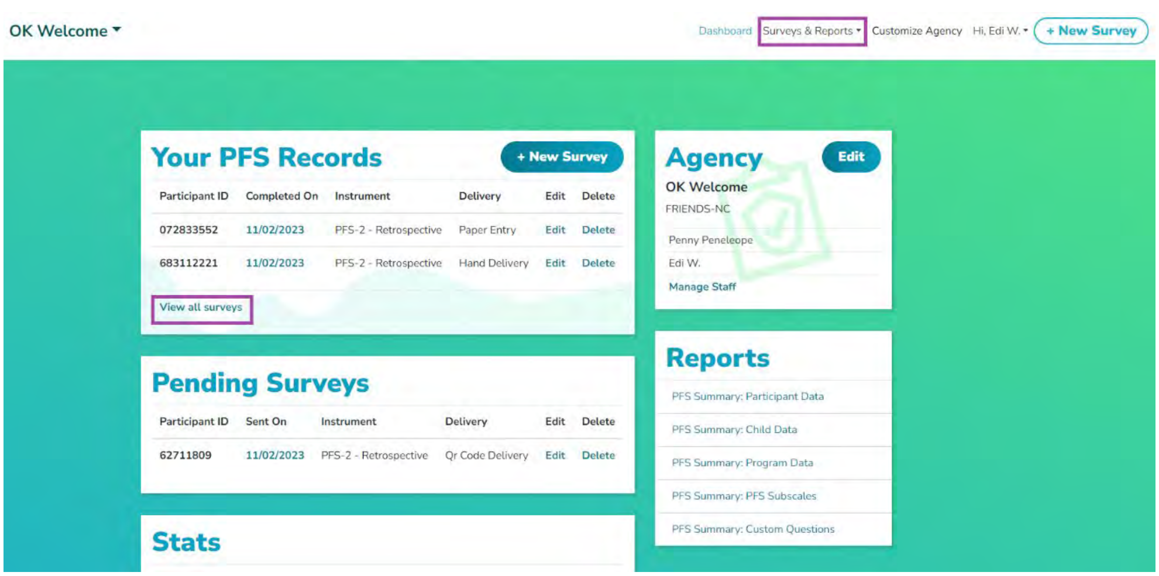


Searching/Viewing Participant Responses

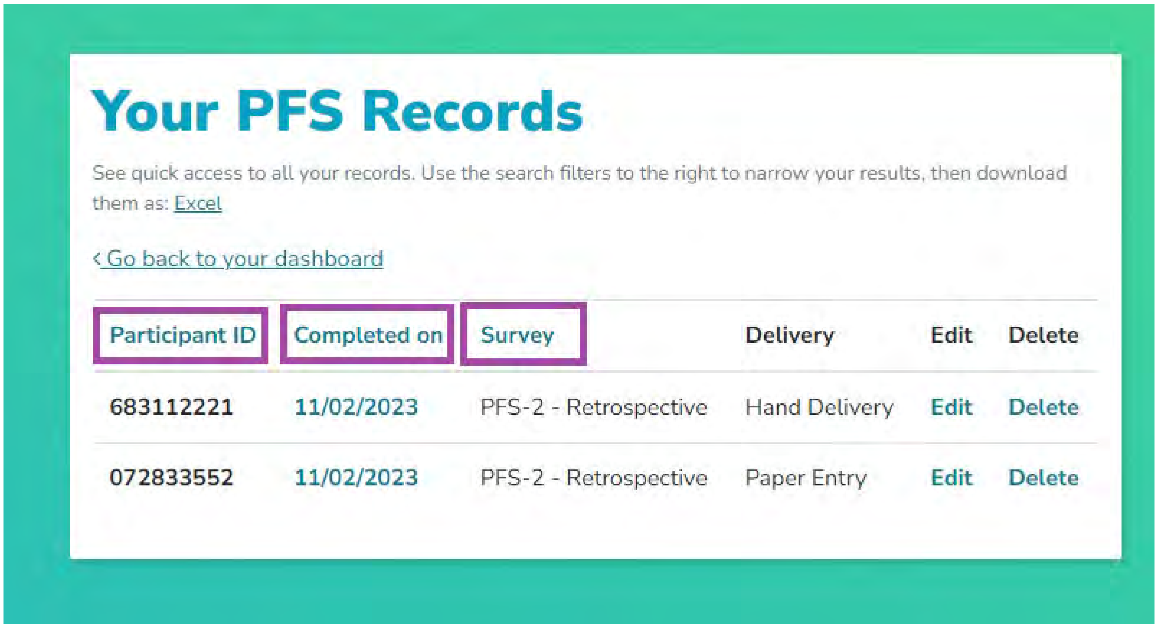
1. The Participant Responses are displayed by Participant ID in the *Your PFS Records* box. The records are sorted by the Completed On date and displayed with the most recent records first.



2. To sort these records by various columns, click the *View All Surveys* at the bottom of the box. Using this area to view and work with records gives you several additional options for organizing and sorting records. You can also access Participant Responses by selecting *Surveys and Reports* in the top menu and then clicking on *View All Surveys*.

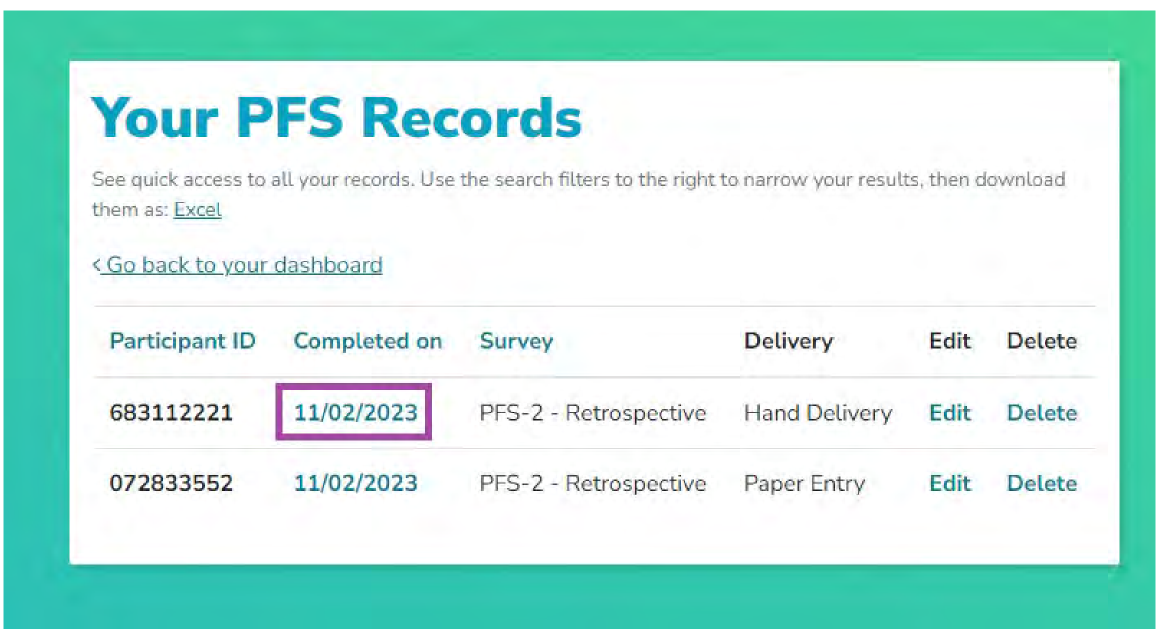


3. Click on the column heading to sort the records by the *Participant ID*, *Completed On* date, or type of *Survey* administered. Click once to sort ascending and again to sort descending.

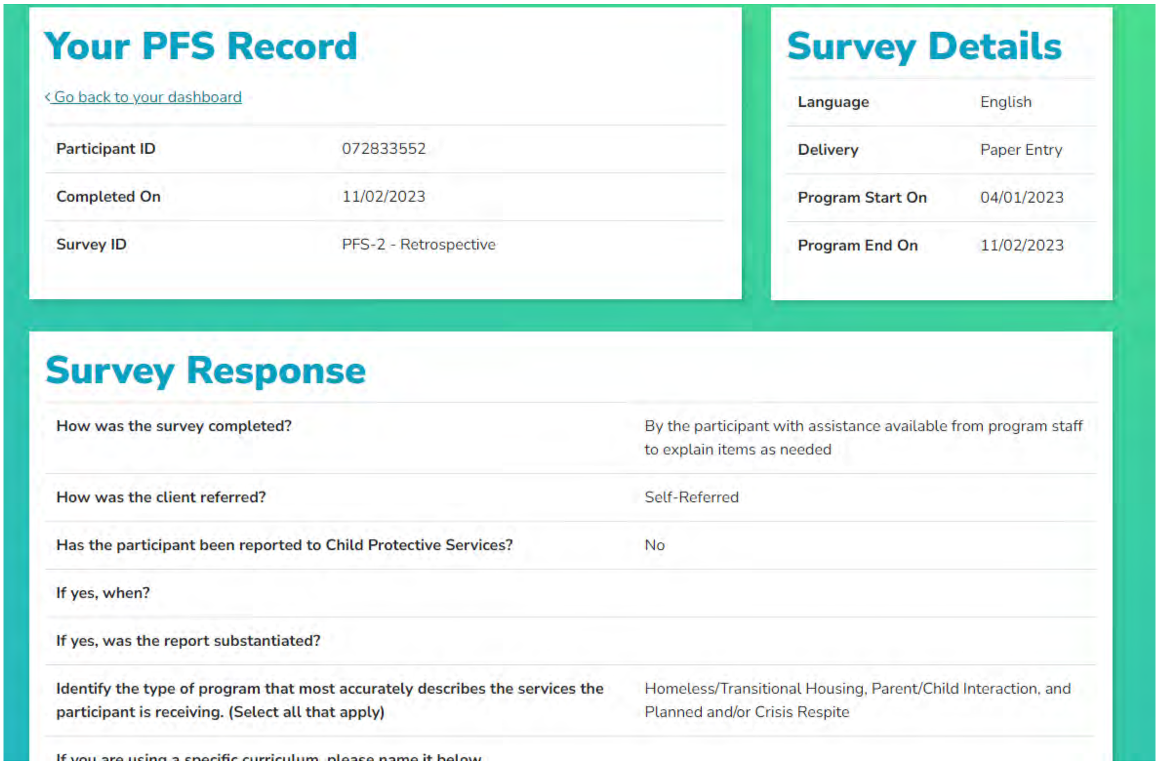


NOTE: *In this area, you can search by participant id and program in the basic search box in the* ***Search*** *box in the lower right corner. In addition, you can click on* ***Advanced Options*** *in the box and get additional options.*

4. To view an individual participant's response, find the record in the list you wish to view and click on the *Completed On* date for that record.



5. After clicking on the date, you will be taken to a screen to view the participant's response.

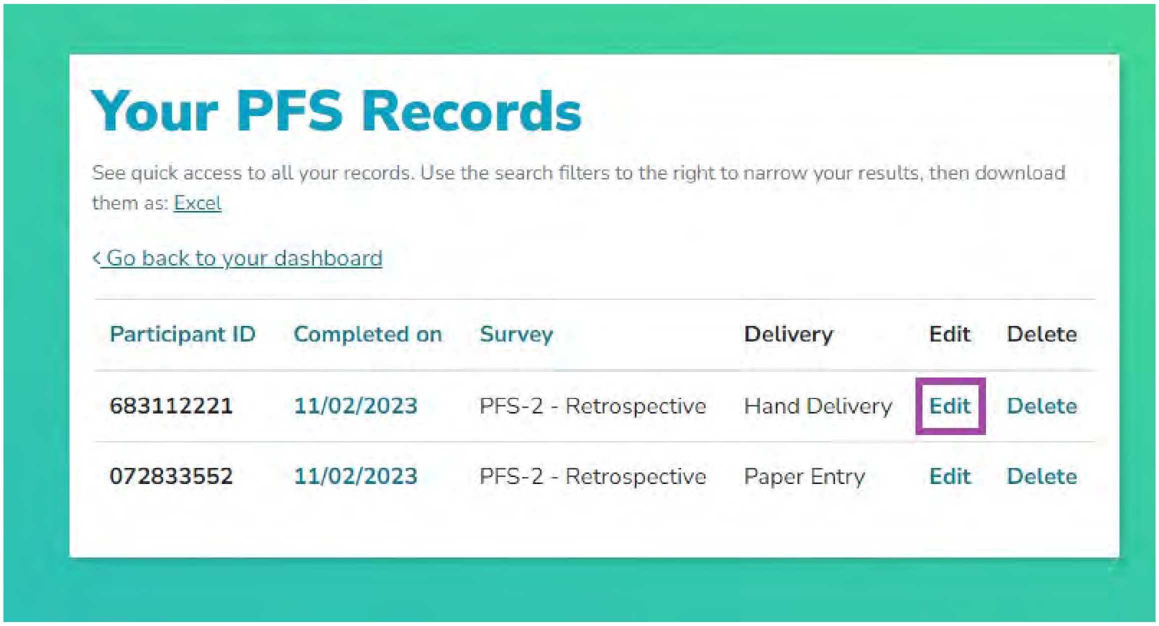


6. You can scroll the screen to view the record and use the *Print Button* at the bottom to print the record with a score report attached if needed.

   NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

Editing Participant Responses

1. Sometimes, after a survey has been submitted, the record needs to be edited, and the system allows for limited editing of various details for most Survey delivery methods.
2. Hand Delivery and SMS, QR Code, and Email delivery allow you to edit the program information questions (participant ID, Survey, program dates, how the Survey was completed, etc.) filled out by staff when setting up the Survey. These are the only items that can be edited. Participant responses can't be changed once they submit their Survey.
3. Paper Entry (surveys entered by staff from a paper copy) responses can be edited in their entirety. The system knows that sometimes errors in data entry happen and allows for the ability to correct errors.
4. To edit, find the record in the list you wish to edit and click on the *Edit* option.

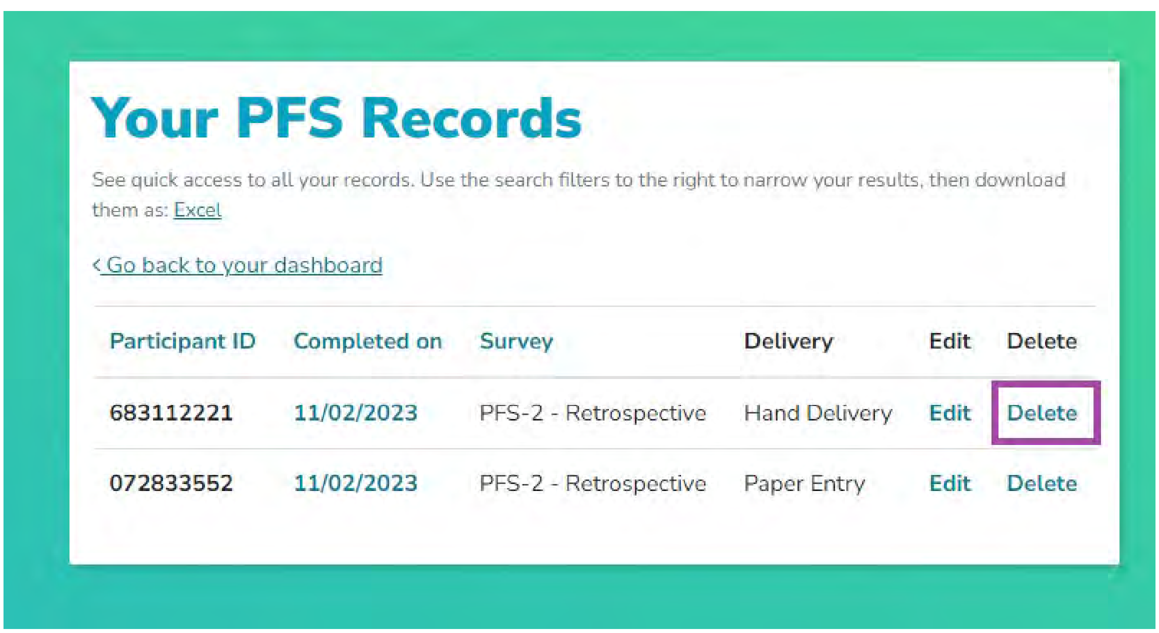


5. This will take you through the record and allow you to edit the areas of the Survey available for editing. Click the *Submit* button once edits are completed.

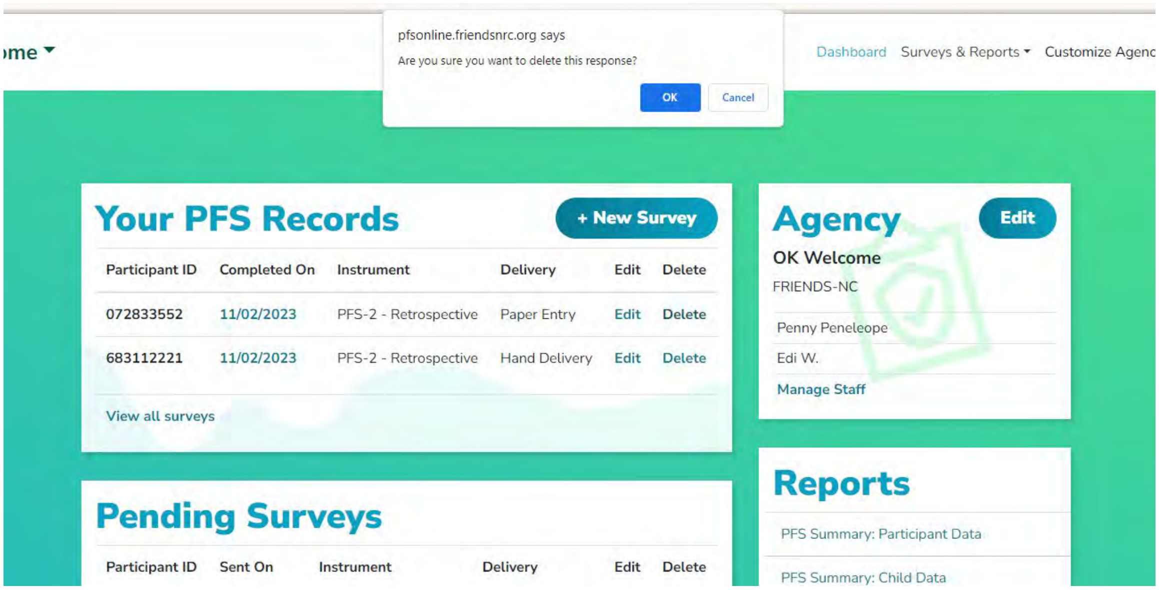
*NOTE: A reminder that **Paper Entry** does not lock the system to prevent clients from accessing the **Agency Dashboard** after completion. DO NOT use this option with clients.*

Deleting Participant Responses

1. If a response was entered erroneously or there are errors in the Survey that need to be corrected and are not in the editable sections, you may wish to delete the record and start over.
2. Find the record you need to delete and click on the *Delete* option to perform this action.



3. Once you click *Delete,* you will see a confirmation box asking *Are you sure?* Click *OK* or *Cancel* to proceed.

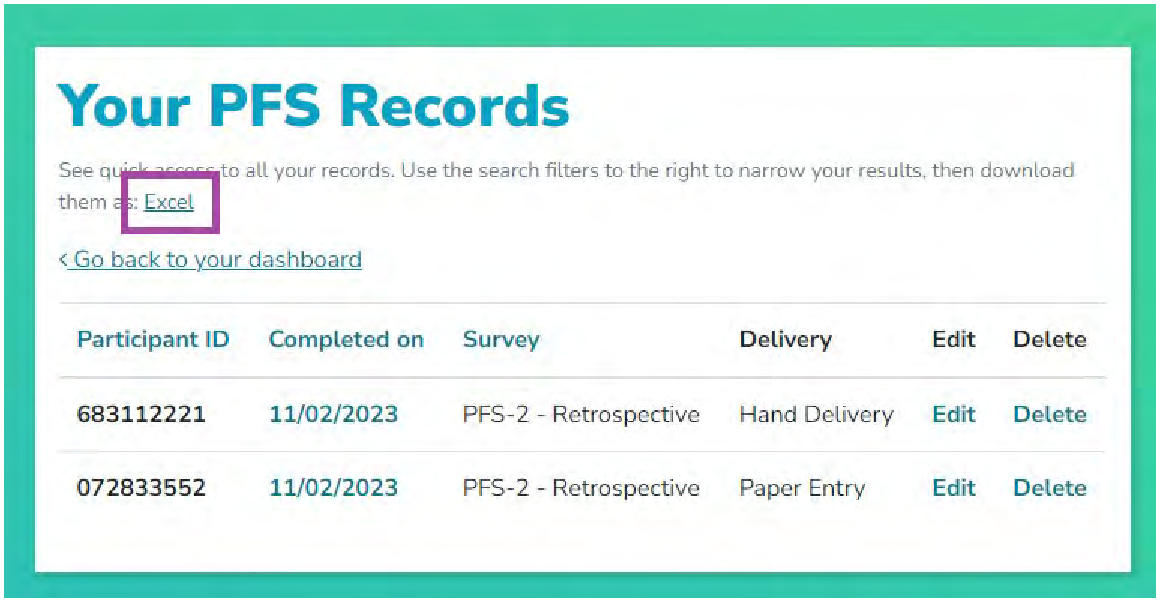


NOTE: This action can't be undone, and the record can't be recovered. Only delete the record if you are confident you don't need it.

Exporting Data

You can export data from within the PFSODS via Excel. This function will download all raw data from your Agency for use in other data and statistical programs. You can not limit the data the system downloads; it will be a complete data download.

1. To export the data, click on *View All Surveys* at the bottom of the *Your PFS Records* box. You can also access this area by selecting *Surveys and Reports* in the top menu and then clicking on *View All Surveys.*
2. From there, click the *Excel* link. This will generate the file which will be emailed to the address for the account logged into the system.



Running Agency Reports

The system has predefined reports that support agencies' understanding and use of their data. This section will walk through the predefined reports. All reports are run by Survey type. You can not run a single report for multiple Survey types (i.e., PFS-2 Traditional and SPFS-2 Traditional). Survey data should not be combined across Survey types.

The system has the following reports predefined:

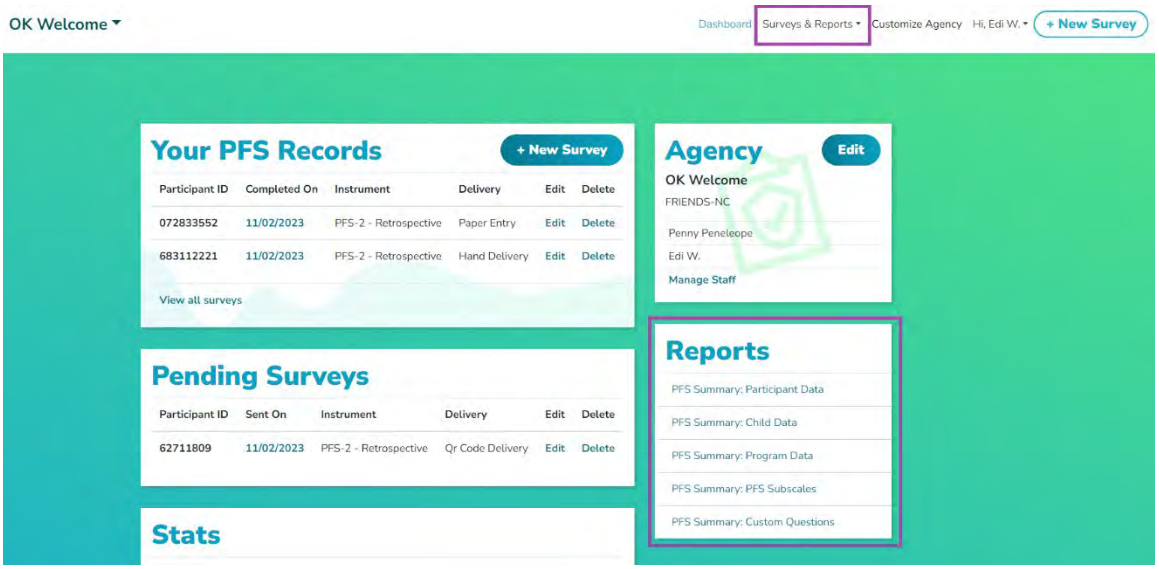
- *Participant Data*
- *Child Data*
- *Program Data*
- *PFS Subscales*
- *Custom Questions*

Reports can be accessed from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking the *Surveys & Reports* in the top menu.

NOTE: If you are seeing issues with records/surveysnot pulling into reports, there are two areas you should check first.

1. *Dates fields – if you enter dates into Program Start Dates, Program End Dates, and Survey Completed Dates, the system will find records that match ALL the criteria you have put forth. This is likely eliminating some records you want/need and may cause a number of discrepancies.*
   - *We recommend only using the date field you focus on and leaving the others open.*
   - *For example, if you want clients that started services in Quarter 1, enter dates in the Program Start Dates only. However, if you want clients surveyed in Quarter 1, enter the Survey Completed dates only.*
   - *Staff often leave the Program End Date blank in records.*
   - *Errors in date entries can eliminate data as well. Sorting records by date (see page 79) can help to identify these errors.*

2. *Program selection – if you have missing data that is being pulled/sorted based on the program(s) and the dates are not the issue, then it might indicate that surveys have an incorrect program(s) selected or, perhaps, no program selected at all.*
   - *Viewing data in the spreadsheet in the data export (page 84) and focusing on the program column can help to identify program entry errors.*



Understanding Matched/UnMatched Reports in the PFSODS

The PFSODS allows for all reports to be run as Matched or Un-Matched. This function behaves slightly differently between Traditional Pre/Post and Retrospective Surveys.

- **For matched reports of traditional pre/post tools**- choosing a matched report only pulls the *first* and *last* Surveys entered for a unique participant ID, following any other parameters set forth (Survey completed date, programs chosen, etc.). If there is only a pre-test in the system for that participant ID, no data will be pulled into the report for that ID. This is true across all report types.

- **For matched reports of a retrospective tool**- choosing matched will only pull the most recent instance of a unique participant ID, following any other parameters set forth (Survey completed date, programs chosen, etc.). This is true across all report types.

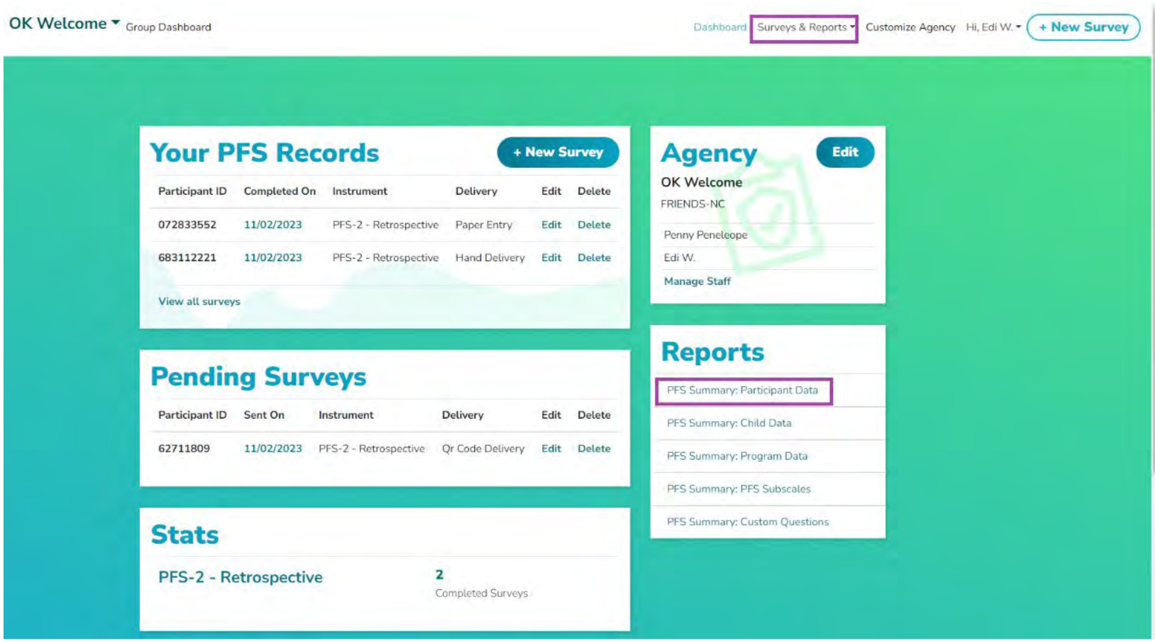
- **For non-matched reports of traditional pre/post tools** – choosing a non-matched report will pull ALL instances of that Survey that match any parameters set forth (Survey completed date, programs chosen, etc.). In the PFS Subscales report, the pre-column will be the first instance for a participant ID, and ALL subsequent uses of that participant ID will be in the post-column. This is true across all report types.

- **For non-matched reports of retrospective tool**- choosing a non-matched report will pull ALL instances of that Survey that match any parameters set forth (Survey completed date, programs chosen, etc.). This will be true across all report types.

Participant Data Report

The *Participant Data* report includes the demographic information collected by the system during Survey administration.

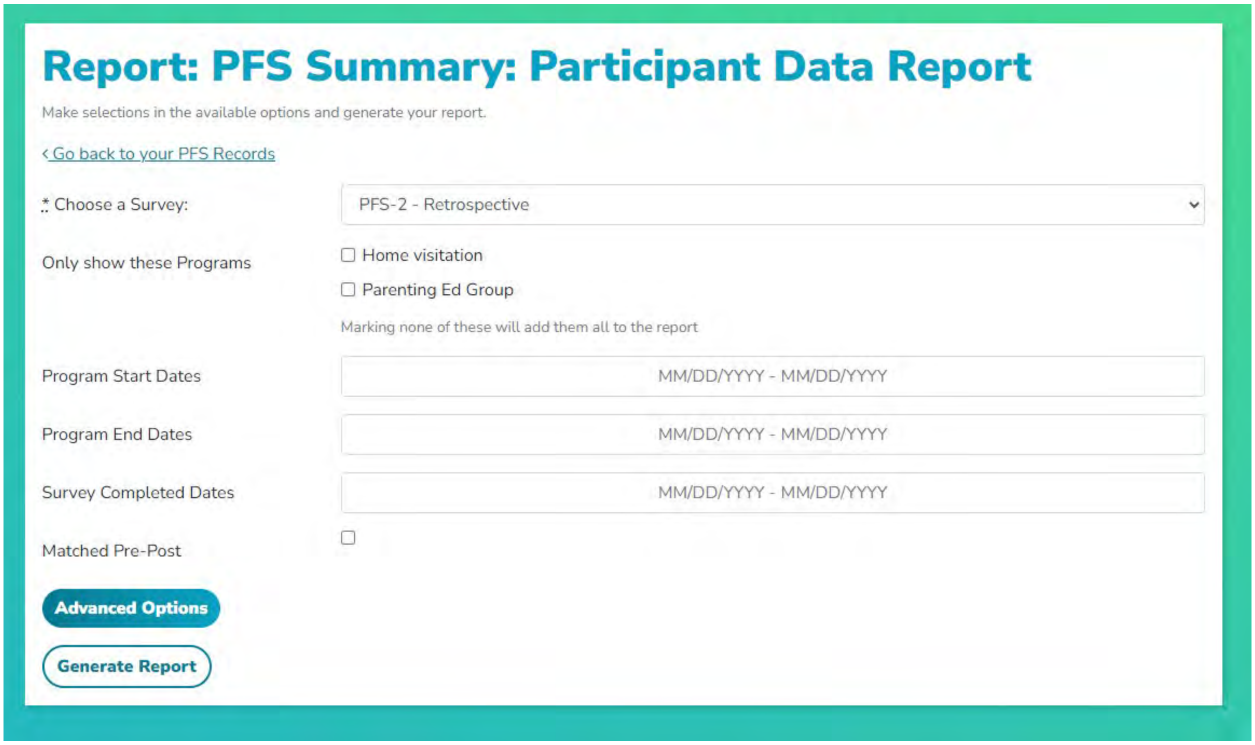
1. Run the *Participant Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Participant Data*.



2. Choose the Survey type and then any other search parameters. You can limit to which program(s) are shown by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.

   You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



3. Once you click *Generate Report*, scroll down to see the demographic information. Here is a sampling of the type of data generated.

   NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

PFS-2 - Retrospective | PFS Summary: Participant Data Report **Download Report**

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

4. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: Participant Data Report **Download Report**

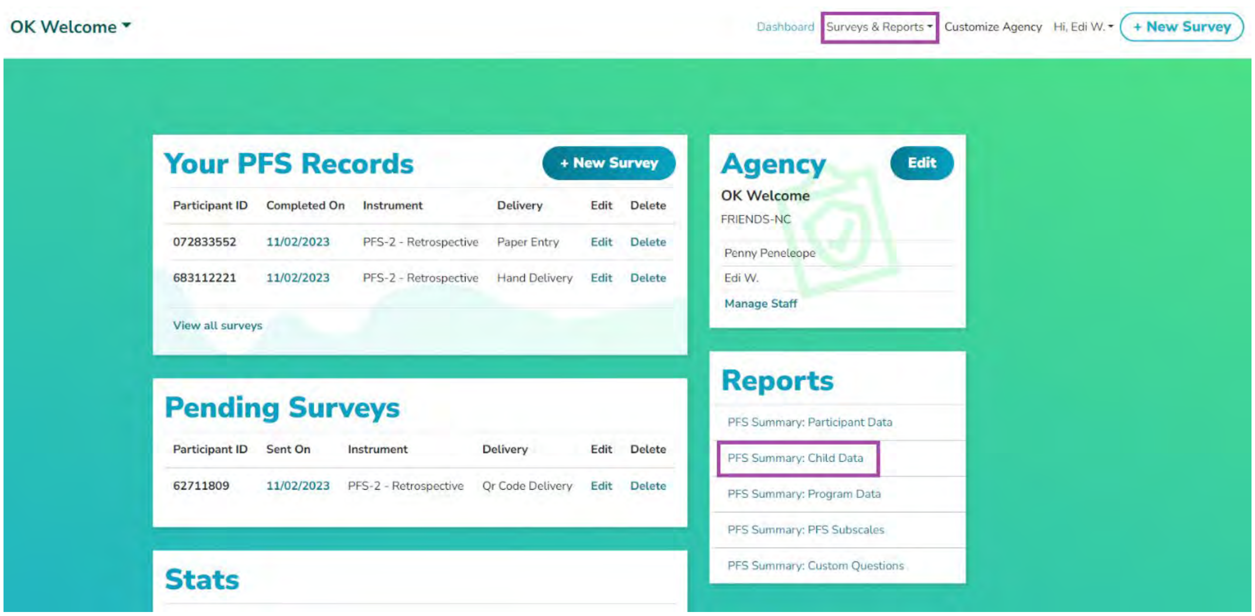
Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

Child Data Report

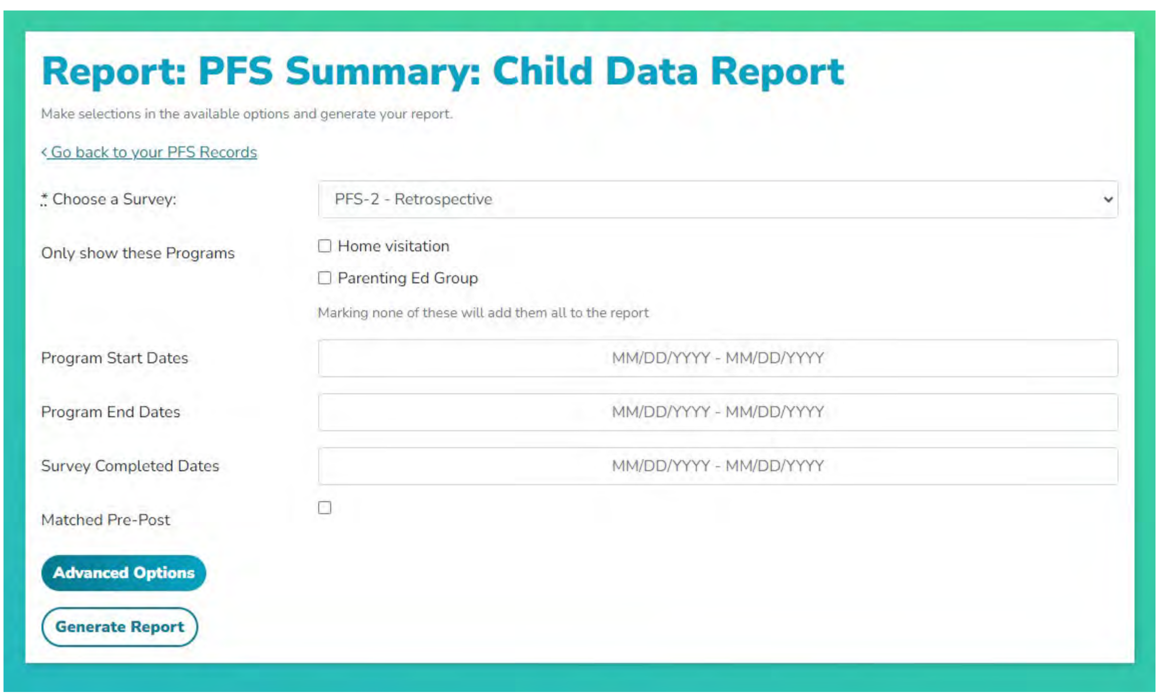
The *Child Data* report includes the information collected by the system during Survey administration in the *+AddChild* Section.

1. Run the *Child Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Child Data*.



2. Choose the Survey type and then any other search parameters. You can limit to which program(s) are shown by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.



3. Once you click *Generate Report*, scroll down to see the child information. Here is a sampling of the type of data generated.

   NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

PFS-2 - Retrospective | PFS Summary: Child Data

Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2 Mean	Standard Deviation
Average Number of Children Per Participant ID	1.0	0.0
Sex (all children)	**Count**	**Percent**
Number of Children Reported	1	100%
Male	0	0.0%
Female	1	100.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Age Data	**Mean**	**Standard Deviation**
Average Age of Target Child at Pre-Test (PFS 1.0 only)	N/A	0.0

4. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: Child Data

Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

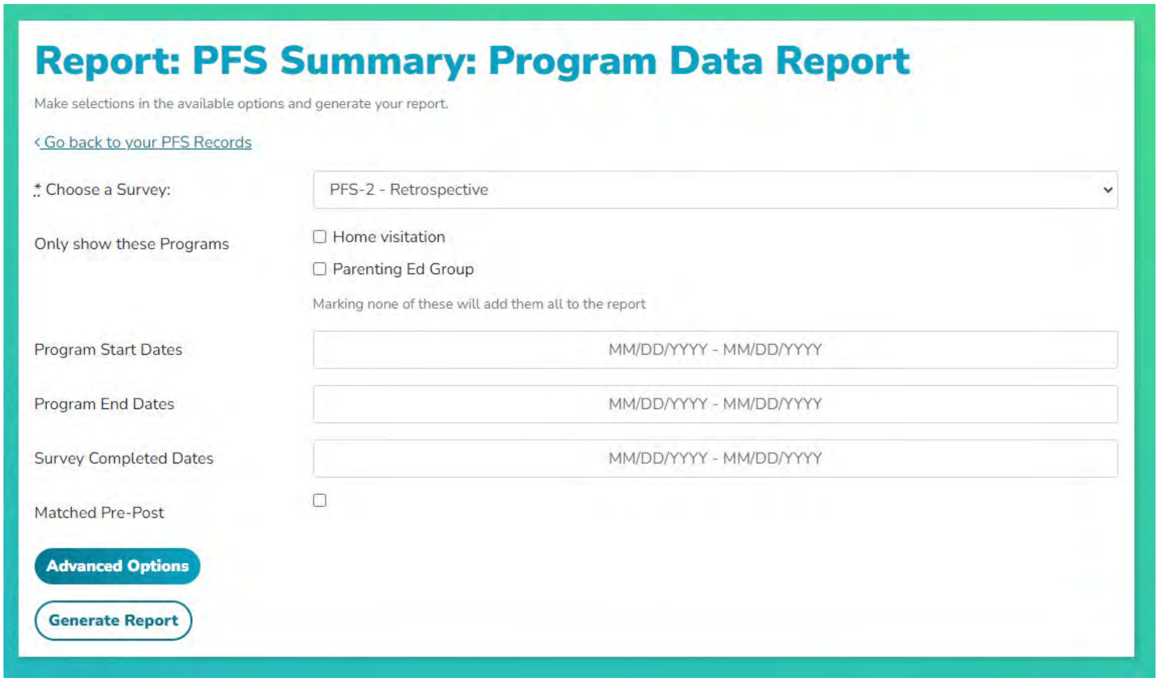
Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Number of Children Per Participant ID	1.0	0.0
Sex (all children)	**Count**	**Percent**
Number of Children Reported	1	100%
Male	0	0.0%
Female	1	100.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Age Data	**Mean**	**Standard Deviation**
Average Age of Target Child at Pre-Test (PFS 1.0 only)	N/A	0.0

Program Data Report

The *Program Data* report includes the information entered by staff during the Survey set-up for the *Program Information Questions*. This report also displays data on any Staff Custom Questions.

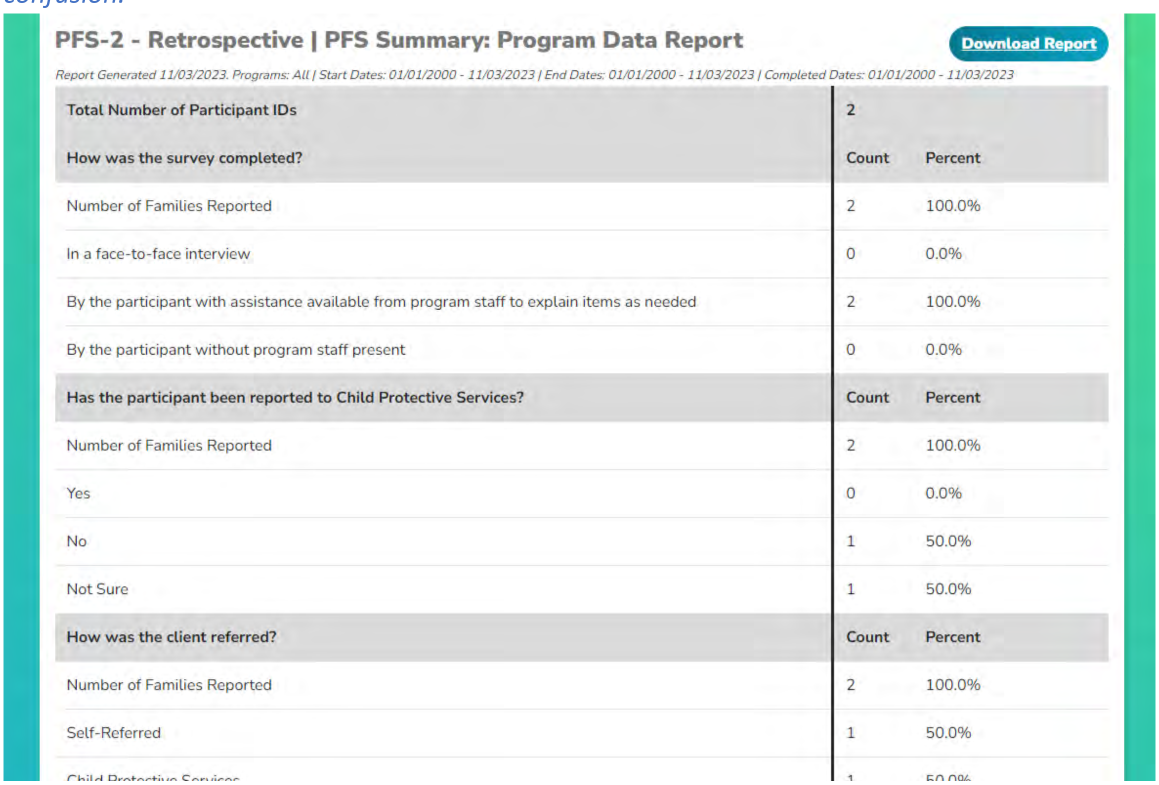
1. Run the *Program Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Program Data*.
2. Choose the Survey type and then any other search parameters. You can limit which program(s) are shown by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.



3. Once you click *Generate Report*, scroll down to see the program data information. Here is a sampling of the type of data generated.

NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

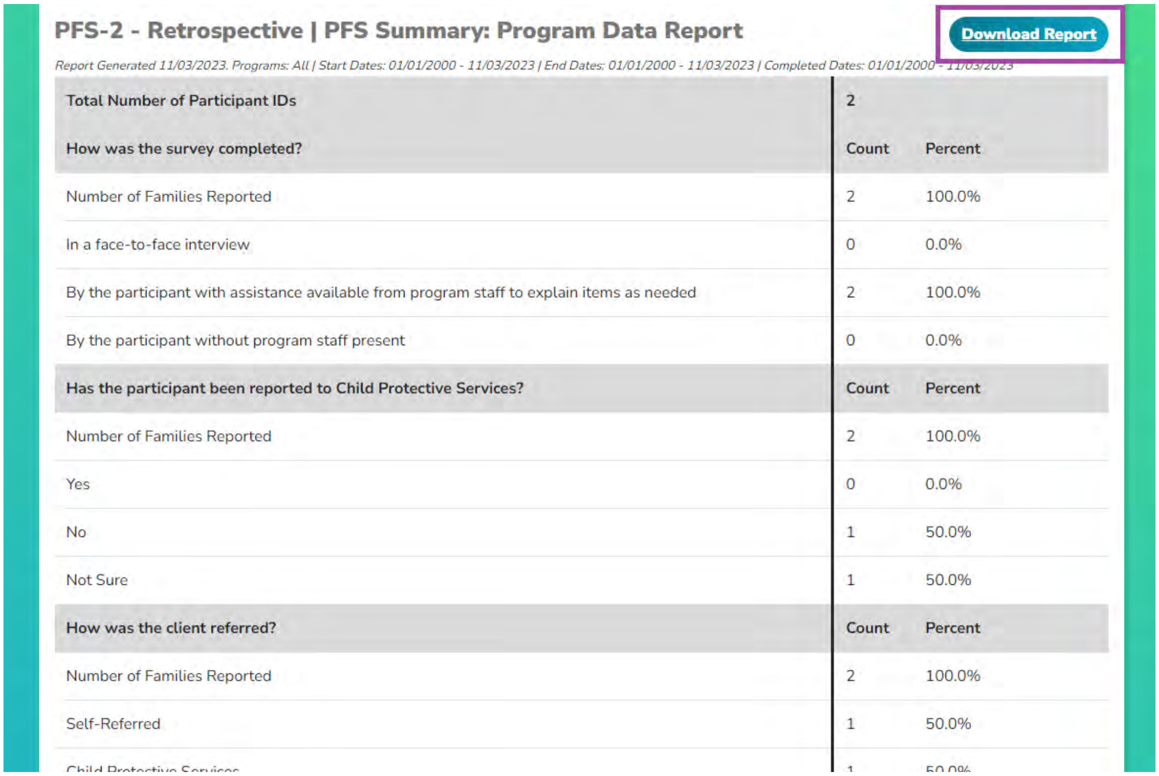


PFS-2 - Retrospective | PFS Summary: Program Data Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
How was the survey completed?	**Count**	**Percent**
Number of Families Reported	2	100.0%
In a face-to-face interview	0	0.0%
By the participant with assistance available from program staff to explain items as needed	2	100.0%
By the participant without program staff present	0	0.0%
Has the participant been reported to Child Protective Services?	**Count**	**Percent**
Number of Families Reported	2	100.0%
Yes	0	0.0%
No	1	50.0%
Not Sure	1	50.0%
How was the client referred?	**Count**	**Percent**
Number of Families Reported	2	100.0%
Self-Referred	1	50.0%
Child Protective Services	1	50.0%

4. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.



PFS-2 - Retrospective | PFS Summary: Program Data Report

Download Report

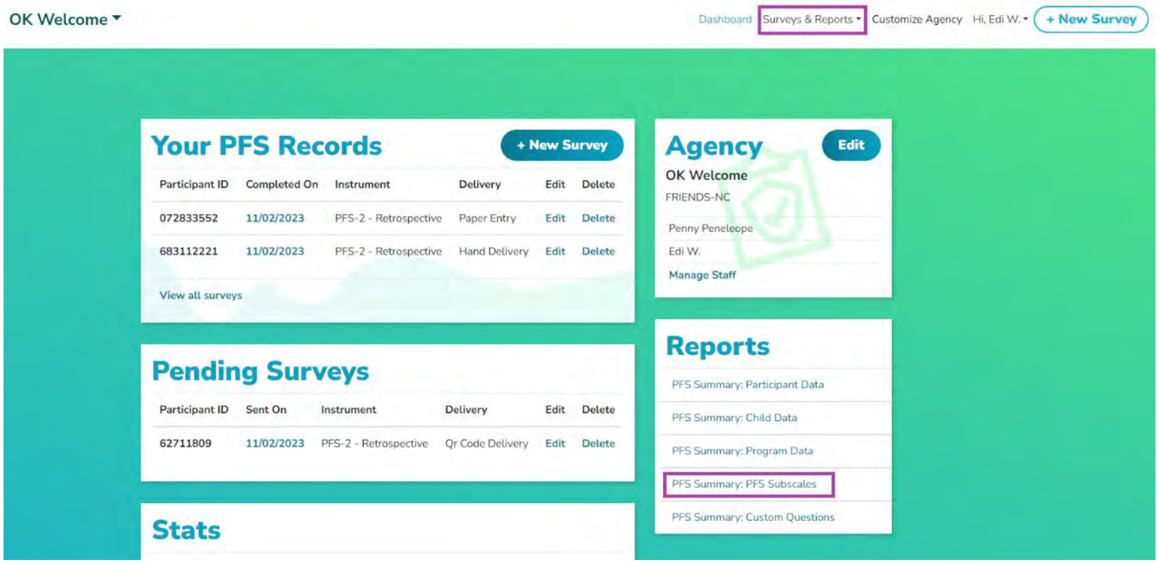
Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
How was the survey completed?	**Count**	**Percent**
Number of Families Reported	2	100.0%
In a face-to-face interview	0	0.0%
By the participant with assistance available from program staff to explain items as needed	2	100.0%
By the participant without program staff present	0	0.0%
Has the participant been reported to Child Protective Services?	**Count**	**Percent**
Number of Families Reported	2	100.0%
Yes	0	0.0%
No	1	50.0%
Not Sure	1	50.0%
How was the client referred?	**Count**	**Percent**
Number of Families Reported	2	100.0%
Self-Referred	1	50.0%
Child Protective Services	1	50.0%

PFS Subscales Report

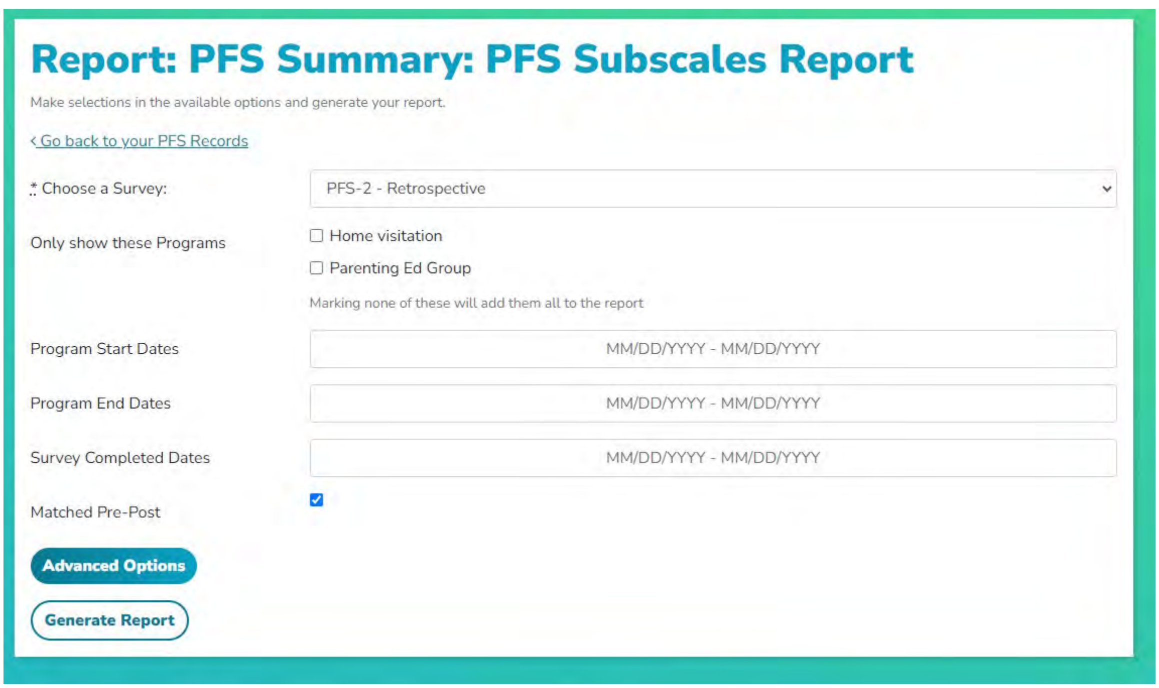
The *PFS Subscales* report is a scored report broken down by Protective Factors Subscale. This report follows the scoring guidelines included in the respective Survey User Manual.

1. Run the *PFS Subscales* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *PFS Subscales*.



2. Choose the Survey type and then any other search parameters. You can limit to which program(s) are shown by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.



3. Once you click *Generate Report*, scroll down for the subscale information. Here is a sampling of the type of data generated—the Subscales Report for retrospective surveys, pre-test=Before responses and post-test=Now responses.

PFS-2 - Retrospective | PFS Summary: PFS Subscales Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2							
	PRE-TEST			POST-TEST			Matched Pre/Post	
	Count	Mean	Standard Deviation	Count	Mean	Standard Deviation	Count	% Who Improved
Family Functioning / Resiliency	2	0.67	0.52	2	2.83	0.75	2	100.0
Nurturing and Attachment	2	0.88	0.99	2	2.75	0.89	2	100.0
Social Supports	2	1.0	0.67	2	3.2	0.79	2	100.0
Caregiver / Practitioner Relationship	2	1.33	0.82	2	3.0	1.1	2	100.0
Concrete Support	-	-	-	2	1.5	0.76	-	-

The primary purpose of the PFS and PFS-2 is to provide feedback to agencies for continuous improvement and evaluation purposes. It is not intended to be used for making clinical diagnoses, decisions regarding out-of-home placements, or legal adjudications. Options displayed here may include items that are not a part of your survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion over missing data.

4. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: PFS Subscales Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2							
	PRE-TEST			POST-TEST			Matched Pre/Post	
	Count	Mean	Standard Deviation	Count	Mean	Standard Deviation	Count	% Who Improved
Family Functioning / Resiliency	2	0.67	0.52	2	2.83	0.75	2	100.0
Nurturing and Attachment	2	0.88	0.99	2	2.75	0.89	2	100.0
Social Supports	2	1.0	0.67	2	3.2	0.79	2	100.0
Caregiver / Practitioner Relationship	2	1.33	0.82	2	3.0	1.1	2	100.0
Concrete Support	-	-	-	2	1.5	0.76	-	-

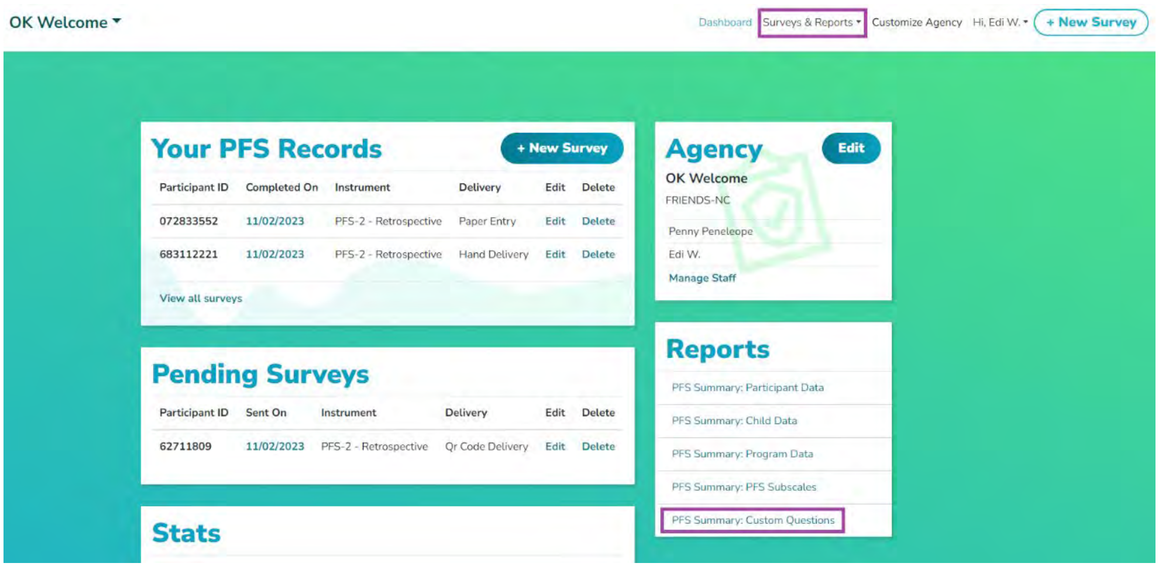
The primary purpose of the PFS and PFS-2 is to provide feedback to agencies for continuous improvement and evaluation purposes. It is not intended to be used for making clinical diagnoses, decisions regarding out-of-home placements, or legal adjudications. Options displayed here may include items that are not a part of your survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion over missing data.

*NOTE: To run other statistical analyses of your data, you can export the raw data into an Excel file. For more information on that procedure, see **Exporting Data** on p.84.*

Custom Questions Report

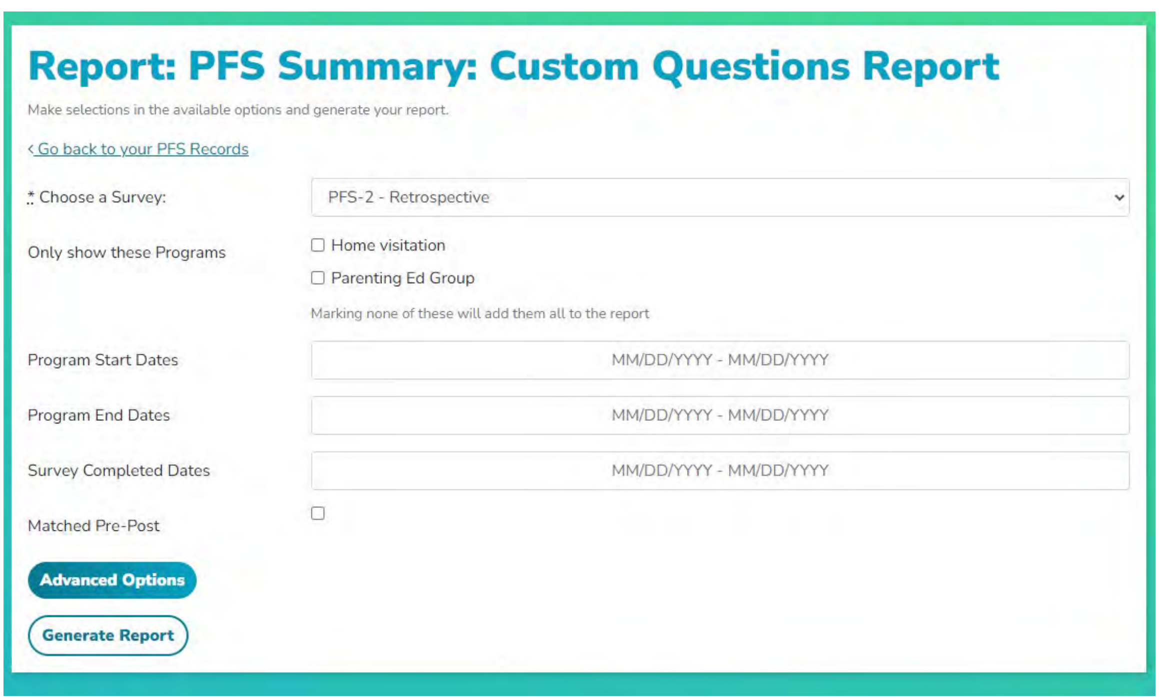
The *Custom Questions* report includes the information collected by the system during Survey administration in the *Custom Questions* Section. This report also displays data on any *Staff Custom Questions*.

1. Run the *Custom Questions* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Custom Questions*.

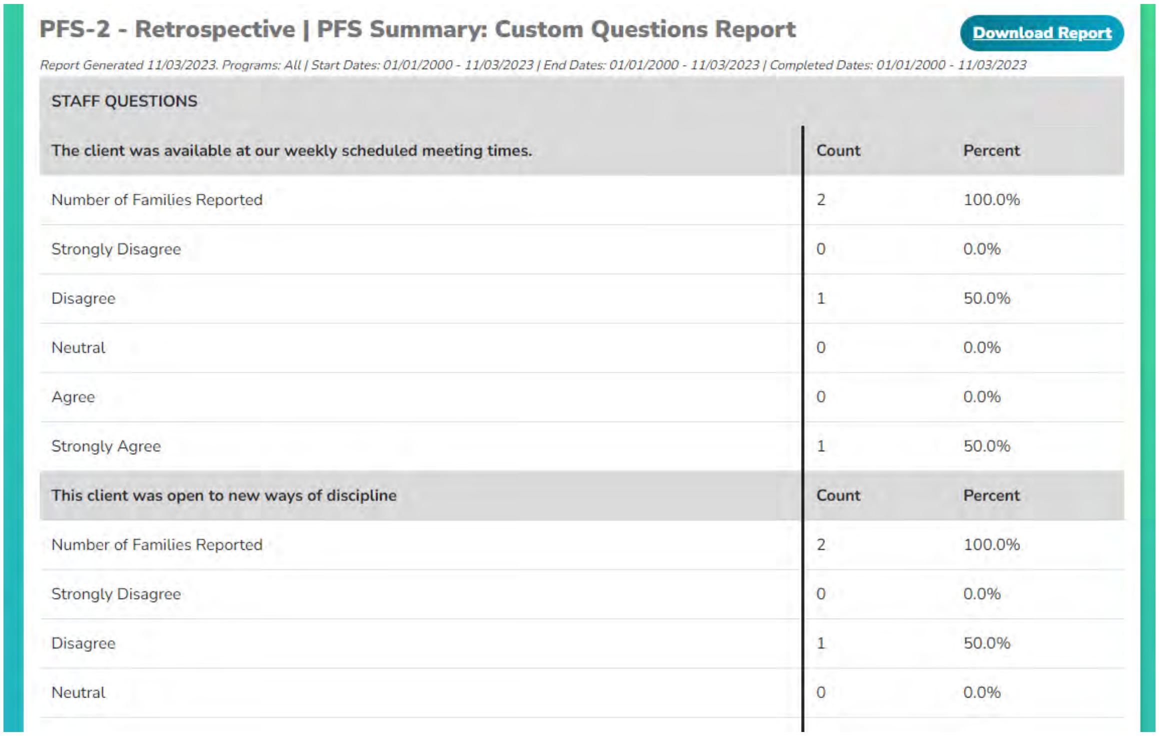


2. Choose the Survey type and then any other search parameters. You can limit to which program(s) are shown by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.



3. Once you click *Generate Report*, scroll down to see the custom question(s) information. Here is a sampling of the type of data generated.

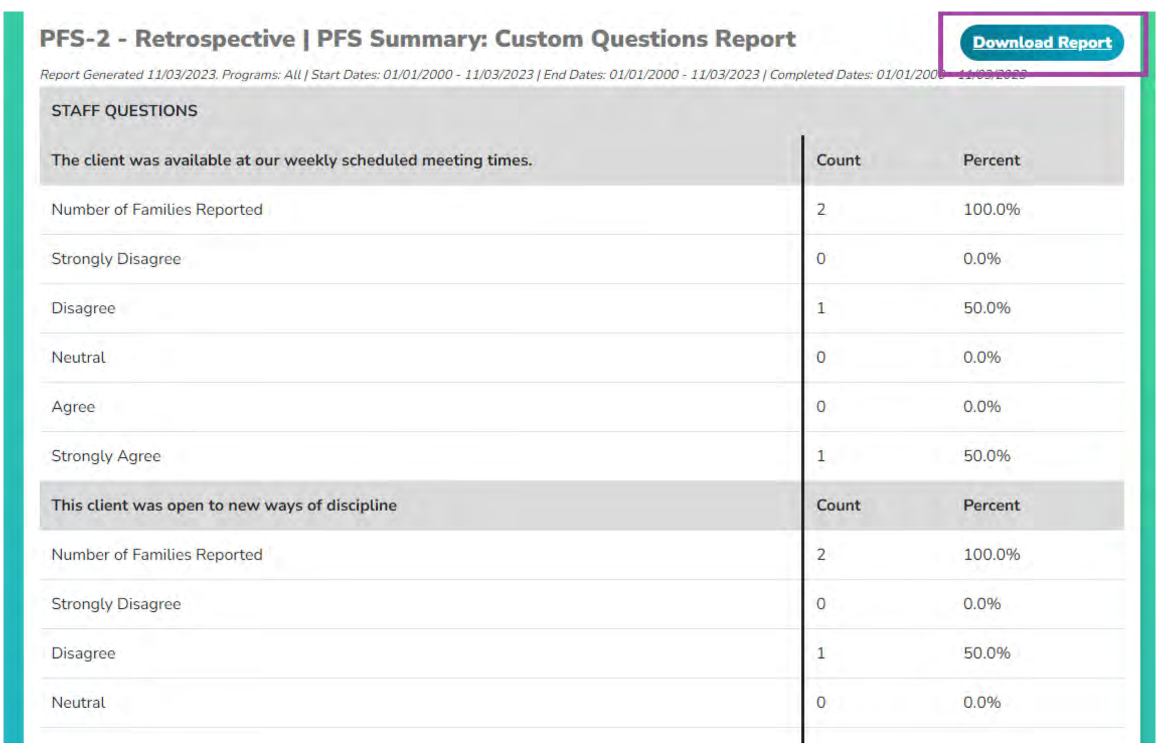


PFS-2 - Retrospective | PFS Summary: Custom Questions Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

STAFF QUESTIONS		
The client was available at our weekly scheduled meeting times.	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%
Agree	0	0.0%
Strongly Agree	1	50.0%
This client was open to new ways of discipline	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%

4. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.



PFS-2 - Retrospective | PFS Summary: Custom Questions Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

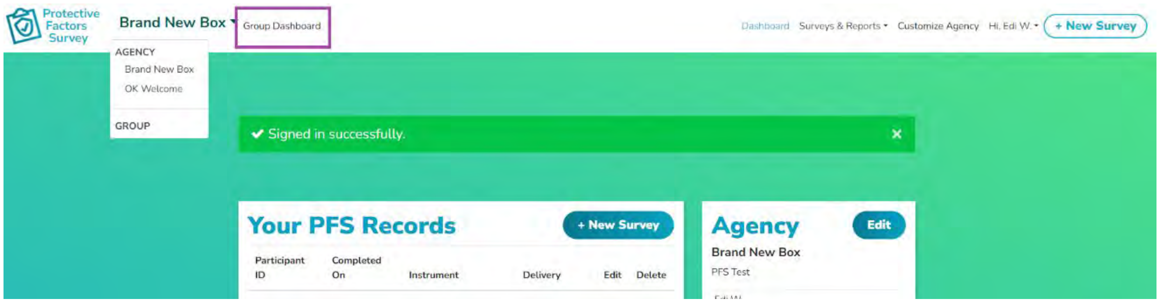
STAFF QUESTIONS		
The client was available at our weekly scheduled meeting times.	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%
Agree	0	0.0%
Strongly Agree	1	50.0%
This client was open to new ways of discipline	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%

Using the Group Dashboard (for Group Users only)

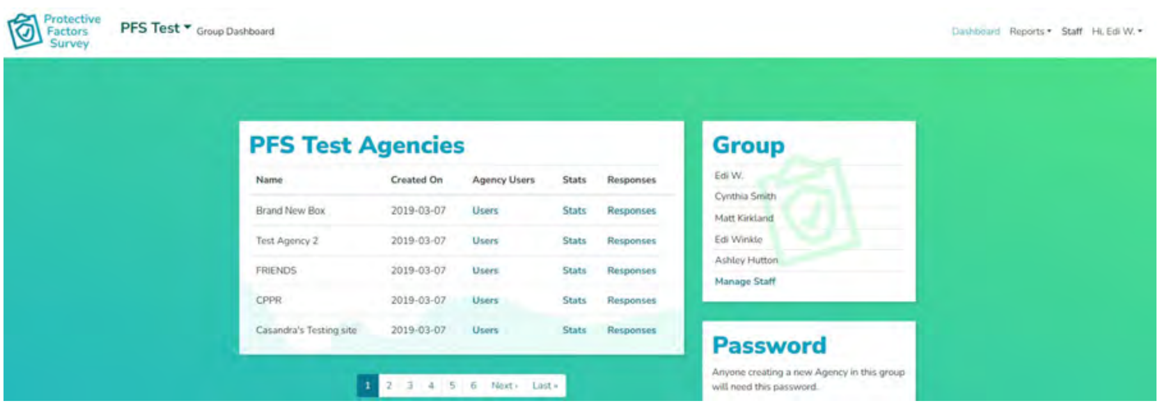
After logging into the system, you are placed into an Agency Dashboard by default. Many *Group* level users are members of multiple agencies. The default will be the first Agency in your list alphabetically.

Accessing the Group Dashboard

1. To access the *Group Dashboard*, from your default view there will be the *Agency Name* in large font in the upper left next to the PFS Logo. Just to the right of that will say *Group Dashboard.* Click on that link.



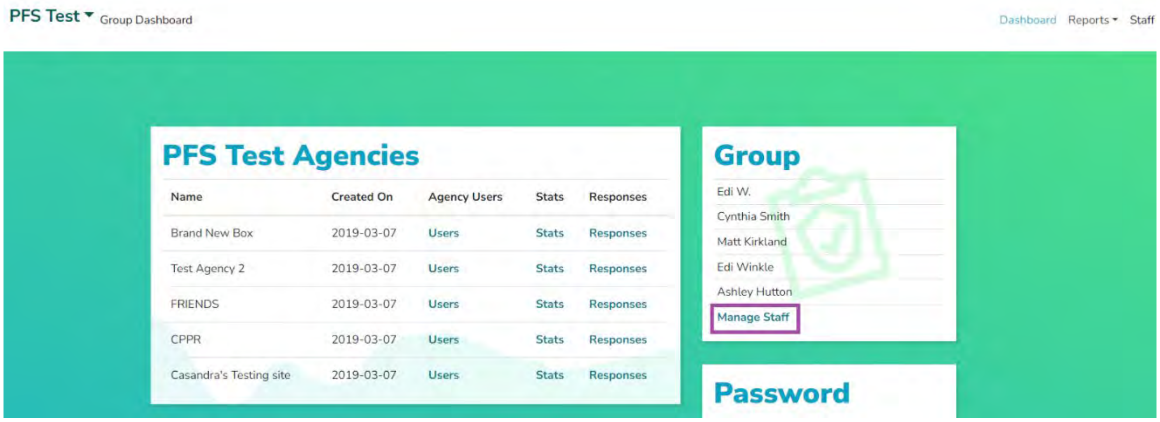
2. Clicking *Group Dashboard* will change your view from Agency to Group and will shift to this:



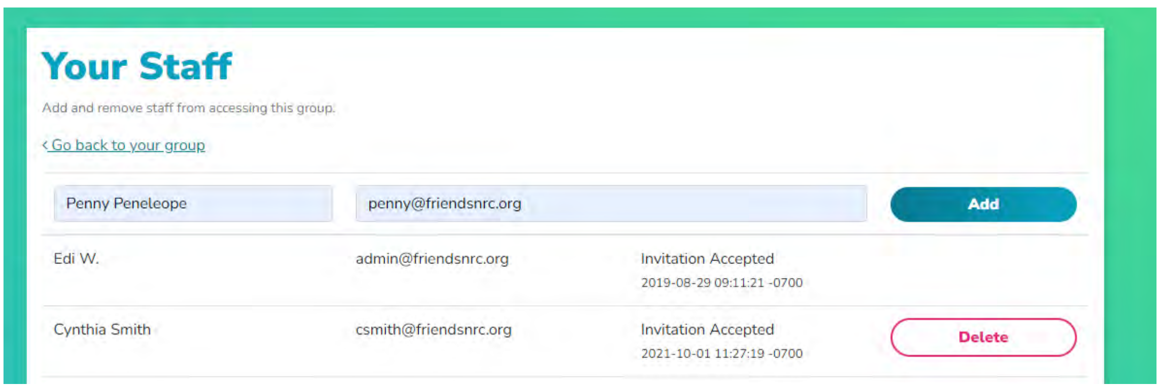
Records will be replaced by the list of Agencies in your Group. Note the upper menu bars have changed some as well.

Add/Delete Staff in Group Dashboard

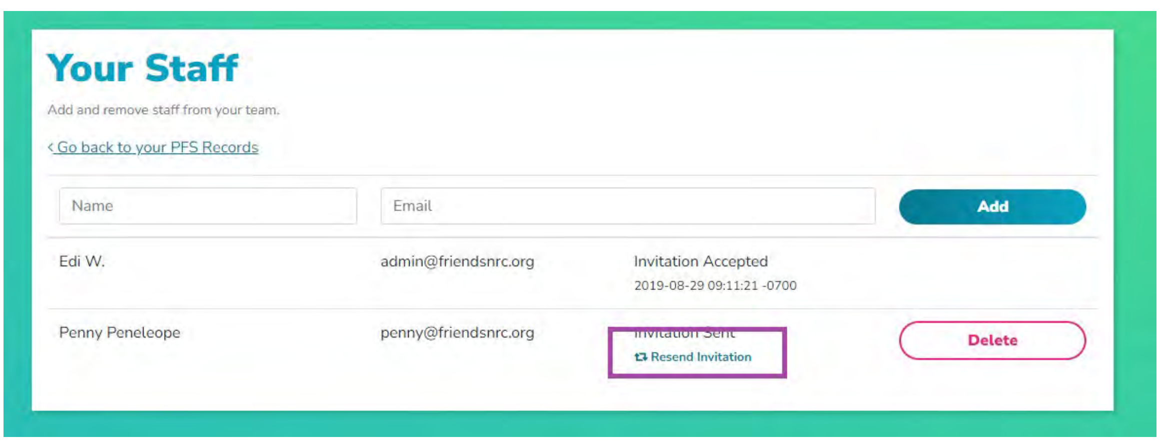
1. To edit or add staff to your Group, look for the *Group* block on the *Dashboard* and click *Manage Staff.*



2. To add staff to the Group, enter their name and email address and click *Add*.



3. If the recipient deletes the email or fails to respond, click the *resend invitation*, and it will generate a new email invite.

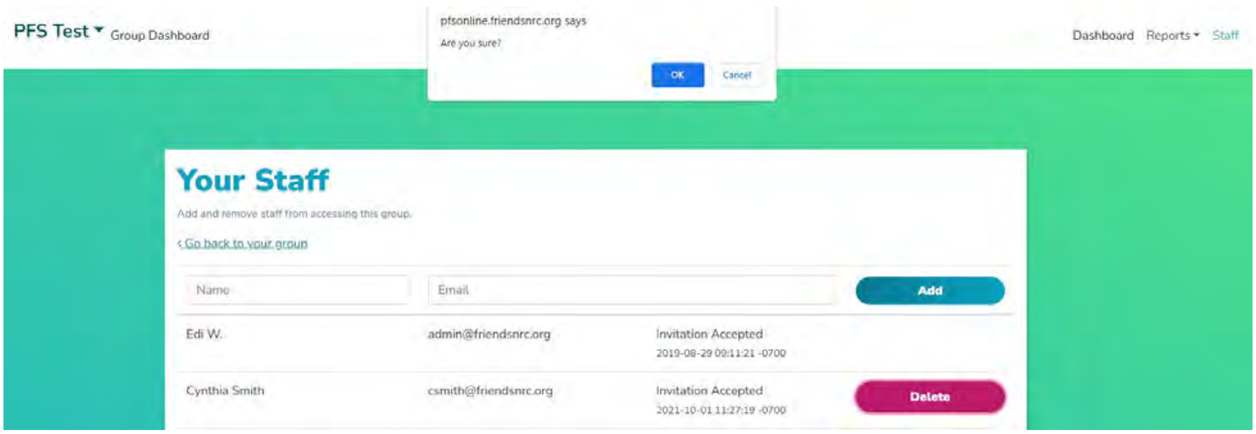


NOTE: Staff should check junk or spam folders if they do not find the email after a few minutes. Staff should wait for an invite to the system and NOT attempt to register for the system on their own.

NOTE: If invited staff are already a part of the system (perhaps through work with another agency), it will show Invitation Accepted with the date/time stamp. They will automatically have access to the Group the next time they log into the system.

4. To delete staff, select the staff member from the list you need to remove and click the Delete button. Once you click Delete, you will see a confirmation box asking Are you sure? Click OK or Cancel to proceed.

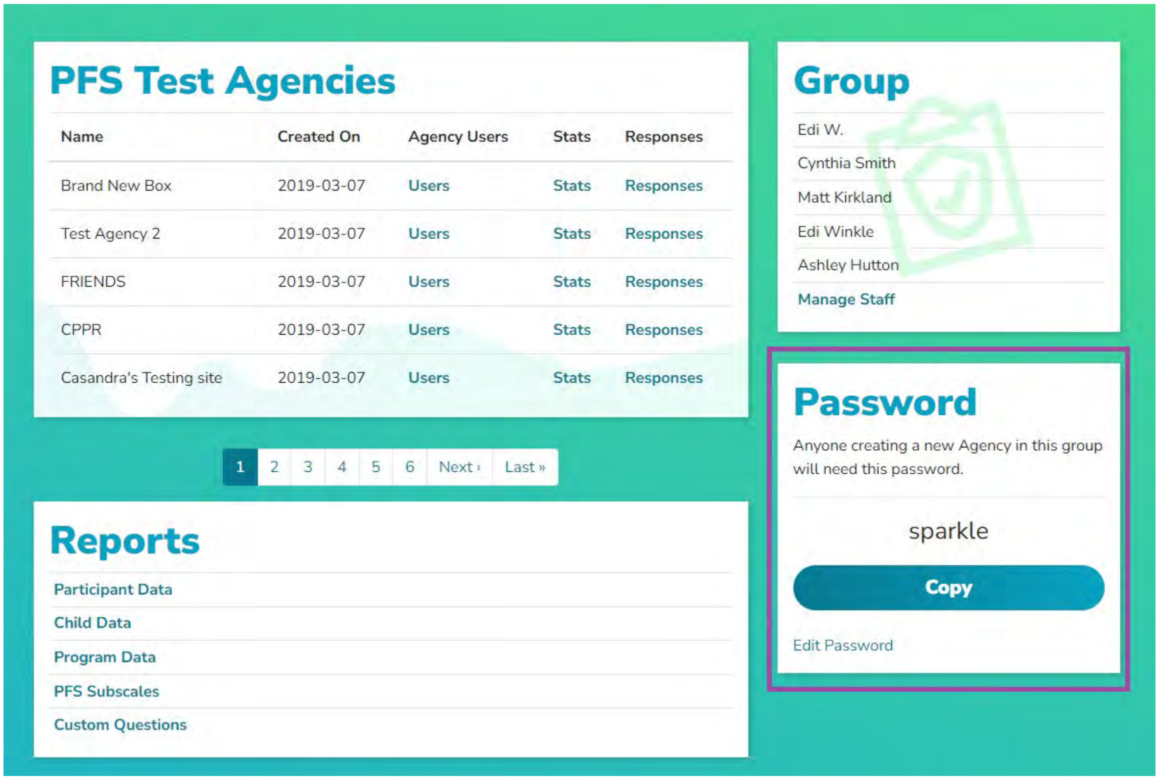
   NOTE: Deleting staff members does not impact survey data in any way. The action will remove the person's access to your Group and its data but does not delete their overall account in the PFSODS system. If a staff member is accidentally deleted, just add their name and email again, and it will restore their access.



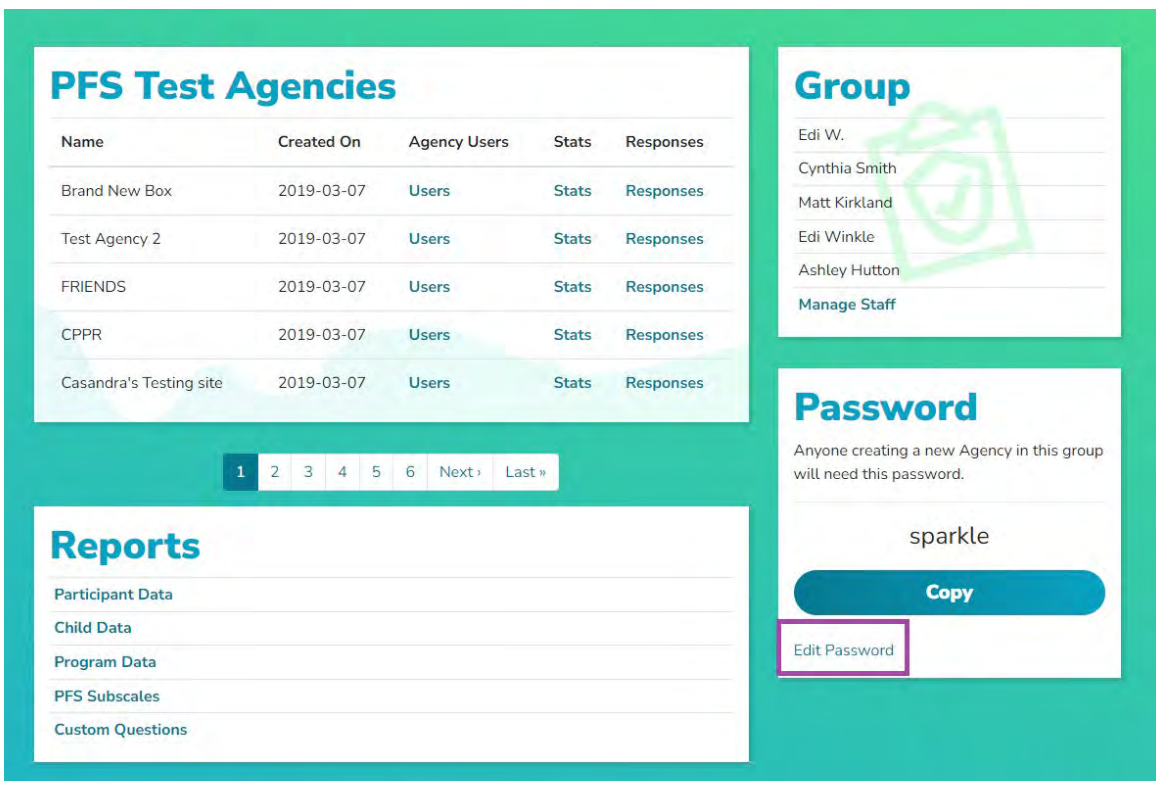
Edit/Retrieve Group Password

The Group Password is the mechanism that controls what Agencies can save data to the database. For a new agency to join your *Group* they will need this password.

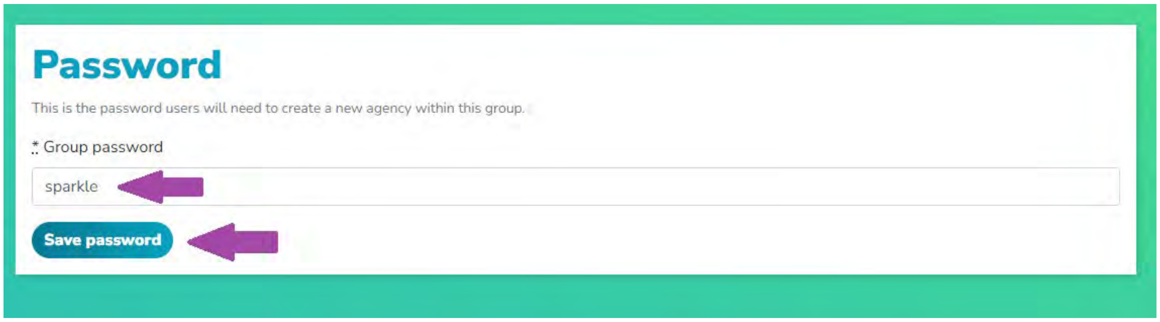
1. The *Password* block is located on the *Group Dashbaord* just below the *Group Staff* block.



2. To edit the Group Password, click *Edit Password* in the bottom left corner of the box.



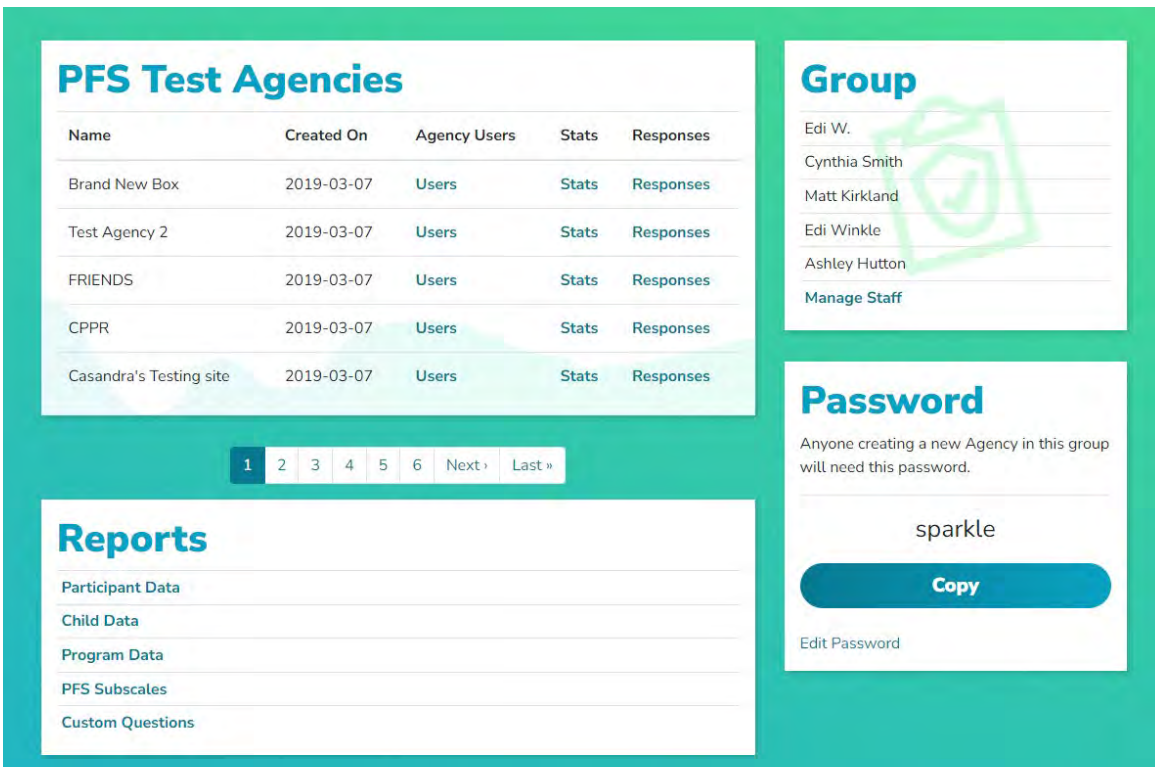
3. Enter the password you desire for the Group and click *Save Password*.



NOTE: You will need to provide this password to Agencies setting up in the system the first time to allow them access to save to your database.

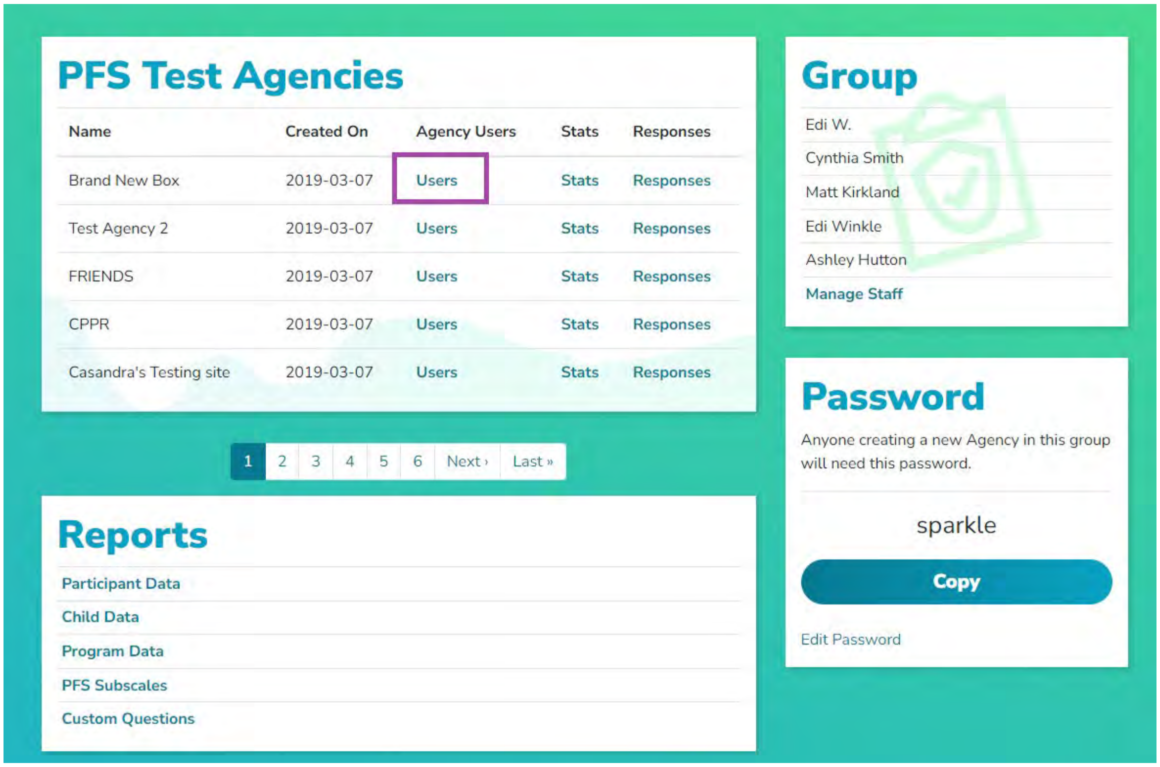
Navigating Agencies on the Group Level

The Group Dashboard provides an overview of the Agencies inside the Group. In addition, users can find out several key pieces of information from the Agencies interface.



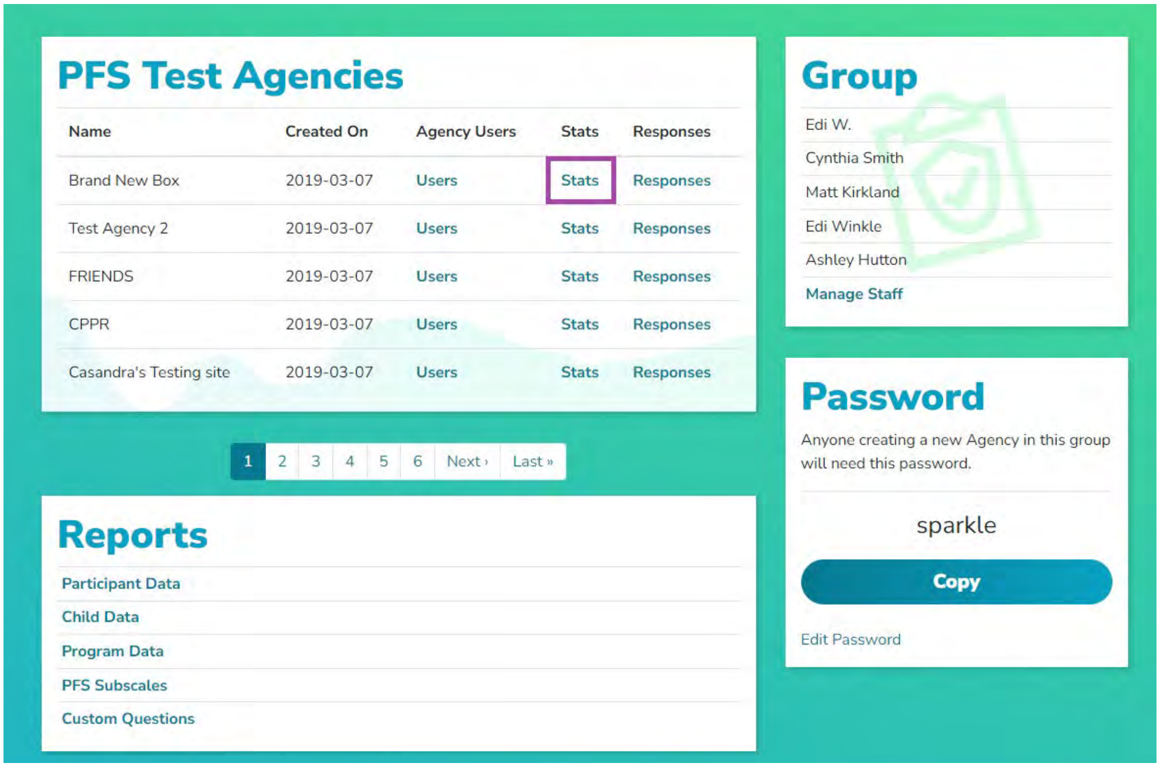
View Agency Information

1. From the *Group Dashboard,* you will see the *Agencies* block. In this interface, you can see several details about an agency.
2. To see the users assigned to an agency, click the *Users* option in the agency line. This will allow you to see all staff members who are a part of the Agency and can be useful in troubleshooting access to a particular Agency.



3. You will see a pop-up box with the agency staff listed with their emails.

4. Click on the *Stats* option to see how many surveys an agency has in the system that they have provided access to the *Group* via an appropriately created *Program*. (For more information on this, visit the *Program Set-Up* section of this manual).

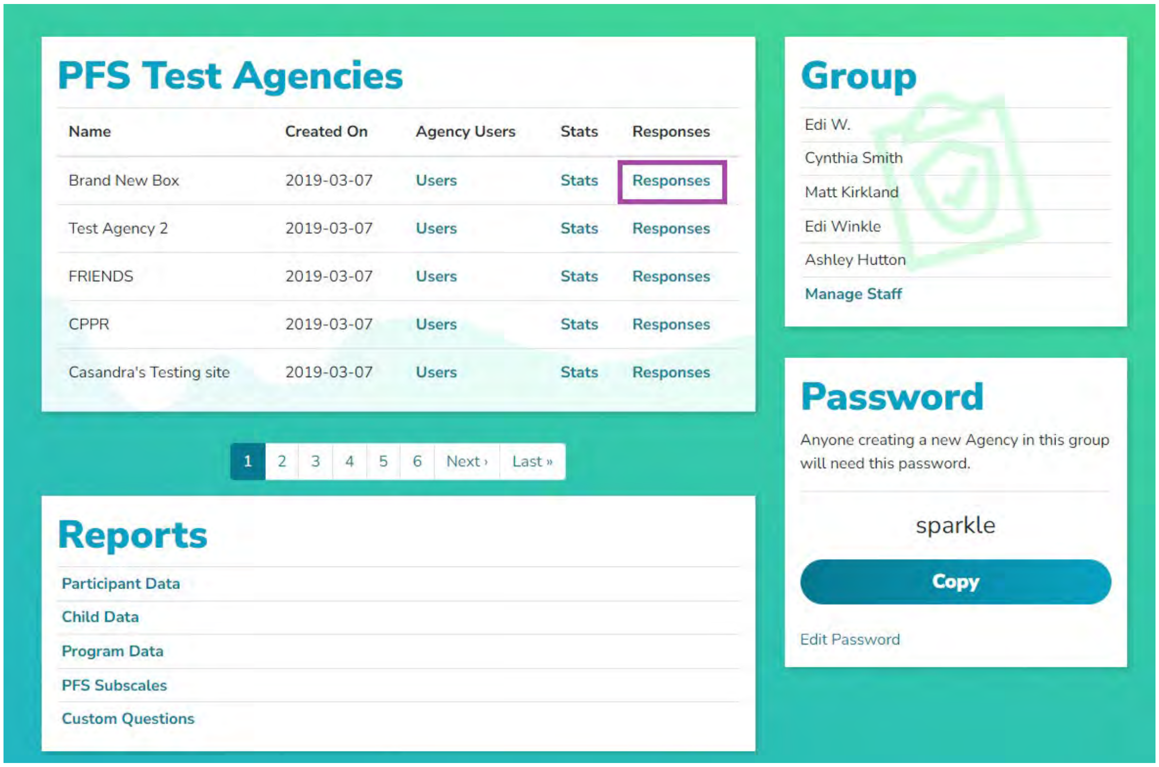


*NOTE: This will only display the surveys the **Group** has permission to see. This is determined by the **Programs** in the **Agency** that are assigned to surveys, and the Share Data option must be checked in the program set-up to allow data sharing (refer to instructions on p. 24 for more information).*

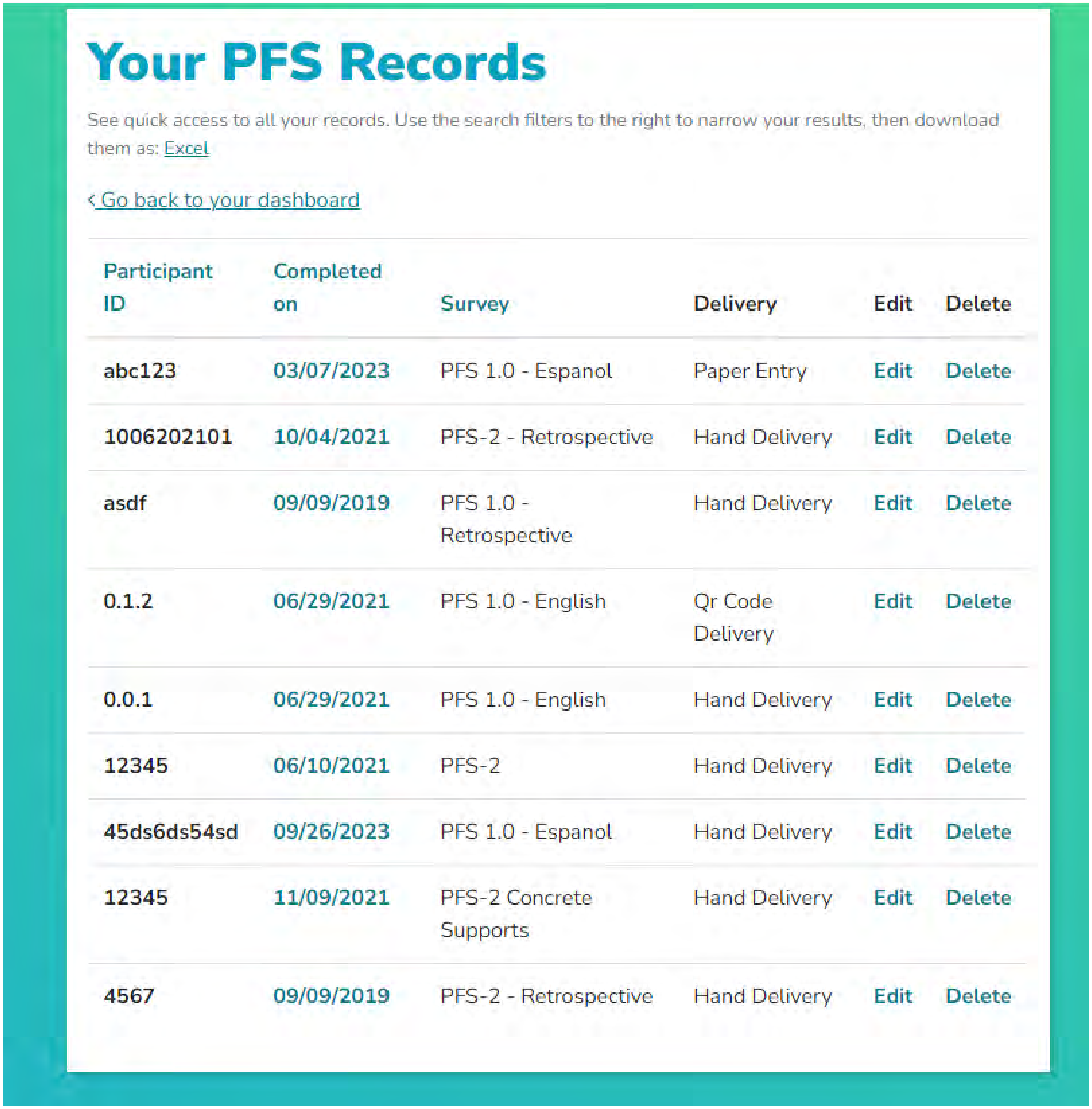
Viewing Participant Responses Inside an Agency

From the *Group Dashboard,* users can also view and manage *Agency* data.

1. First, find the *Agency* in the list you wish to access and click the *Responses* option.



2. After clicking, the User will be taken to the Agency view and can manage the records like Agency staff can. (To learn more about the record management tools, visit *Working with PFS Records* section of this manual. It begins on p. 79.)



Your PFS Records

See quick access to all your records. Use the search filters to the right to narrow your results, then download them as: Excel

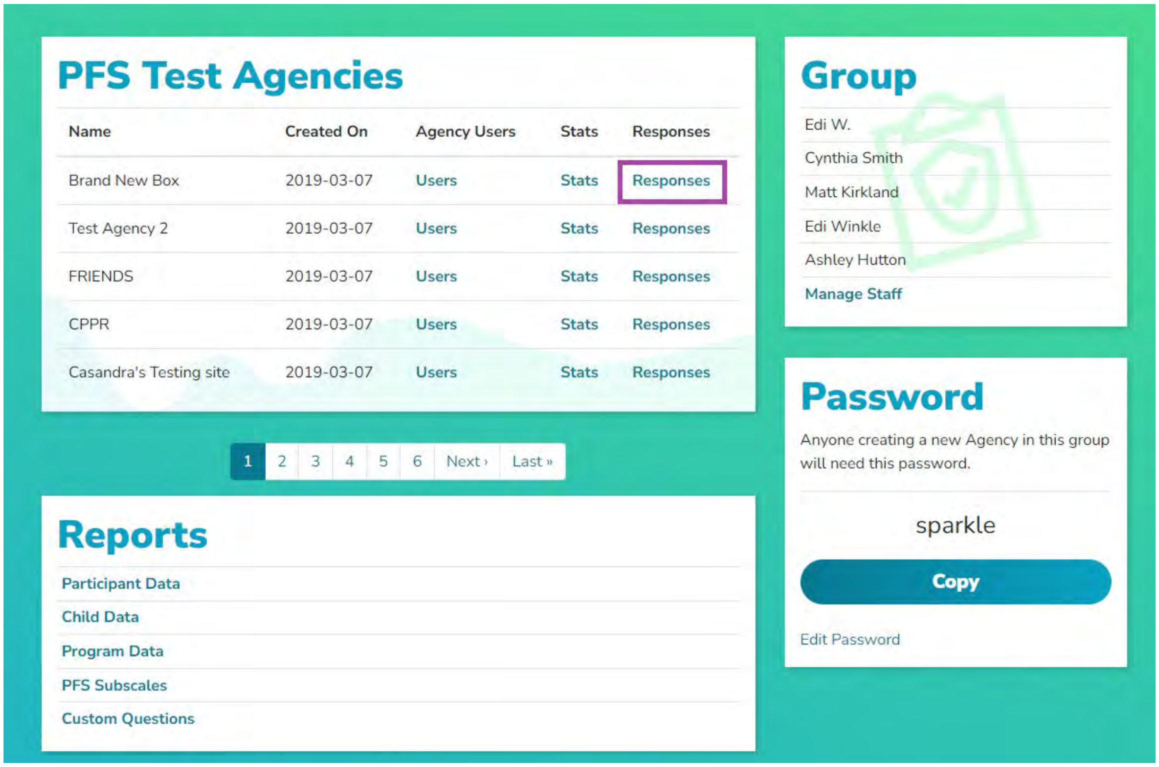
< Go back to your dashboard

Participant ID	Completed on	Survey	Delivery	Edit	Delete
abc123	03/07/2023	PFS 1.0 - Espanol	Paper Entry	Edit	Delete
1006202101	10/04/2021	PFS-2 - Retrospective	Hand Delivery	Edit	Delete
asdf	09/09/2019	PFS 1.0 - Retrospective	Hand Delivery	Edit	Delete
0.1.2	06/29/2021	PFS 1.0 - English	Qr Code Delivery	Edit	Delete
0.0.1	06/29/2021	PFS 1.0 - English	Hand Delivery	Edit	Delete
12345	06/10/2021	PFS-2	Hand Delivery	Edit	Delete
45ds6ds54sd	09/26/2023	PFS 1.0 - Espanol	Hand Delivery	Edit	Delete
12345	11/09/2021	PFS-2 Concrete Supports	Hand Delivery	Edit	Delete
4567	09/09/2019	PFS-2 - Retrospective	Hand Delivery	Edit	Delete

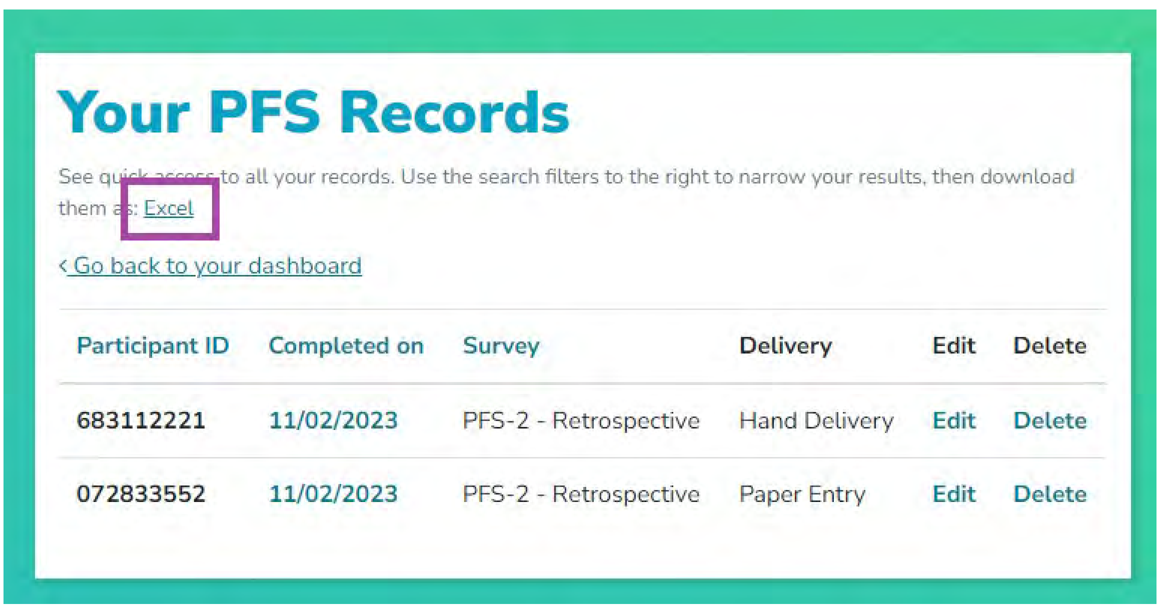
Exporting Data

You can export data via Excel from within the PFSODS. This function will download all raw data from each Agency in the database. You can only download one Agency at a time. You can not limit the data the system downloads; it will be a complete data download.

1. From the *Group Dashboard,* find the *Agency* in the list you wish to access and click the *Responses* option.



2. From there, click the *Excel* link. This will generate the file which will be emailed to the address for the account logged into the system.



Running Group Reports

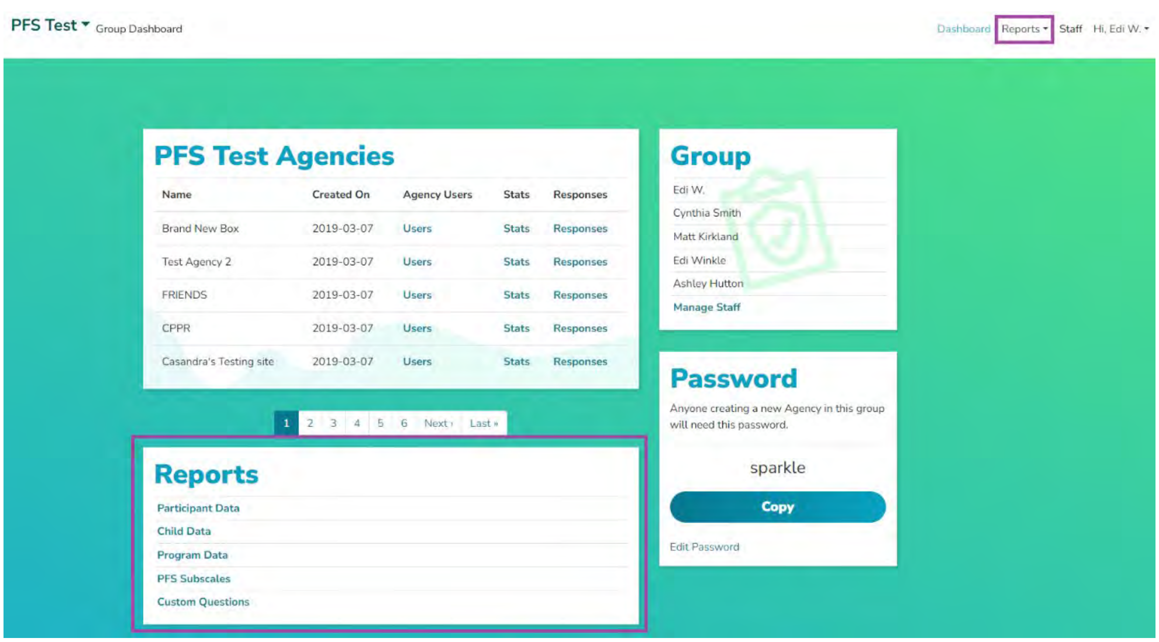
The system supports running multi-agency data across various predefined reports. The *Group* reports are the same options present for agencies. This section will walk through the predefined reports in the *Group Dashboard*.

All reports are run by Survey type. You can not run a single report for multiple Survey types (i.e., PFS-2 Traditional and SPFS-2 Traditional). Survey data should not be combined across Survey types.

The system has the following reports predefined:

- *Participant Data*
- *Child Data*
- *Program Data*
- *PFS Subscales*
- *Custom Questions*

Reports can be accessed from the *Group Dashboard* by clicking on the desired report from the *Reports* block or by clicking the *Reports* in the top menu and selecting the proper report from the list.



NOTE: If you are seeing issues with records/surveys not pulling into reports, there are two areas you should check first.

1. *Dates fields – if you enter dates into Program Start Dates, Program End Dates, and Survey Completed Dates, the system will find records that match ALL the criteria you have put forth. This is likely eliminating some records you want/need and may cause a number of discrepancies.*
   - *We recommend only using the date field you focus on and leaving the others open.*
   - *For example, if you want clients that started services in Quarter 1, enter dates in the Program Start Dates only. However, if you want clients surveyed in Quarter 1, enter the Survey Completed dates only.*

- *Staff often leave the Program End Date blank in records.*
- *Errors in date entries can eliminate data as well. Sorting records by date (see page 79) can help to identify these errors.*

2. *Program selection – if you have missing data that is being pulled/sorted based on the program(s) and the dates are not the issue, then it might indicate that surveys have an incorrect program(s) selected or, perhaps, no program selected at all.*
   - *Viewing data in the spreadsheet in the data export (page 84) and focusing on the program column can help to identify program entry errors.*

Understanding Matched/UnMatched Reports in the PFSODS

The PFSODS allows for all reports to be run as Matched or Un-Matched. This function behaves slightly differently between Traditional Pre/Post and Retrospective Surveys.

- **For matched reports of traditional pre/post tools**- choosing a matched report only pulls the *first* and *last* Surveys entered for a unique participant ID, following any other parameters set forth (Survey completed date, programs chosen, etc.). If there is only a pre-test in the system for that participant ID, no data will be pulled into the report for that ID. This is true across all report types.

- **For matched reports of a retrospective tool**- choosing matched will only pull the most recent instance of a unique participant ID, following any other parameters set forth (Survey completed date, programs chosen, etc.). This is true across all report types.

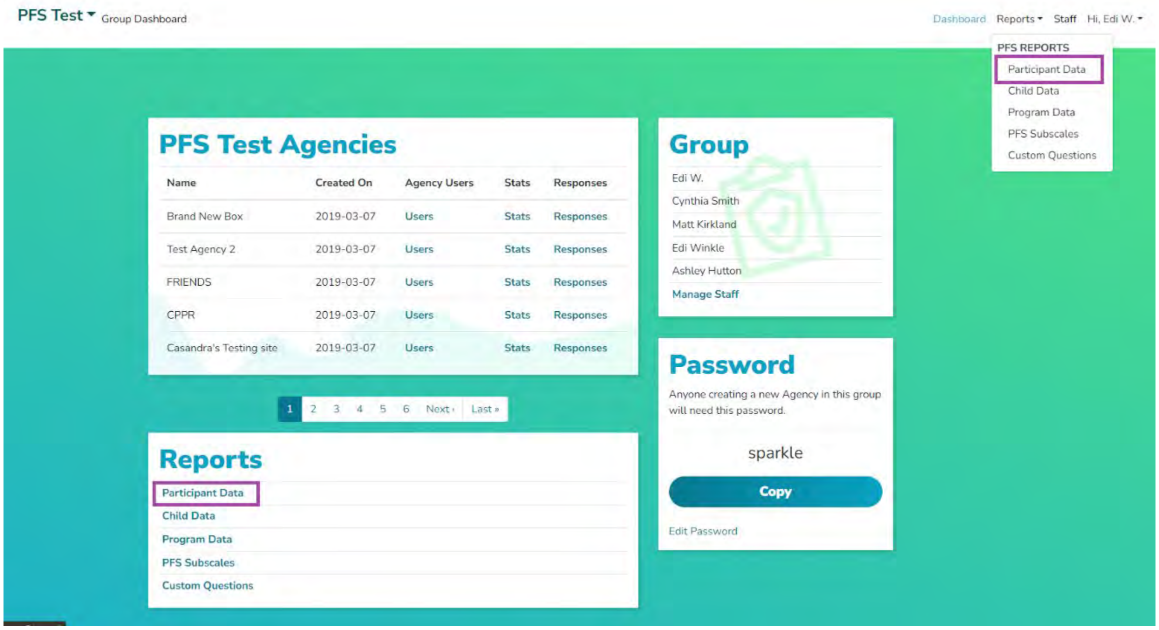
- **For non-matched reports of traditional pre/post tools** – choosing a non-matched report will pull ALL instances of that Survey that match any parameters set forth (Survey completed date, programs chosen, etc.). This is true across all report types. In the PFS Subscales report, the pre-test column will be the first instance for a participant ID, and ALL subsequent uses of that participant ID will be in the post-test column.

- **For non-matched reports of retrospective tool**- choosing a non-matched report will pull ALL instances of that Survey that match any parameters set forth (Survey completed date, programs chosen, etc.). This will be true across all report types.

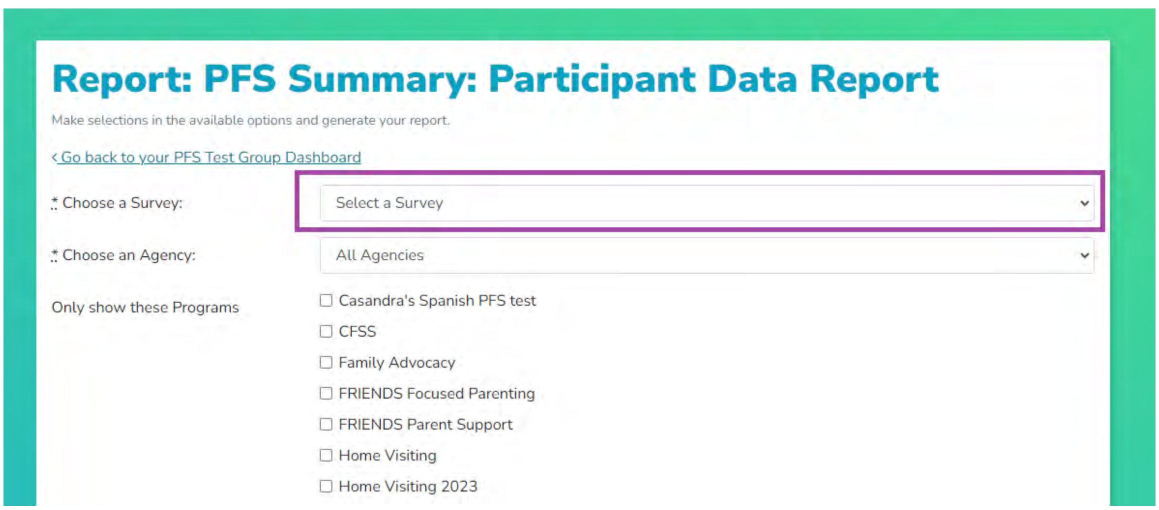
Participant Data Report

The *Participant Data* report includes the demographic information collected by the system during Survey administration.

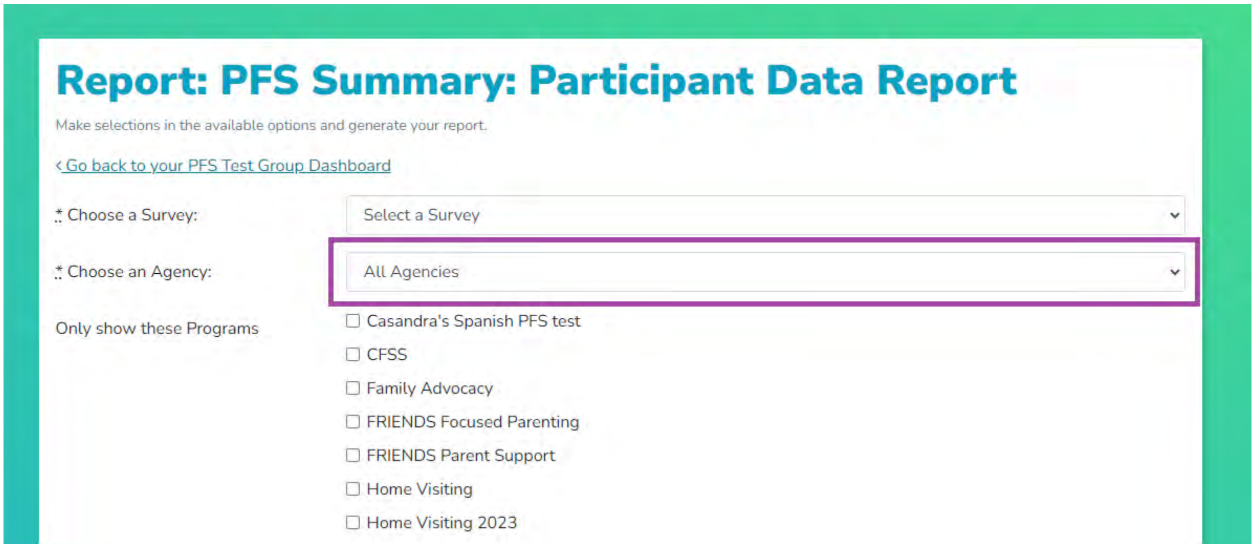
1. Run the *Participant Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Participant Data*.



2. Begin by selecting the Survey type.



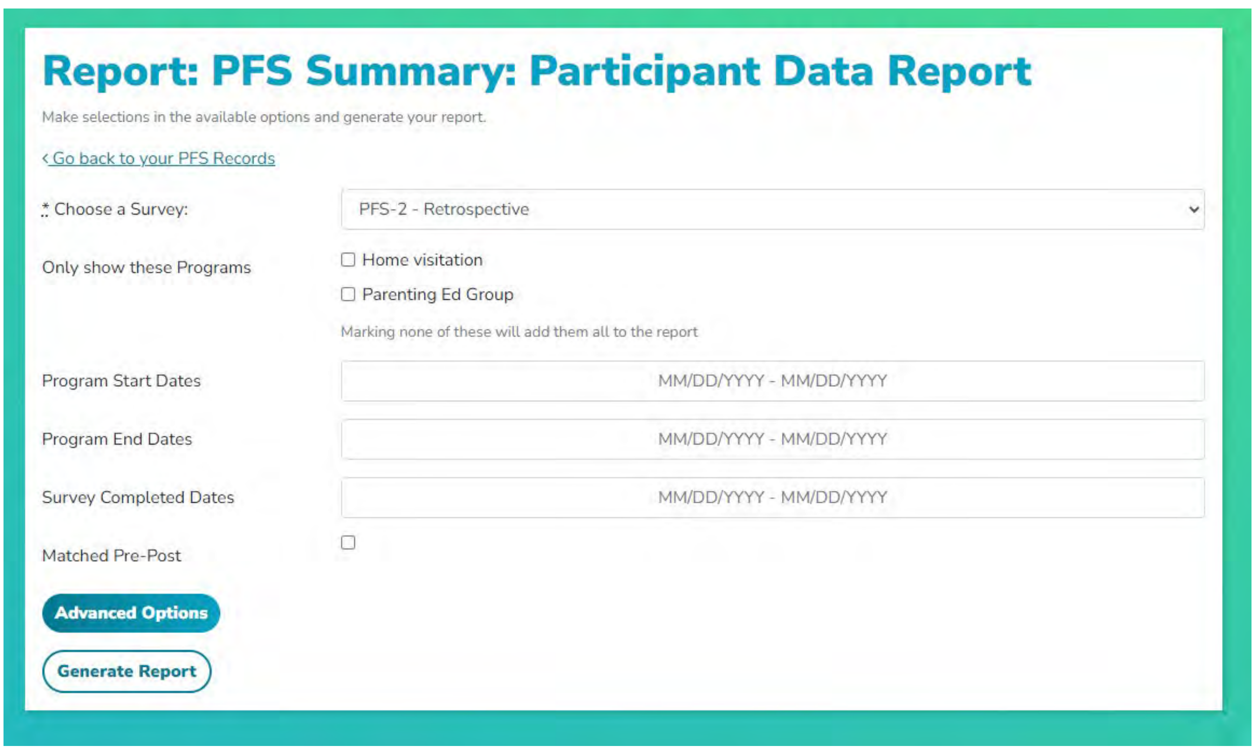
3. Next, select whether you wish to run this report on a single *Agency* or on *All Agencies*. If you wish to run by particular *Programs* across multiple agencies, select *All Agencies*. The *Program* list will adjust based on what Agency(ies) are selected.



4. You can limit data for the report by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.

   You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



5. Once you click *Generate Report*, scroll down to see the demographic information. Here is a sampling of the type of data generated.

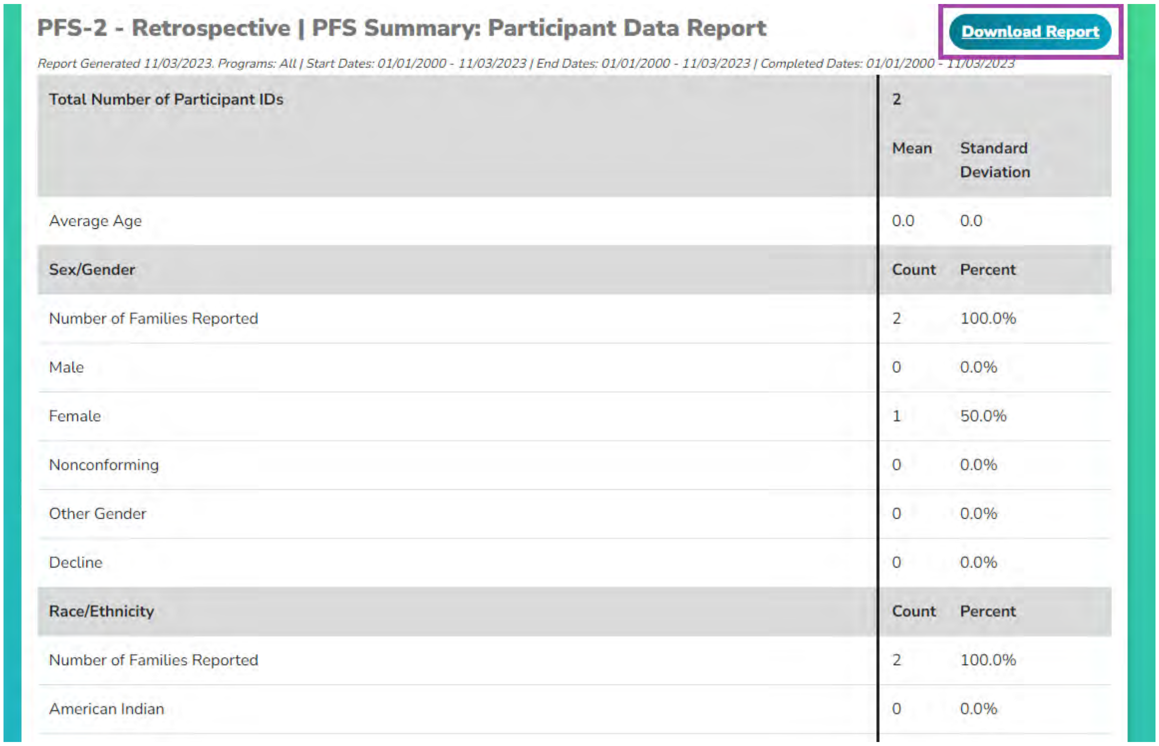
NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

PFS-2 - Retrospective | PFS Summary: Participant Data Report **Download Report**

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

6. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.



PFS-2 - Retrospective | PFS Summary: Participant Data Report

Download Report

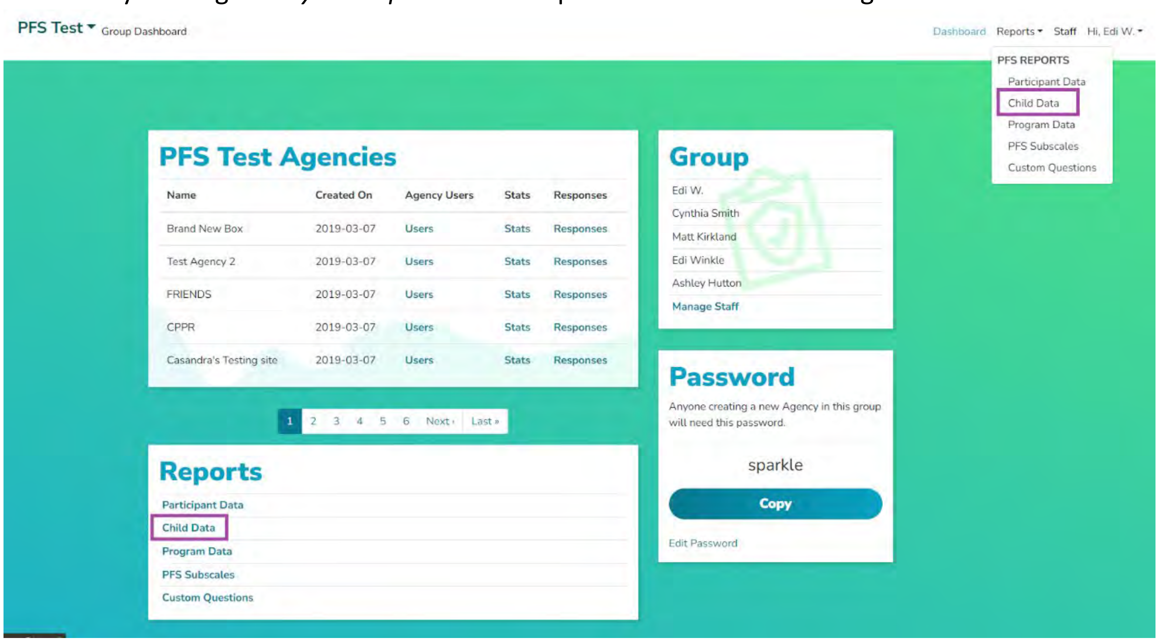
Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

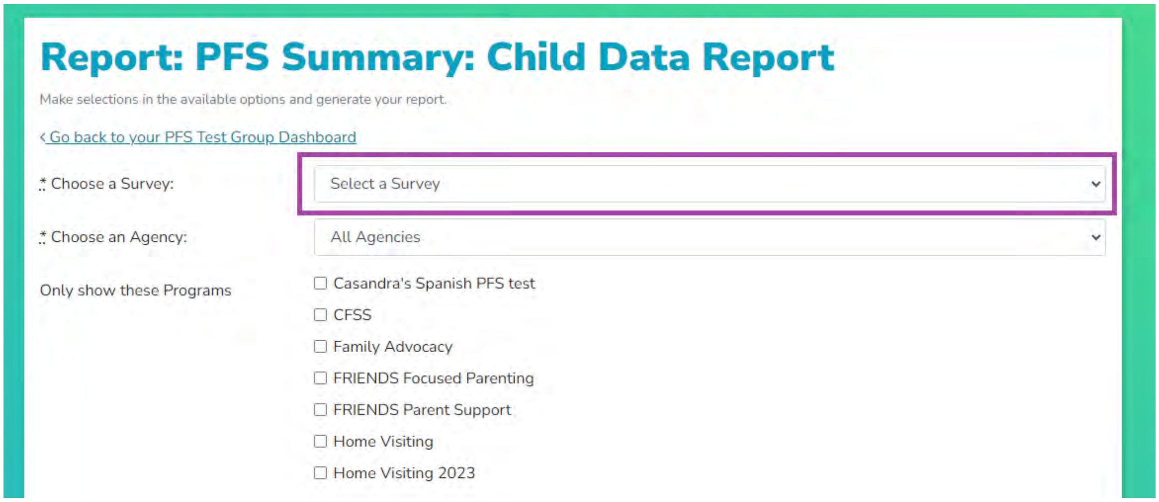
Child Data Report

The *Child Data* report includes the information collected by the system during Survey administration in the *+AddChild* Section.

5. Run the *Child Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Child Data*.

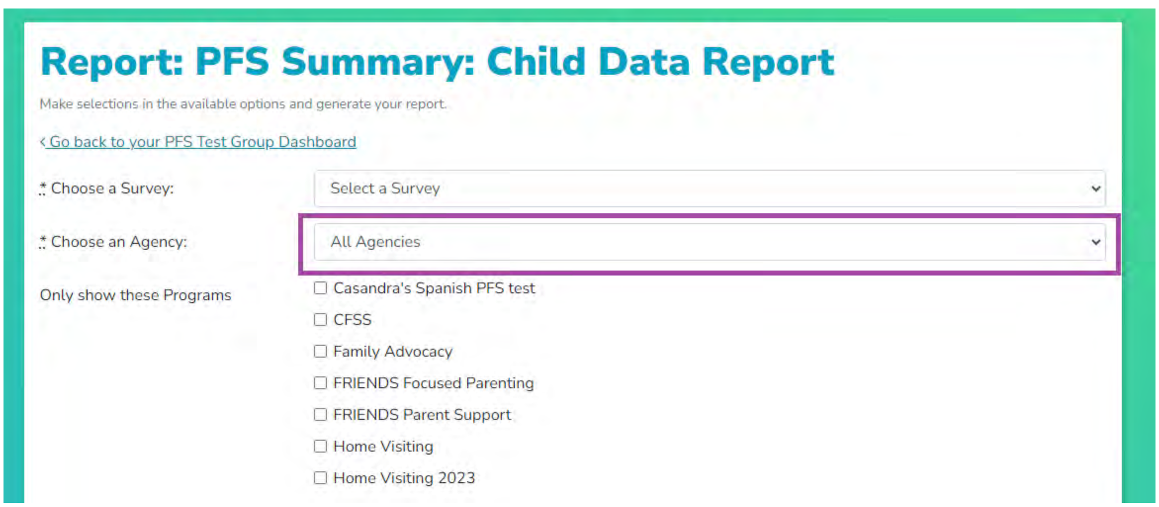


6. Begin by selecting the Survey type.



NOTE: Selecting no Program will cause the system to run ALL Programs available.

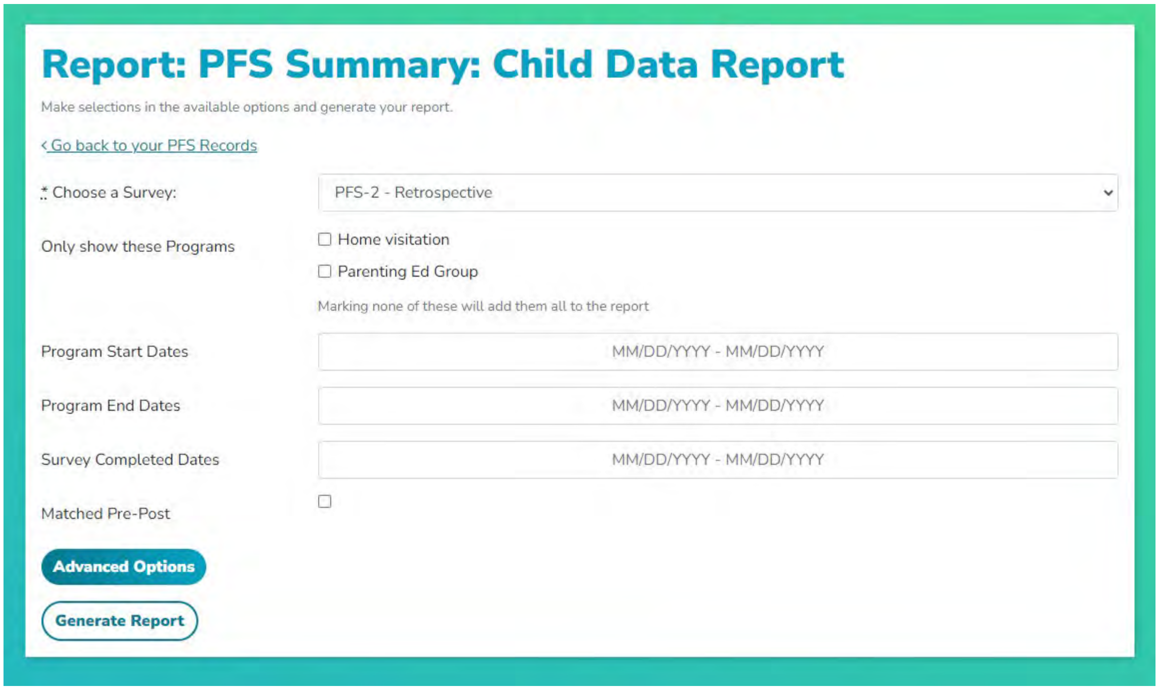
7. Next, select whether you wish to run this report on a single *Agency* or on *All Agencies*. If you wish to run by particular *Programs* across multiple agencies, select *All Agencies*. The *Program* list will adjust based on what Agency(ies) are selected.



4. You can limit data for the report by selecting the boxes next to the various program names.

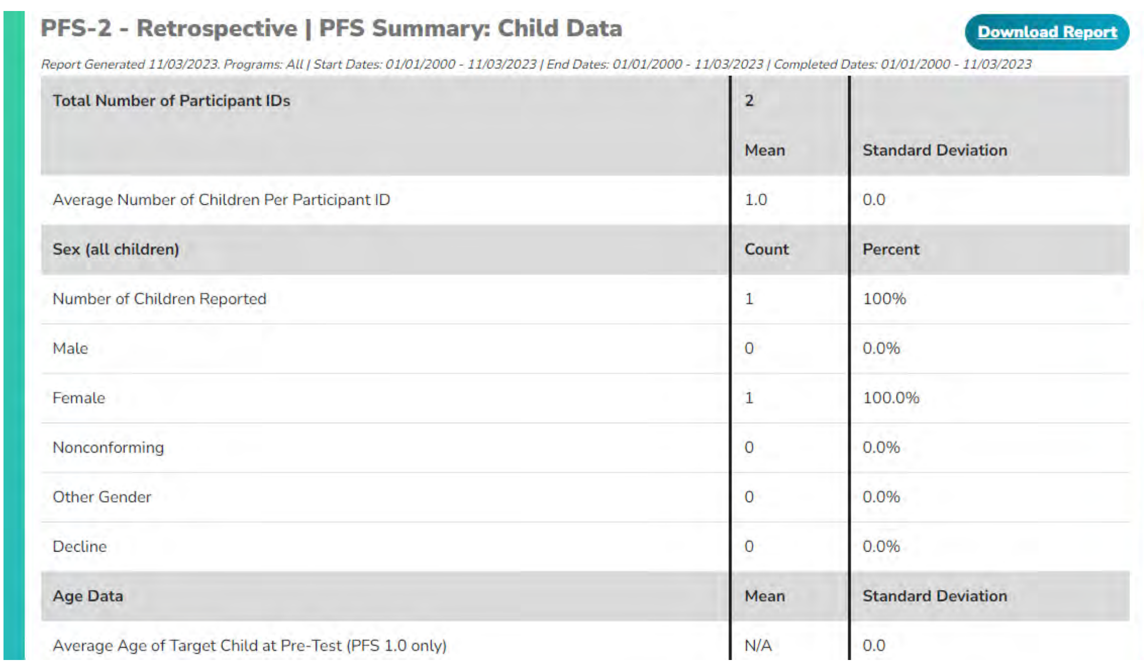
NOTE: Selecting no Program will cause the system to run ALL Programs available.

You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



5. Once you click *Generate Report*, scroll down to see the demographic information. Here is a sampling of the type of data generated.

   NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

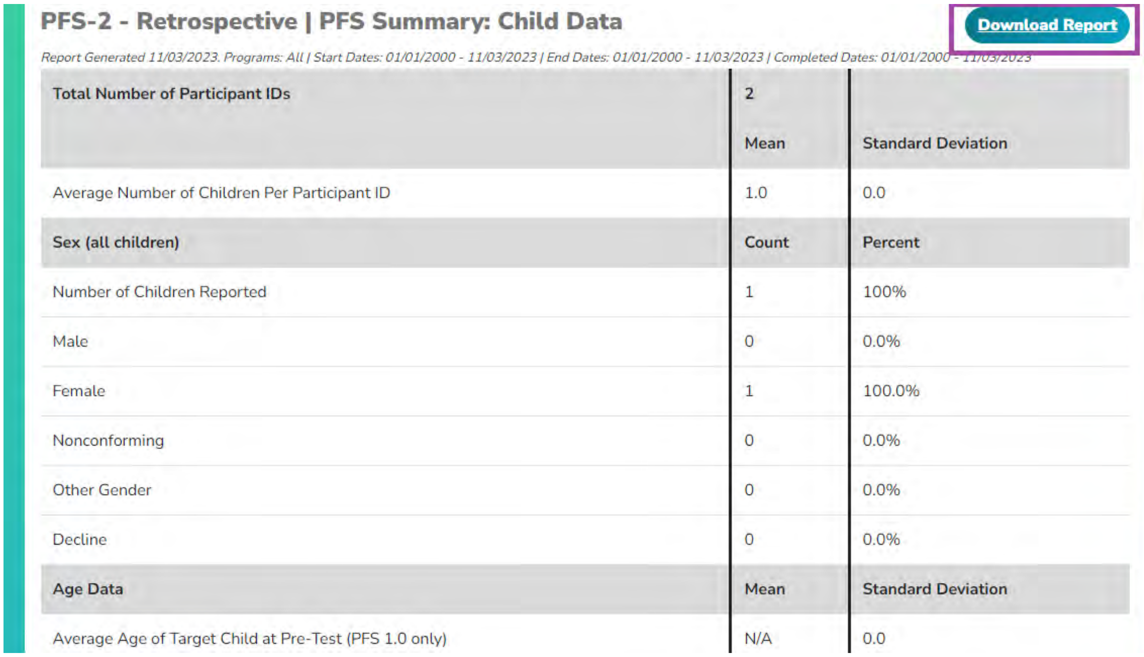


PFS-2 - Retrospective | PFS Summary: Child Data Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	**2**	
	Mean	**Standard Deviation**
Average Number of Children Per Participant ID	1.0	0.0
Sex (all children)	**Count**	**Percent**
Number of Children Reported	1	100%
Male	0	0.0%
Female	1	100.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Age Data	**Mean**	**Standard Deviation**
Average Age of Target Child at Pre-Test (PFS 1.0 only)	N/A	0.0

8. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.



PFS-2 - Retrospective | PFS Summary: Child Data Download Report

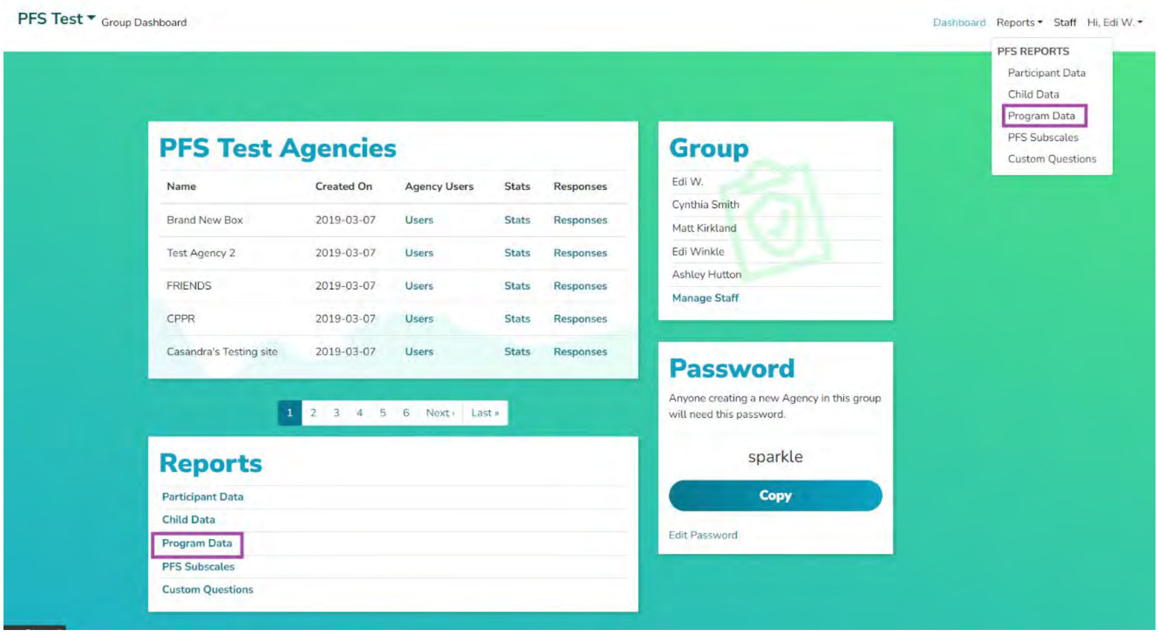
Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	**2**	
	Mean	**Standard Deviation**
Average Number of Children Per Participant ID	1.0	0.0
Sex (all children)	**Count**	**Percent**
Number of Children Reported	1	100%
Male	0	0.0%
Female	1	100.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Age Data	**Mean**	**Standard Deviation**
Average Age of Target Child at Pre-Test (PFS 1.0 only)	N/A	0.0

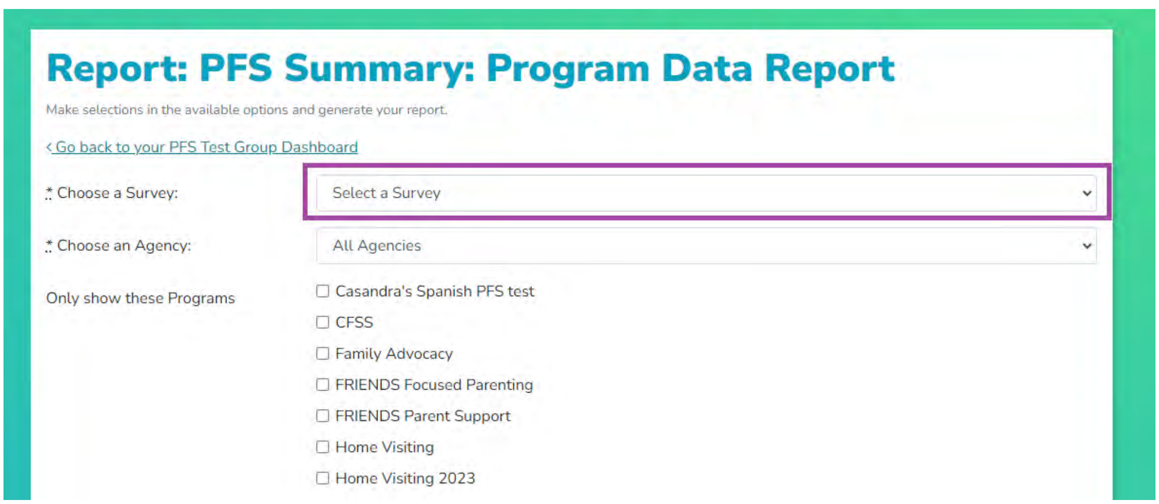
Program Data Report

The *Program Data* report includes the information entered by staff during the Survey set-up for the *Program Information Questions*. This report also displays data on any Staff Custom Questions.

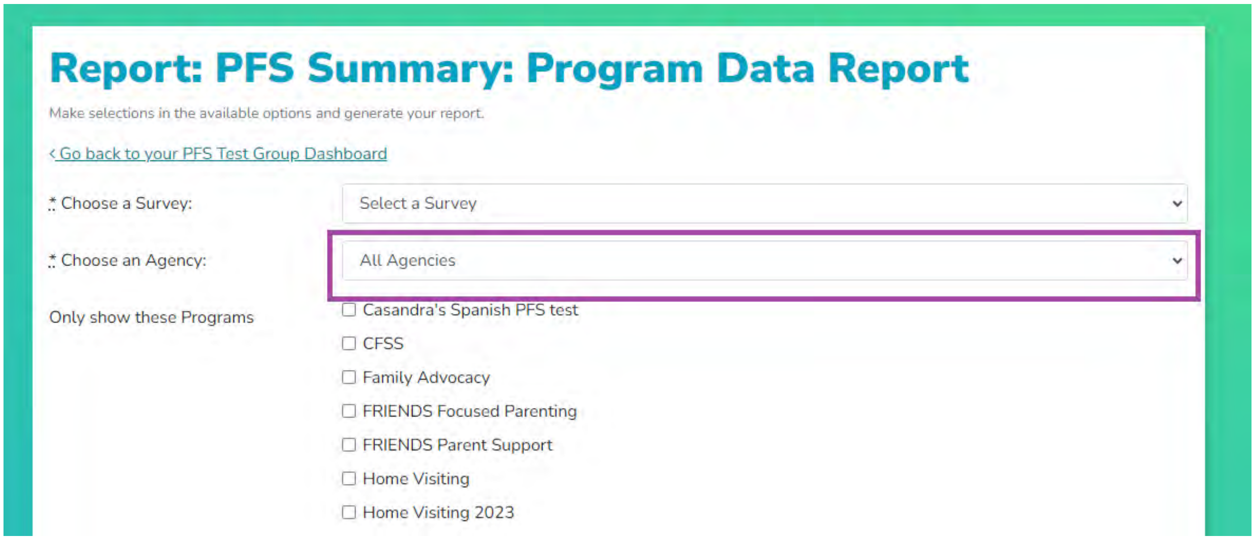
5. Run the *Program Data* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *Program Data*.



6. Begin by selecting the Survey type.



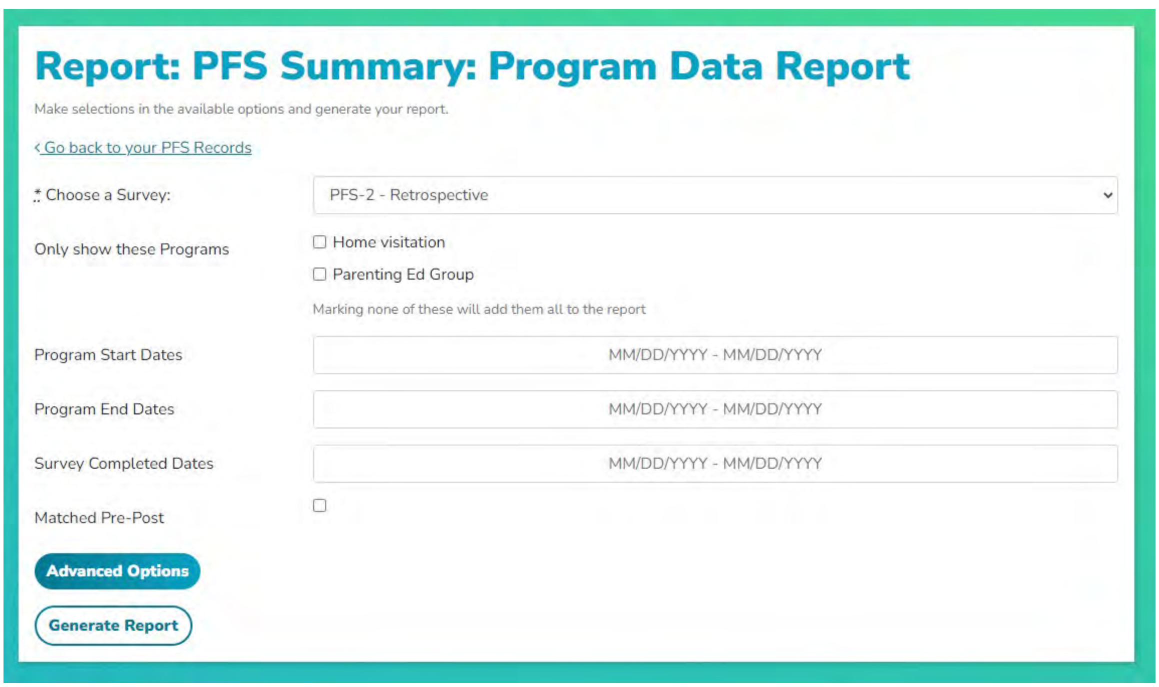
7. Next, select whether you wish to run this report on a single *Agency* or on *All Agencies*. If you wish to run by particular *Programs* across multiple agencies, select *All Agencies*. The *Program* list will adjust based on what Agency(ies) are selected.



8. You can limit data for the report by selecting the boxes next to the various program names.

    NOTE: Selecting no Program will cause the system to run ALL Programs available.

    You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



9. Once you click *Generate Report*, scroll down to see the demographic information. Here is a sampling of the type of data generated.

    NOTE: Options displayed may include items not part of your customized survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion.

PFS-2 - Retrospective | PFS Summary: Participant Data Report

Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

10. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: Participant Data Report

Download Report

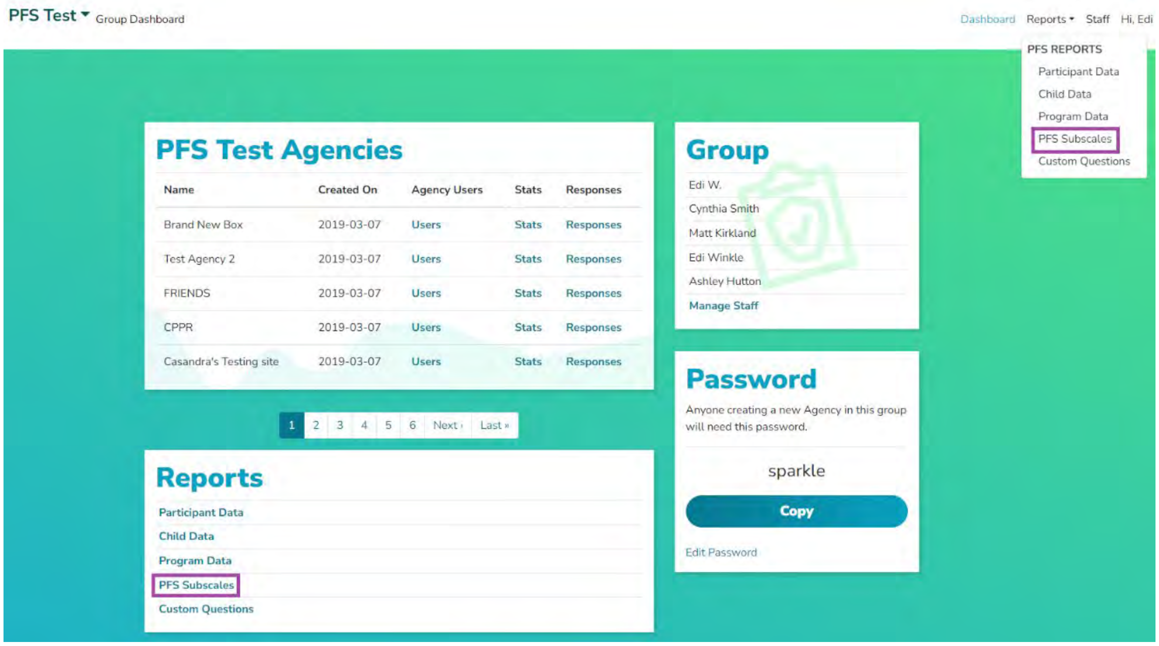
Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2	
	Mean	Standard Deviation
Average Age	0.0	0.0
Sex/Gender	**Count**	**Percent**
Number of Families Reported	2	100.0%
Male	0	0.0%
Female	1	50.0%
Nonconforming	0	0.0%
Other Gender	0	0.0%
Decline	0	0.0%
Race/Ethnicity	**Count**	**Percent**
Number of Families Reported	2	100.0%
American Indian	0	0.0%

PFS Subscales Report

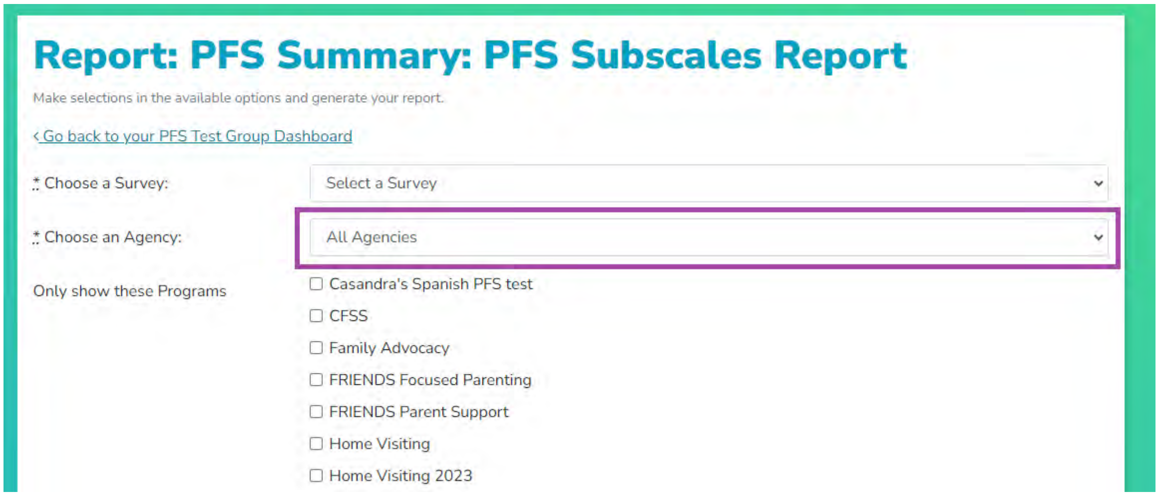
The *PFS Subscales* report is a scored report, broken down by Protective Factors Subscale. This report follows the scoring guidelines included in the respective Survey User Manual.

5. Run the *PFS Subscales* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Surveys & Reports* in the top menu and then selecting *PFS Subscales*.



6. Begin by selecting the Survey type.

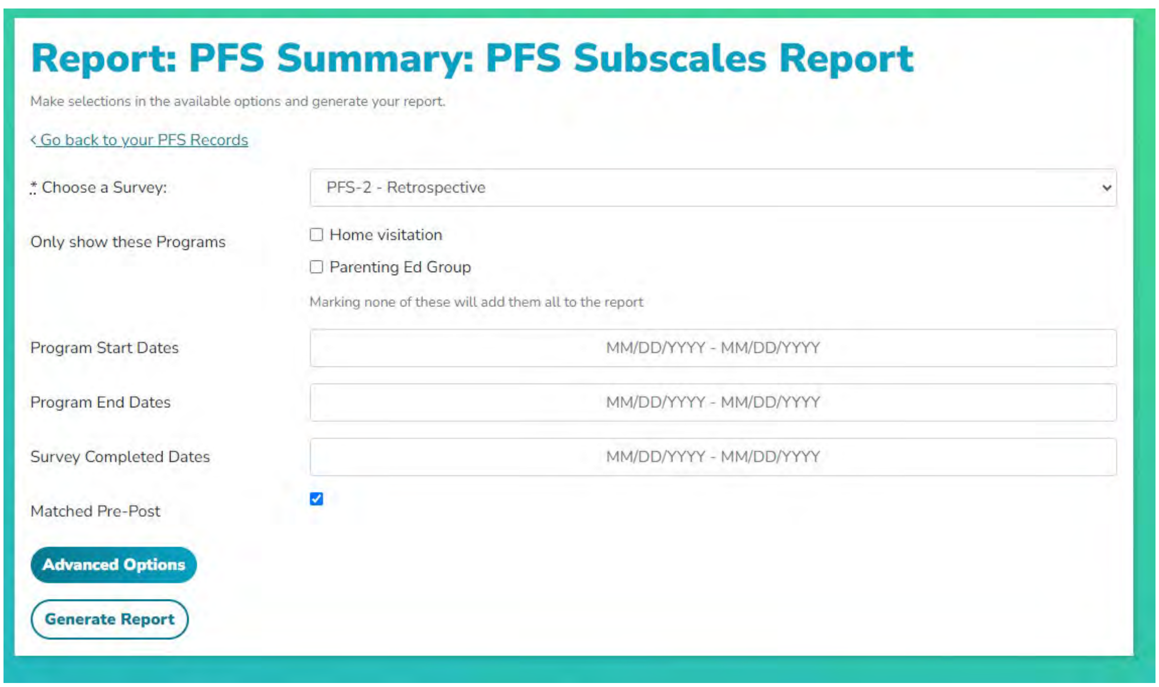
7. Next, select whether you wish to run this report on a single *Agency* or on *All Agencies*. If you wish to run by particular *Programs* across multiple agencies, select *All Agencies*. The *Program* list will adjust based on what Agency(ies) are selected.



8. You can limit data for the report by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.

   You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



9. Once you click *Generate Report*, scroll down to see the Subscale information. Here is a sampling of the type of data generated. The Subscales Report for retrospective surveys, pre-test=Before reponses and post-test=Now responses.

PFS-2 - Retrospective | PFS Summary: PFS Subscales Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2							
	PRE-TEST			POST-TEST			Matched Pre/Post	
	Count	Mean	Standard Deviation	Count	Mean	Standard Deviation	Count	% Who Improved
Family Functioning / Resiliency	2	0.67	0.52	2	2.83	0.75	2	100.0
Nurturing and Attachment	2	0.88	0.99	2	2.75	0.89	2	100.0
Social Supports	2	1.0	0.67	2	3.2	0.79	2	100.0
Caregiver / Practitioner Relationship	2	1.33	0.82	2	3.0	1.1	2	100.0
Concrete Support	-	-	-	2	1.5	0.76	-	-

The primary purpose of the PFS and PFS-2 is to provide feedback to agencies for continuous improvement and evaluation purposes. It is not intended to be used for making clinical diagnoses, decisions regarding out-of-home placements, or legal adjudications. Options displayed here may include items that are not a part of your survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion over missing data.

10. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: PFS Subscales Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

Total Number of Participant IDs	2							
	PRE-TEST			POST-TEST			Matched Pre/Post	
	Count	Mean	Standard Deviation	Count	Mean	Standard Deviation	Count	% Who Improved
Family Functioning / Resiliency	2	0.67	0.52	2	2.83	0.75	2	100.0
Nurturing and Attachment	2	0.88	0.99	2	2.75	0.89	2	100.0
Social Supports	2	1.0	0.67	2	3.2	0.79	2	100.0
Caregiver / Practitioner Relationship	2	1.33	0.82	2	3.0	1.1	2	100.0
Concrete Support	-	-	-	2	1.5	0.76	-	-

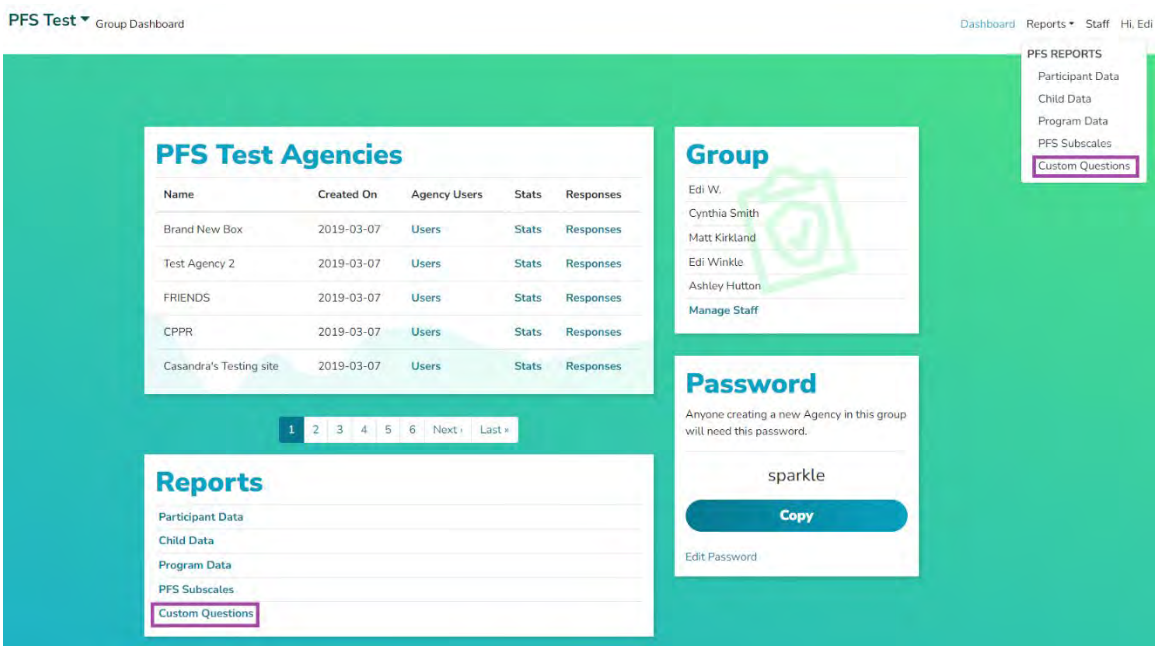
The primary purpose of the PFS and PFS-2 is to provide feedback to agencies for continuous improvement and evaluation purposes. It is not intended to be used for making clinical diagnoses, decisions regarding out-of-home placements, or legal adjudications. Options displayed here may include items that are not a part of your survey administration. This is necessary for system integrity and should be ignored/deleted when reports are shared to prevent confusion over missing data.

*NOTE: To run other statistical analyses of your data, you can export the raw data into an Excel file. For more information on that procedure, see **Exporting Data** on page 107.*

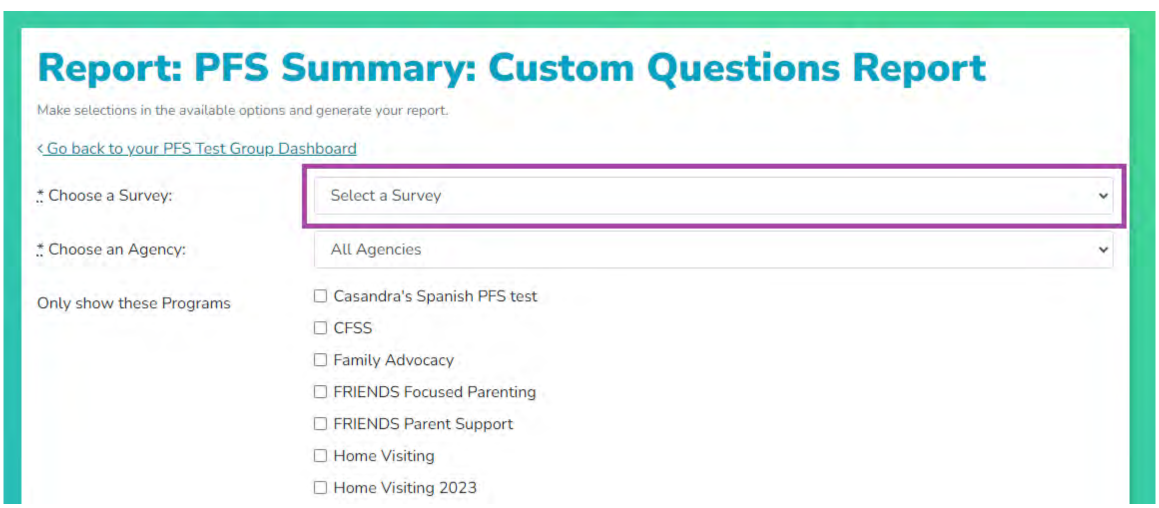
Custom Questions Report

The *Custom Questions* report includes the information collected by the system during Survey administration in the *Custom Questions* Section. This report also displays data on any *Staff Custom Questions*.

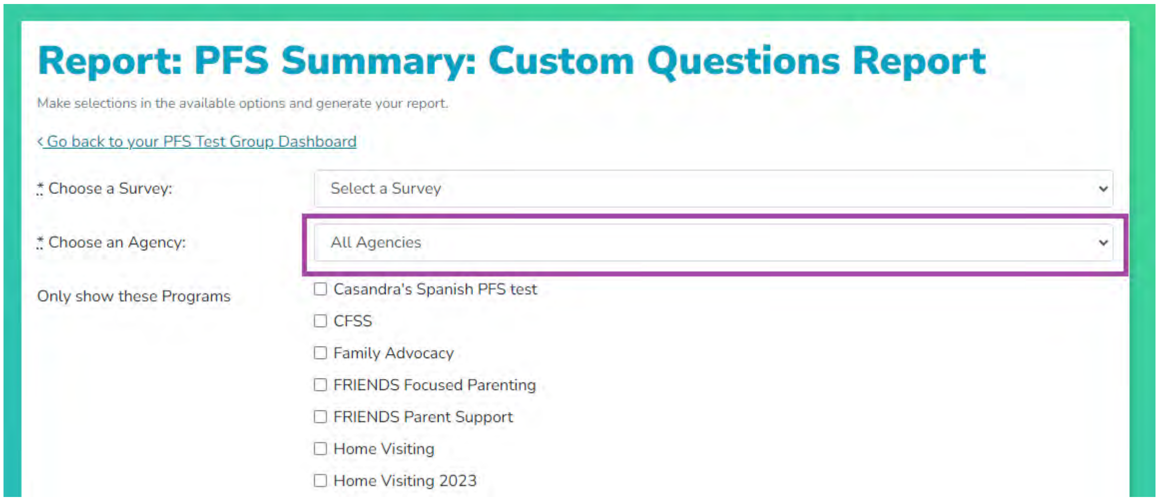
1. Run the *Custom Questions* report from the *Dashboard* by clicking on the desired report from the *Reports* block or by clicking *Reports* in the top menu and then selecting *Custom Questions*.



2. Begin by selecting Survey type.



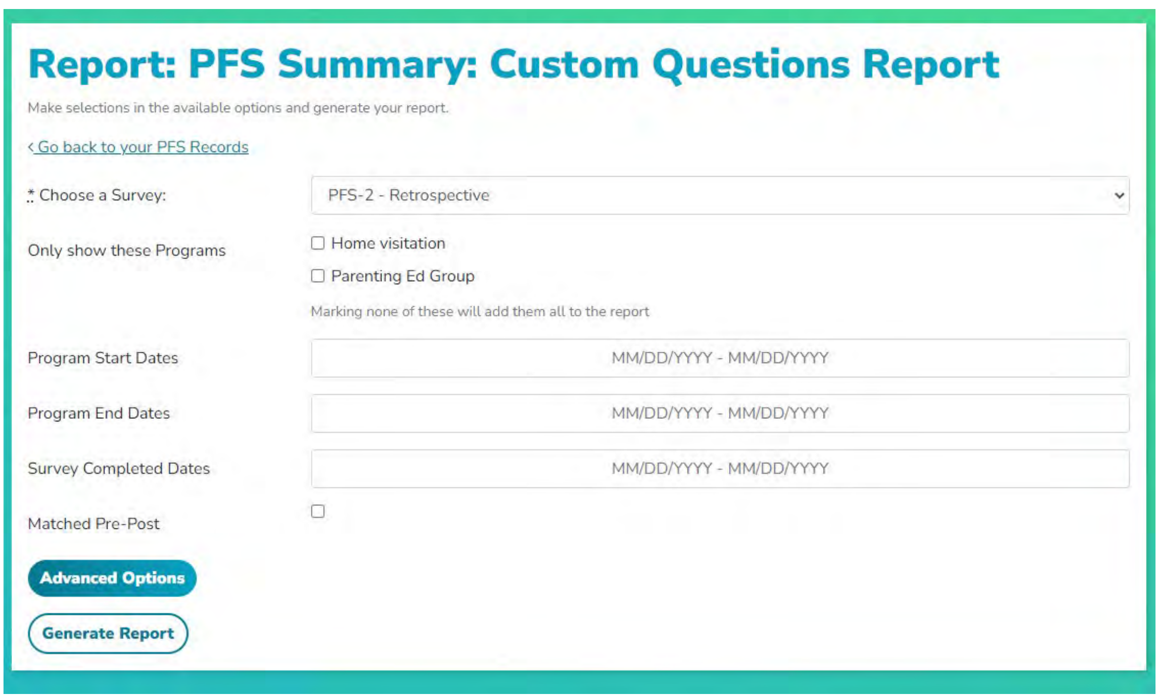
3. Next, select whether you wish to run this report on a single *Agency* or on *All Agencies*. If you wish to run by particular *Programs* across multiple agencies, select *All Agencies*. The *Program* list will adjust based on what Agency(ies) are selected.



4. You can limit data for the report by selecting the boxes next to the various program names.

   NOTE: Selecting no Program will cause the system to run ALL Programs available.

   You can also narrow data by program dates, survey dates, and only matched pre-post records. Finally, click *Generate Report or* click *Advanced Options* for more search criteria.



5. Once you click *Generate Report*, scroll down to see the custom question information. Here is a sampling of the type of data generated.

PFS-2 - Retrospective | PFS Summary: Custom Questions Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

STAFF QUESTIONS		
The client was available at our weekly scheduled meeting times.	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%
Agree	0	0.0%
Strongly Agree	1	50.0%
This client was open to new ways of discipline	**Count**	**Percent**
Number of Families Reported	2	100.0%
Strongly Disagree	0	0.0%
Disagree	1	50.0%
Neutral	0	0.0%

6. Remember, you can also download the generated report into Microsoft Word. To download, click the *Download Report* button in the upper right corner.

PFS-2 - Retrospective | PFS Summary: Custom Questions Report Download Report

Report Generated 11/03/2023. Programs: All | Start Dates: 01/01/2000 - 11/03/2023 | End Dates: 01/01/2000 - 11/03/2023 | Completed Dates: 01/01/2000 - 11/03/2023

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