COVID-19 Community Team Outreach Tool

Building Data Reports - #1

Case Counts, Interview Rates, and Notification Times

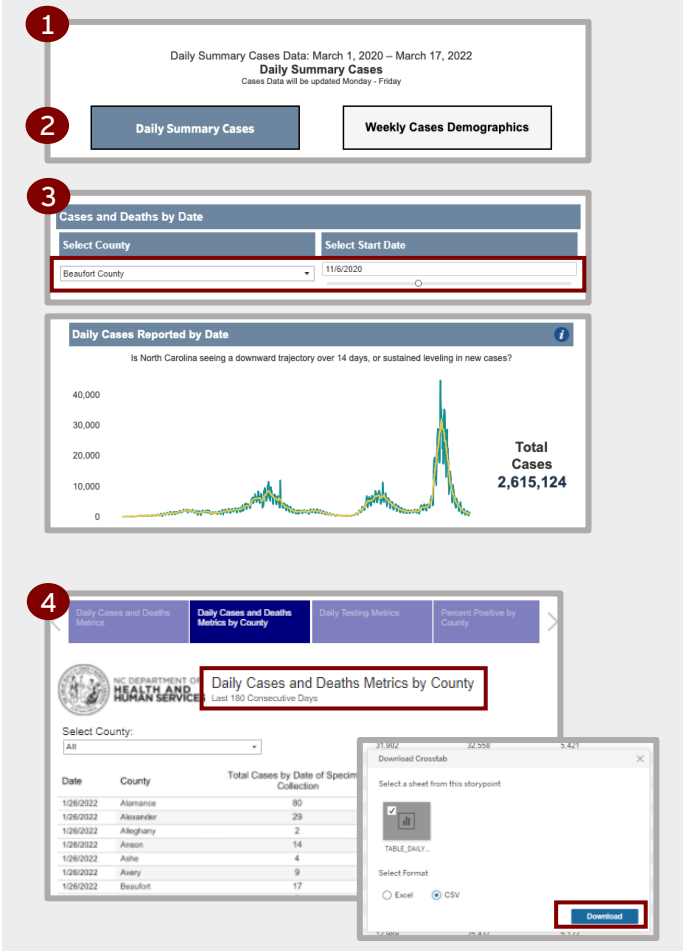
CCTC Data Managers are publishing a series of LHD-specific reports that assemble data visualizations supported by the State's public NCDHHS COVID-19 dashboard, the private DHHS CI/CT SharePoint dashboard, and the CCTO dashboard. This job aid will provide you with instructions on how to configure these dashboards to generate the same visualizations published in the reports. The first report in this series will focus on **Counts, Interview Rates,** and **Notification Timeframes for COVID-19 Cases.**

Access Requirements to Generate These Data Visualizations

- **Public Dashboard**: The Public NC COVID-19 dashboard can be accessed by anyone.
- **DHHS CI/CT SharePoint Dashboard:** You can request access using this form, which will require you to enter an email associated with a Microsoft Office 365 or Microsoft Live account. If you do not have one, see page 5 for next steps. **When access has been granted**, you can log into the dashboard per the job aid by **using the email you submitted for access and the password associated with that email.**
- **CCTO Dashboard:** All individuals with access to CCTO have access to the CCTO Dashboards. For assistance accessing CCTO, view this job aid. For assistance using dashboards, see here.
- *If you are having issues with access for any of the dashboards, please utilize the CT ServiceNow portal and select "Report a Technology Issue."*

Count of Cases – *Public DHHS Dashboard* –

1. To create the first visualization in your report, you will use the Public DHHS dashboard. This graph will allow you to view the number of cases over time. For this report, we will collect data from the **Cases and Deaths by Date** graph.
2. In order to adjust these graphs, select the buttons at the top to choose **Daily Summary** or **Weekly Summary**. For this report, we will utilize the Daily Summary data visualizations.
3. You can then select a statewide or county view. If you would like to view data for cases and deaths within a certain timeframe, you can select a county and a start date, and your graph will adjust accordingly.
4. Upon clicking the "Data Behind the Dashboard" link, you can also view raw data by county by selecting the **Daily Cases and Deaths Metrics by County** tab. Then, you can download your report by selecting the download button at the bottom of the screen and selecting **Crosstab**, and **CSV** as the format.



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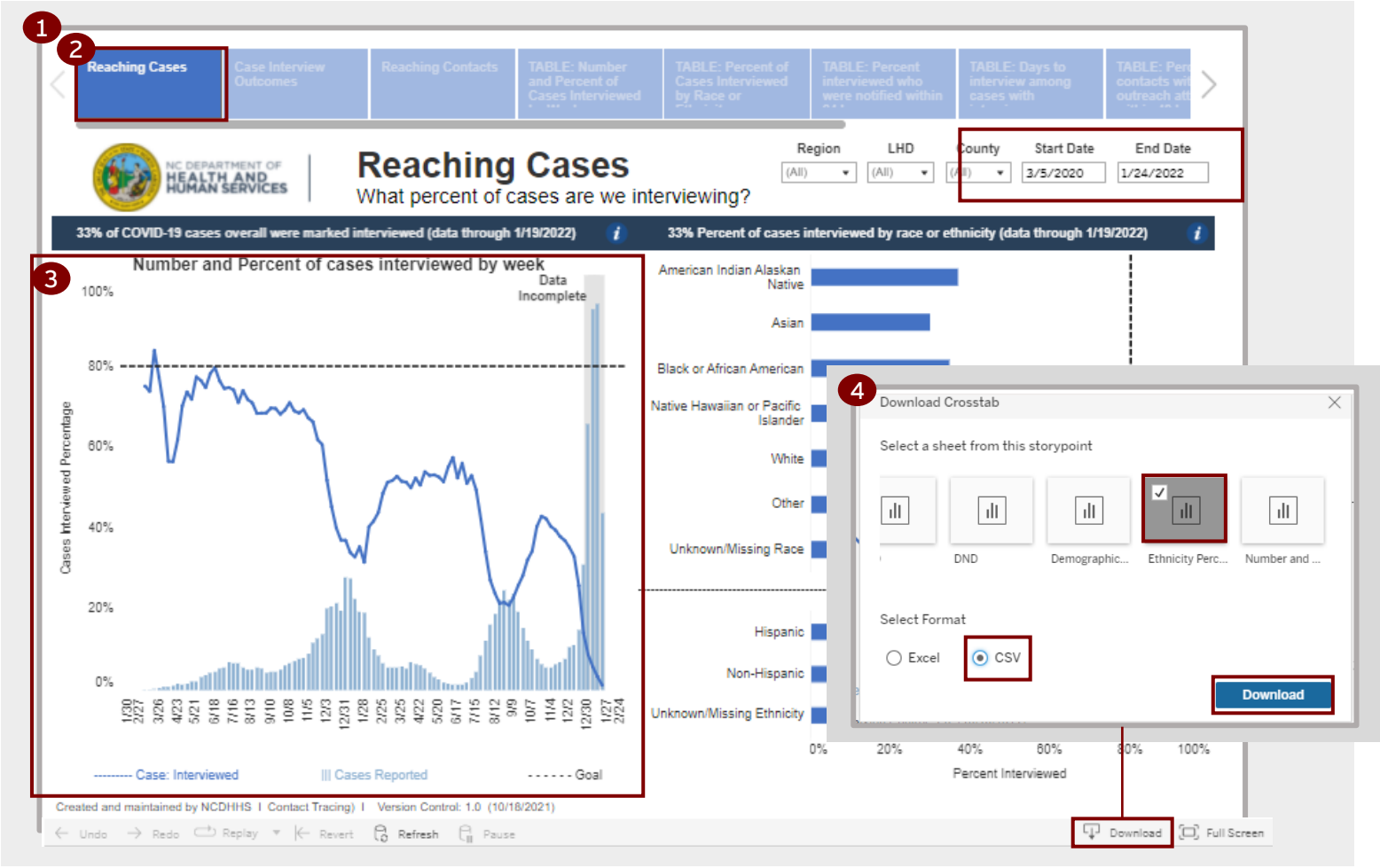
Case Interview Rates – *CI/CT Dashboard* –



1. For the next visualization in this report, you will use the **CI/CT Dashboard**. The CI/CT dashboard provides a snapshot of data found in NC COVID and CCTO. You will use this dashboard to view data regarding case interview rates. As mentioned, you will need to request access in order to view this dashboard, and then you can log in and begin using it normally. Access assistance can be found on page 5 or in the job aid.
2. First, begin on the **Reaching Cases** tab, which you should automatically see upon accessing the dashboard. You can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data) and then adjust the start and end dates for the data you'd like to capture.
3. The line on the **first** chart allows you to view the percent of COVID-19 cases that were interviewed over the period of time you have selected. Hovering over each bar will also allow you to view the number of cases.
4. If you'd like, you can also view raw data by county by selecting the **download** button at the bottom of the screen. Then, you can download your report by selecting **Crosstab**, clicking on the chart you'd like to save, and choosing **CSV** as the format. *All charts labeled DND can be ignored.*

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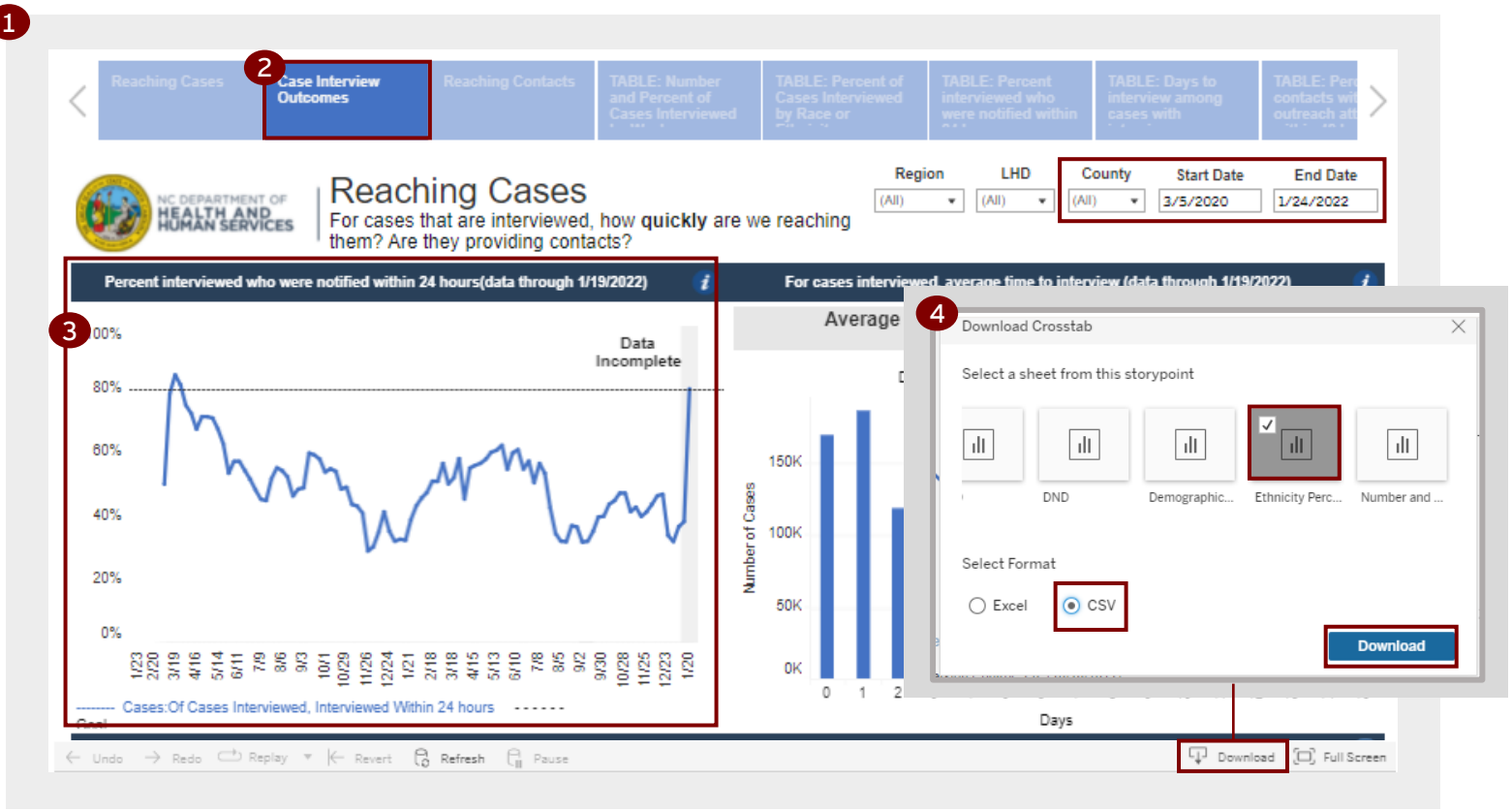
Case Interview Timeframes – *CI/CT Dashboard*



1. For the next visualization in this report, you will continue to use the **CI/CT Dashboard**. This time, you will use this dashboard to view data regarding case interview timeframes.
2. Begin by navigating to the **Case Interview Outcomes** tab. You can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data) and then adjust the start and end dates for the data you'd like to capture.
3. The first chart on this page allows you to view the percent of interviewed cases who were notified within 24 hours. This is the percentage of all cases interviewed who were interviewed within 24 hours. The second chart provides a measure of the average time to interview a case. At the bottom, the charts display the percent of cases interviewed that provided contacts.
4. You can download the raw data by selecting the **download** button at the bottom of the screen. Then, you can download your report by selecting **Crosstab**, clicking on the chart you'd like to save, and choosing **CSV** as the format.

More information on accessing and navigating the CI-CT dashboard can be found in this job aid.

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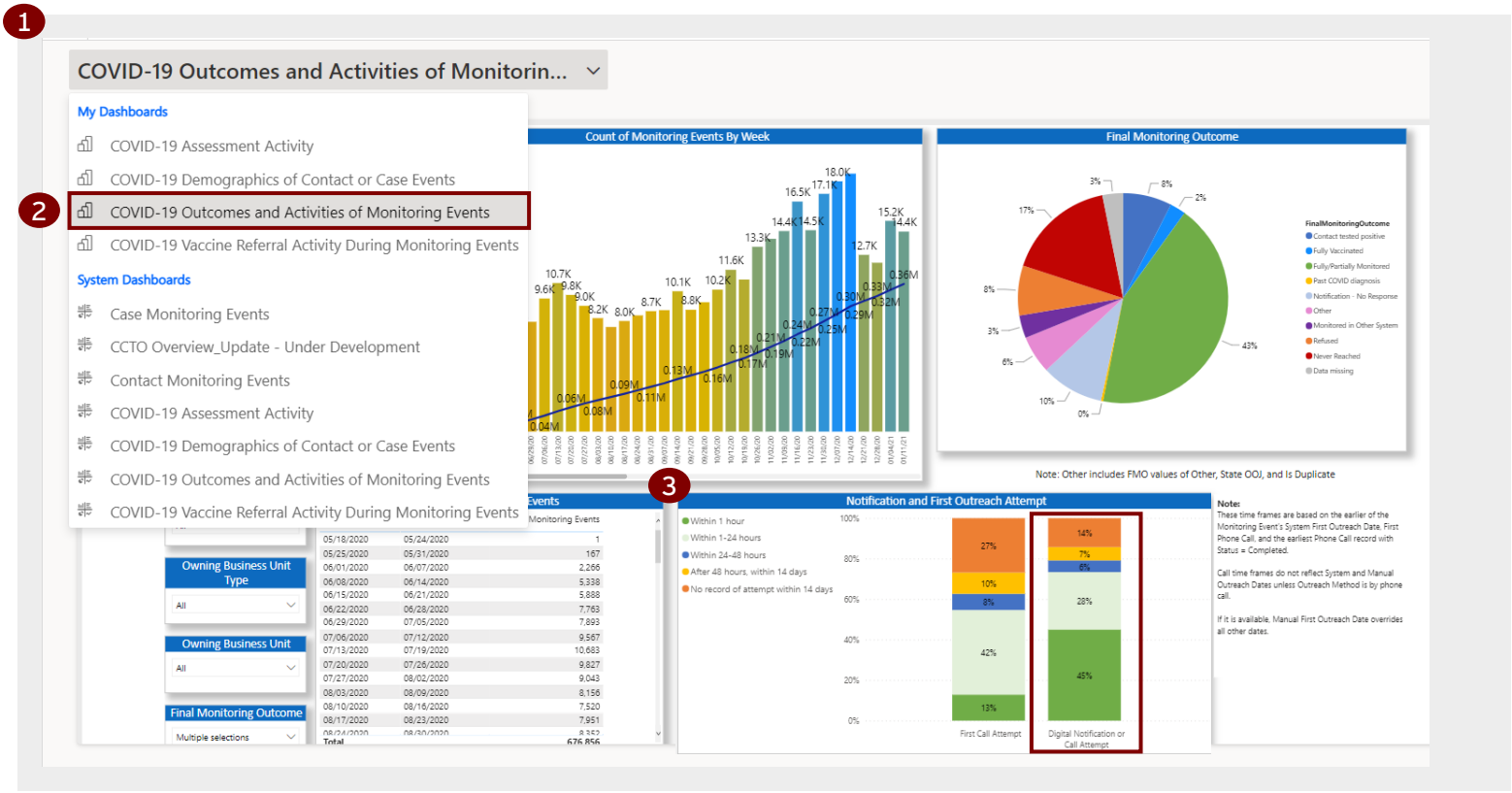
Case Digital Notification Timeframes – *CCTO Dashboard* –



1. For the final visualization in this report, you will now use the **CCTO Dashboard**. You will use this dashboard to view the timeframes in which cases received digital notification via CCTO. (The reported times exclude lab processing time, lab reporting time, data entry, and time to transfer between NC-COVID and CCTO.) As a reminder, this dashboard can be accessed per the job aid by anyone with access to CCTO. Access assistance can be found on page 5.
2. Begin by selecting **COVID-19 Outcomes and Activities of Monitoring Events** in the Dashboards Tab. This dashboard displays the breakdown of monitoring events by FMOs and digital and phone notifications. As with the other visualizations, you can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data, select "case" under "Contact or Case," and then adjust the start and end dates for the data you'd like to capture. These adjustments can be found in blue on the left of the screen.
3. The **Notification and First Outreach charts** are the focus for this report, and these charts provide data for how quickly a case or contact was notified or first contacted. You can right-click on this chart to view a larger image, which includes the filter settings. This data is based on the earlier of the monitoring event's System First Outreach Date, their First Phone Call, and the earliest Phone Call record whose status is listed as complete. For the purposes of this data report, we are focusing on the data provided in the right bar – digital notification.

More information on accessing and navigating the CI-CT dashboard can be found in this job aid.

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Case Digital Notification Timeframes – *CCTO Dashboard* –

4. The full list of currently selected filters will be listed in the Applied Filters section at the bottom of the dashboards screen. Removing or adding any filters to the dashboard in-progress will automatically update the list in this section.

For more information on the CCTO Dashboard, review this job aid.
If you have issues accessing the CCTO Dashboards, please utilize the *ServiceNow portal*.

CI/CT SharePoint Dashboard Access Support

All individuals who would like access to the NC CI/CT dashboard should request access using this form. You must have a Microsoft 365 or Microsoft Live email address to access the NC CI/CT dashboard.

If you do not have a Microsoft 365 or Microsoft live email address:

1. Navigate to https://www.live.com.
2. Click on **Create Free Account** and register for an outlook.com email domain and create a password.
3. Once this is done, you can then request access to the NC CI/CT dashboard using your new email address.
4. Once you receive the invite to access the dashboard, log in using your new account and its password and click the link to accept the invitation.

See job aid for details. *If you experience any issues accessing the SharePoint site, please utilize the CT ServiceNow portal and select "Report a Technology Issue."*