



# NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES

## Office of Monitoring (OOM) Scorecard FAQ

### Background

How were these tools developed?

- DCF and the commissioner did a listening tour with constituents and looked at needs assessments done by the department and found the issues that People with Lived Experience voiced mapped well onto the AAAQ framework. The World Health Organization originally developed the AAAQ framework to consider access to health care from a human rights perspective. DCF then conducted a literature review to see how other research measures domains and standards. We then completed program 101 trainings, reviewed program materials, and developed crosswalks with contracts and accreditation standards to develop a set of items for each program. We then performed a content validity exercise and analysis with program and provider staff in which they rated items for both relevance and clarity, after which we had a focus group style discussion on the results to gain additional qualitative insight. Monitors then conducted practice interviews with program participants, after which DCF held focus groups to solicit feedback on the tool and its contents from both monitors and participants. Monitors also conducted practice case record reviews and provided feedback on the tool in a separate focus group. If applicable, DCP&P staff also completed practice referent surveys and provided feedback on the tool in another focus group. Following the focus groups, monitors all reviewed a set of cases to ensure they were all rating items the same, as reflected in inter-rater reliability analyses. The tool development team modified tools as needed after each stage of feedback.

### Data Sources and Sample

Where does this data come from?

- The data comes from multiple sources: a case record review, a participant interview, site visit, and a referent survey. Programs may not be subject to all of these monitoring methods and data will only be sourced from those methods which apply. Monitors review up to six months of the case record. Refer to your program-specific methodology posted on the DCF website for more detailed information.

How were my cases picked?

- DCF collected data of people served from a pre-defined period (either 6- or 12-months depending on the length of the program) approximately 2-3 months prior to the initiation of monitoring. Then the data team randomly selected cases from this list. Refer to your program-specific methodology posted on the DCF website for more detailed information.

Who was included in this data?

- The data includes pre-defined groups specific to the program, which generally reflect those that are all expected to receive the same services. Monitors interview parents/guardians if the participant is under 18. For programs that serve youth, monitors do not currently interview participants who are 18 and older.

What is the referent survey and when will it be incorporated?

- The referent survey only applies to programs for which all referrals come from DCP&P. The referent survey is completed by DCP&P staff regarding their experiences referring to the program. DCF is currently developing the referent survey.

## **Domains, Standards and Items**

What are domains, standards and items?

- Domains are our monitoring focus areas. Within each domain are a set of quality standards that indicate how providers should address each focus area. Within each standard are a set of specific measurable items related to each standard.

Where did these *domains and standards* come from?

- DCF and the commissioner did a listening tour with constituents and looked at needs assessments done by the department and found the issues that People with Lived Experience voiced mapped well onto the AAAQ framework. The World Health Organization originally developed the AAAQ framework to consider access to health care from a human rights perspective. It includes four domains: Availability, Accessibility, Acceptability, and Quality. DCF adapted the AAAQ to ensure it applied to the services we contract out to provide. Under each of those domains sit quality standards, which monitoring uses to measure each domain. For some programs, DCF developed Standard 4.1, called "Program Standards," that is specific to the program, using contracts, program models, and any other relevant materials. The DCF Quality Standards for Providers play a vital role in supporting DCF's vision and ensuring service excellence for New Jersey's residents. These standards serve as a guide for both providers and DCF, ensuring that all services provided through the network meet the necessary quality standards within the AAAQ domains. You can learn more about DCF's Quality Standards for Providers by visiting this webpage: <https://www.nj.gov/dcf/monitoring.html>.

Where did these *items* come from?

- DCF developed a set of items to measure each standard. They are specific measures that outline what an organization needs to demonstrate to meet an identified quality standard. Program specific items were informed by program materials such as contracts and logic models. All questions were agreed upon through an empirically based content validity and review process that involved program offices, providers and participants.

What do each of the *domains* mean?

- Please refer to [DCF Provider Quality Standards](#)

What do each of the *standards* mean?

- Please refer to [DCF Provider Quality Standards](#)

Which standards are under each domain?

- Please refer to [DCF Provider Quality Standards](#)

What items are under each standard?

- To view all items that contribute to a standard in the scorecard, click “Click here for Provider Level Scores” or “Click here for Site Level Scores,” select the Domain, and select the Standard of interest.

## Scoring

How does the scoring work?

- DCF scores all items on a 0-1 scale. For case record reviews, Tableau calculates items as Yes=1.0, Partial=0.5, and No=0.0. For participant interviews and referent surveys, Tableau calculates items as Always/A great amount=1.0, Often/Quite a bit=0.75, Sometimes/Somewhat=0.5, Rarely/Very little=0.25, and Never/Not at all=0.0. For the 0-10 scale items, item scoring ranges from 0-1 with each rating increasing by 0.11. Tableau excludes responses of “Not applicable,” “Don’t know/Unsure,” or “Prefer not to answer” from the calculations.
- Tableau uses the mean of each individual item to calculate the mean standard score across tools. Tableau then repeats this process (using the mean of individual items) to calculate the overall domain scores.

Why are some of my scores an asterisk?

- Asterisks indicate one of two things:
    - That all responses for that item were “Not applicable,” “Don’t know/Unsure,” or “Prefer not to answer”; or
    - That there are less than three cases for an interview item or standard, and as such that data has been removed from the scorecard and related calculations. Why does my number of eligible cases vary?
1. Response Variation: We receive different response rates for each tool. For instance, items and standards included in participant interviews often have smaller numbers since fewer interviews are conducted compared to case record reviews.
  2. Incomplete Responses: Not all participants complete every item. For example, only participants whose primary language is not English will answer Linguistic Accessibility questions, resulting in fewer eligible cases for these items compared to other case record review items.
  3. Exclusion of Certain Responses: Some responses, such as "Not applicable," "Don't know/Unsure," or "Prefer not to answer," are excluded from the calculations. Consequently, you may see fewer eligible cases when these options are selected.

Why are there so few cases for linguistic accessibility?

- Only participants with a primary language other than English complete Linguistic Accessibility questions.

What levels of data can I see?

- You are able to view statewide, agency, and site scores.

Is it possible to see case-level data?

- The scorecard does not include case-specific data to protect participant confidentiality. All data is presented in aggregate.

Why are some questions not included in the scoring?

- Some questions are only included in the tool for the purpose of determining whether an item should be completed or skipped, and these are not included in the scoring. For example, the question “The case record indicates the participant experienced barriers to receiving the provider’s services during intake and/or throughout services” is not included in scoring as it is only used to see if the subsequent barrier questions should be completed.

Why is the question, “While receiving the provider’s services, were you ever hassled, made to feel inferior, or discriminated against for any reason?” scored differently?

- This question is reverse scored, meaning an answer of “Never” is given one point and an answer of “Always” is given zero points. This is to ensure that credit is given if the participant does NOT feel hassled, made to feel inferior, or discriminated against.

### **Data Access**

Who can see my scores?

- Only your site, agency and DCF staff can view your scores. At your agency or site, this includes individuals who received a Tableau license to access the scorecard. If you need to share the scorecard with more individuals from your site or agency, you can download the scorecard and share it via image or PDF.

How is site defined?

- A site is defined as physical location that has its own set of staff.

### **How Data Will Be Used**

What should we focus on in the scorecard?

- When you look at the scorecard, you can compare scores at the statewide level, provider/agency level, and site level to spot similarities and differences in Quality domains and standards. Start by looking at the overall state scores, then see how your site scored on individual questions. Make sure to consider the number of eligible cases for each question, as some questions might have fewer cases. Pay attention to areas where your site is strong and areas where it can improve.

What will be done with the scores?

- Scores will be used for quality improvement processes to identify areas of strength and challenges as described in the CoQI presentation.

What is CoQI and what does the process look like?

- The CoQI process is a collaborative and structured approach focused on systematically evaluating and improving practices, policies, and procedures through data-driven decision-making. CoQI involves a series of meetings featuring structured activities to analyze program performance, identify root causes of challenges, and develop and implement effective improvement strategies.

## Tableau Questions

How do I log in to Tableau Cloud?

- To log in, go to the Tableau Cloud login page, "Sign In to MyNewJersey"

What should I do if I forget my password?

- Contact NJS HelpDesk at [DCFITHelpdesk@dcf.nj.gov](mailto:DCFITHelpdesk@dcf.nj.gov) if you cannot log into MyNewJersey or need a password reset

I logged into MyNewJersey and I don't see "DCF Analytics"

- Did you receive the auth code via email and enter it into MyNewJersey(it can be checked to see if they received the code and just never set it up)

Why is my scorecard blank?

- If scorecard is blank check filters anything in ( ) needs to be changed as no data exists in that field.

Are there any special technical requirements for accessing Tableau?

- You can access Tableau on Windows or Mac. There is not a recommended browser.