

# Trends Dashboard Tutorial

## Introduction:

The Trends Dashboard combines all data available in the quarterly County Data Dashboards, and presents that data visually (as bar graphs) as well as in data tables. Users can view Demographic Growth Trends and Key Performance Indicators pertaining to CalFresh. Comparisons can be made using drop-down filters (called User Selected Options) on the “Growth Trends” or “Key Performance Indicator” screens. Screens are best viewed if the Excel Ribbon Bar is minimized. Graphs and Data Tables can be printed from the standard File print controls.

## Navigation Bar:

At the top of each page, the user can select between “Growth Trends” and “Key Performance Indicators” by clicking on the bars.



The currently active screen is indicated by red lettering.

Users can also view available data pertaining to the selected graphs by clicking on the “Go to Data Table” bar. (Note: data tables will show “#REF!” in cells until a region or county is selected on the “Growth Trends” and “Key Performance Indicators” screens.)

The Navigation Bar appears with slight differences on each page, but operates as described above.

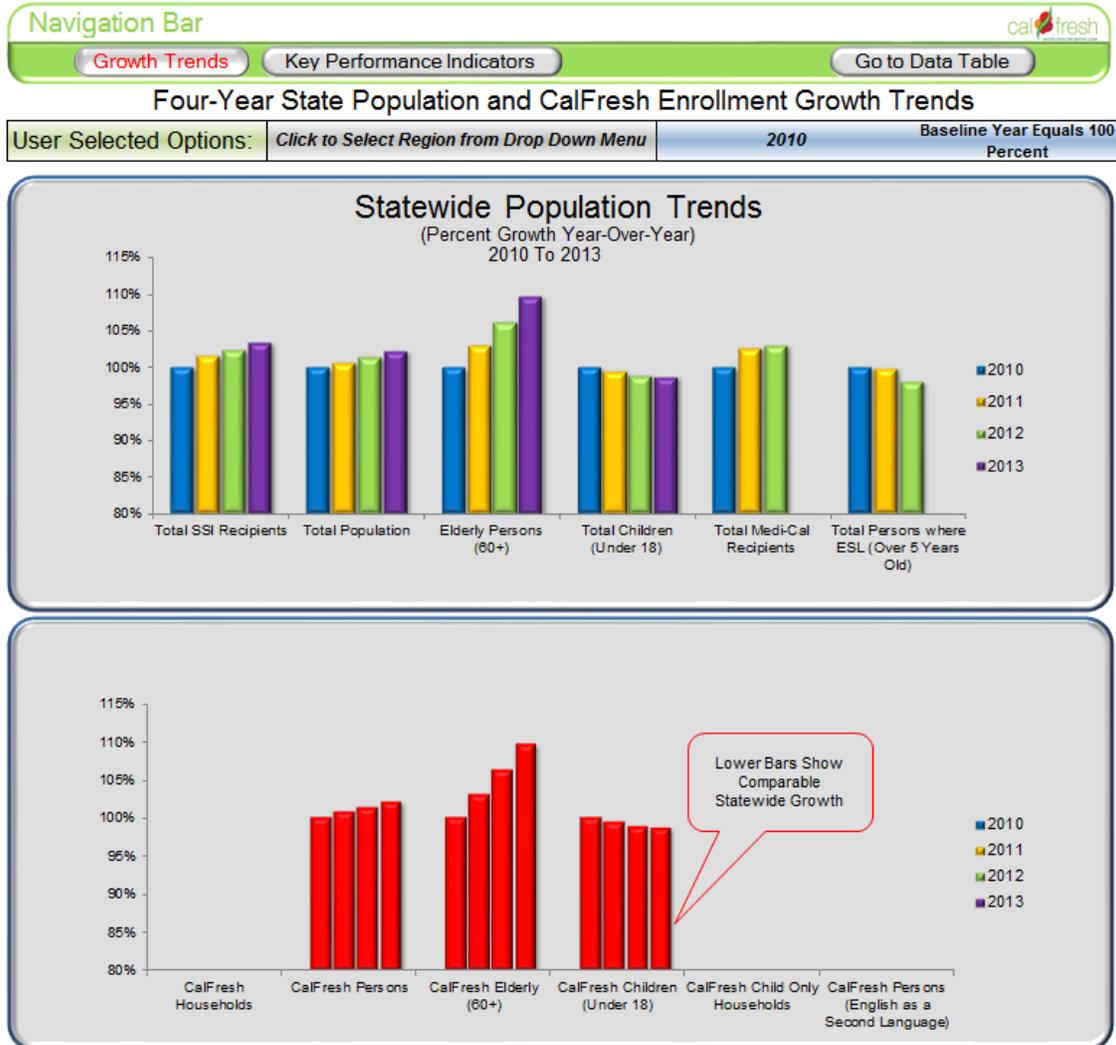
## Growth Trends:

The Growth Trends screen is designed to show Statewide Population Growth in key demographic areas in comparison to growth in CalFresh caseloads. The top graph shows four-year Statewide Population Percentage Growth year-over-year, with the baseline year equaling 100%.

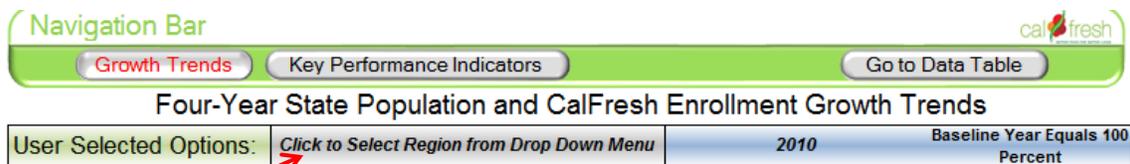
The bottom graph shows CalFresh Caseload Percentage Growth year-over-year. The user can select caseload by county or statewide. Caseload growth in “CalFresh Persons,” “CalFresh Elderly,” and “CalFresh Children” are compared with statewide

population growth categories of “Total Population,” “Elderly Persons,” and “Total Children” respectively.

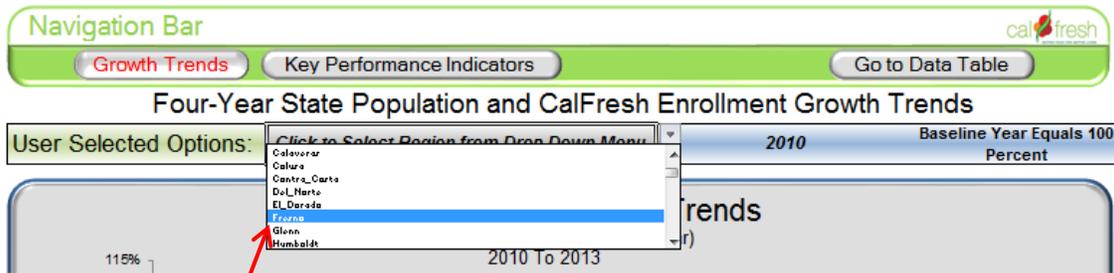
Initially, the screen shows only Statewide Population Trends. While a different color (red), the bars in the bottom graph are exactly the same as the top graph.



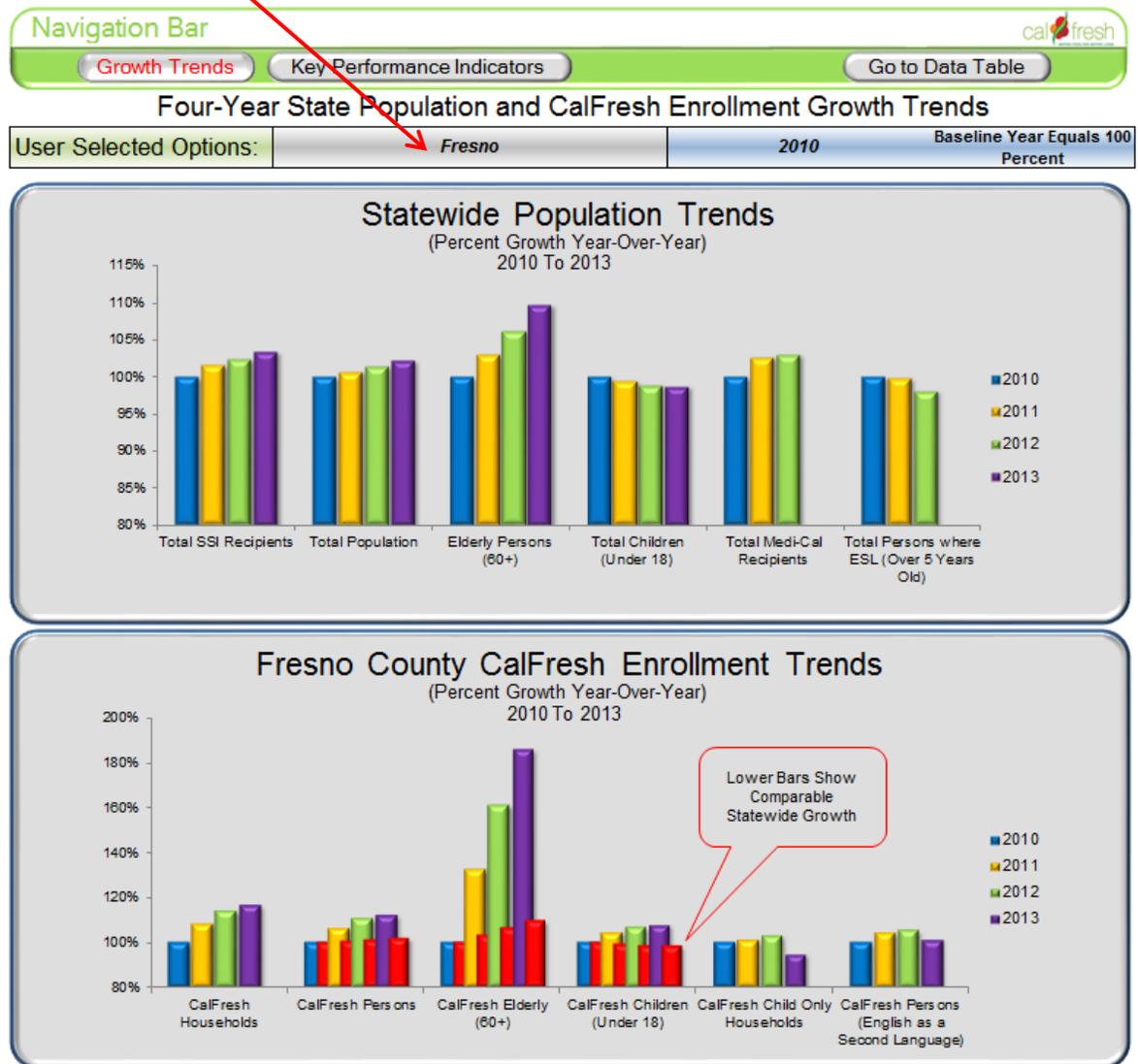
Directly below the Navigation Bar are available User Selected Options.



By left-clicking “Click to Select Region from Drop Down Menu” the user can select the region of interest to view caseload growth trends.



When Fresno County is selected, the screen will now look like the example below:



Selecting a baseline year other than 2010 is currently disabled as only four years of demographic data are available. This feature will be enabled once more annual data becomes available.

Growth Trends Data Table:

To view the data behind the two graphs visible on the “Growth Trends” screen, click on the “Go to Data Table” bar. The active screen will reveal the data table corresponding to the upper and lower graphs on the “Growth Trends” screen.



STATEWIDE DATA TABLE	YEAR			
	2010	2011	2012	2013
CalFresh Households	1,476,323	1,684,027	1,843,348	1,942,841
CalFresh Persons	3,413,636	3,813,817	4,074,650	4,221,057
Elderly Persons (60+)	86,703	115,078	141,407	176,557
CalFresh Children ( Under 18)	1,957,593	2,138,572	2,184,693	2,272,684
CalFresh Child Only Households	332,977	356,627	372,370	341,378
CalFresh Persons (English as a Second Language)	1,103,257	1,226,258	1,268,115	1,314,549
Total Population	37,309,382	37,570,307	37,826,160	38,118,386
Total Elderly (60+)	6,126,283	6,313,717	6,506,534	6,719,390
Total Children (Under 18)	9,270,132	9,214,425	9,170,526	9,150,549
Total Persons where ESL (Over 5 Years Old)	3,849,542	3,841,701	3,775,905	NA***
Total Medi-Cal Recipients	7,397,966	7,594,872	7,619,341	NA***
Total SSI Recipients	1,148,055	1,165,670	1,176,286	1,186,638
Unemployment Rate	12.4%	11.8%	10.5%	8.8%
Potential CalFresh Eligibles (Under 125% FPL)	7,716,043	8,104,539	8,324,036	NA***
Adjusted CalFresh Eligibles *	5,372,118	5,565,356	5,772,912	NA***

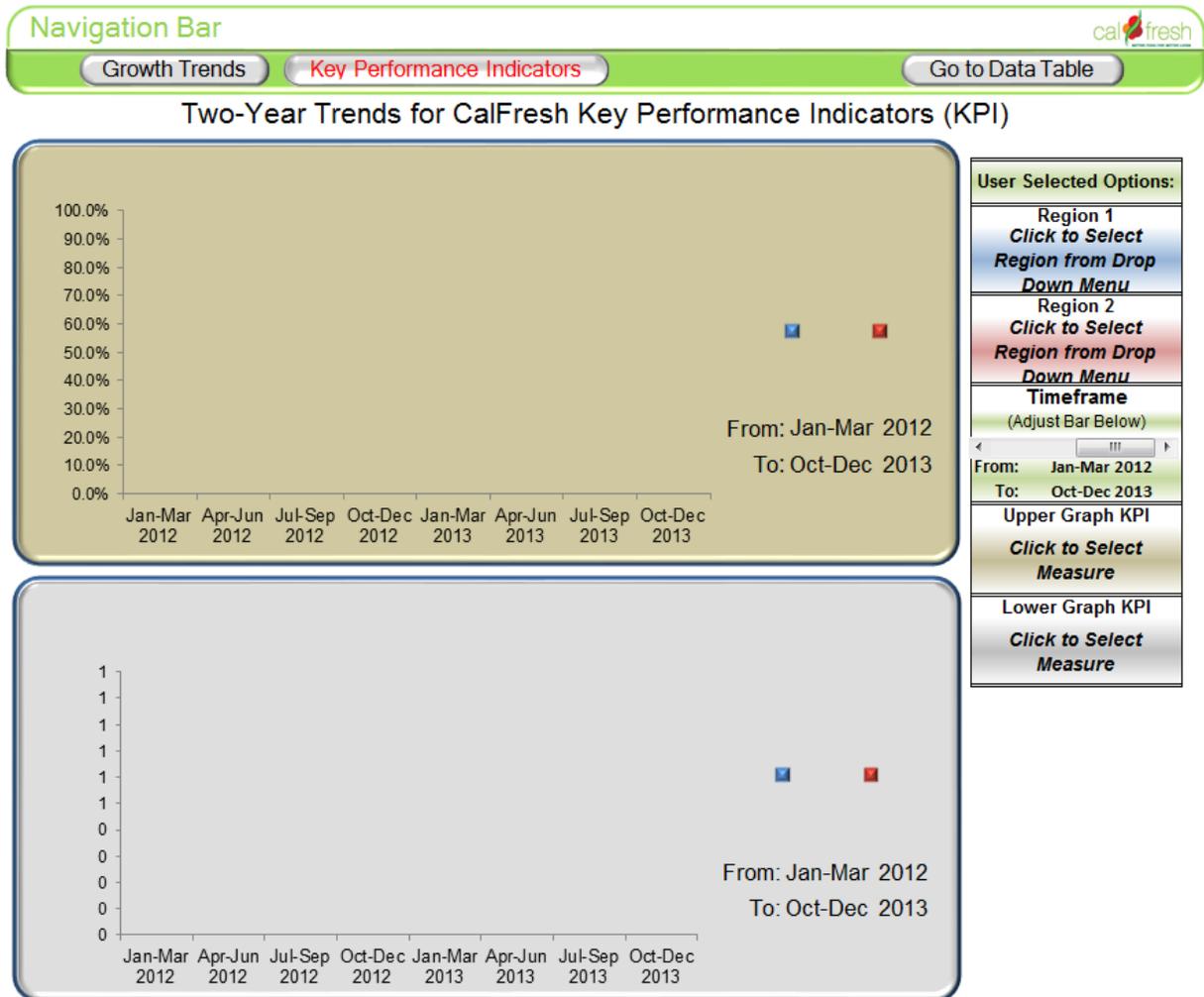
Fresno County Data Table	YEAR			
	2010	2011	2012	2013
CalFresh Households	77,767	84,399	88,850	90,783
CalFresh Persons	193,940	206,749	215,016	217,757
CalFresh Elderly (60+)	2,885	3,822	4,650	5,364
CalFresh Children (Under 18)	114,569	119,928	122,558	123,609
CalFresh Child Only Households	14,973	15,136	15,452	14,216
CalFresh Persons (English as a Second Language)	58,297	60,894	61,549	59,175
Total Population	932,377	939,278	946,823	958,427
Total Elderly (60+)	134,523	138,663	143,086	147,958
Total Children (Under 18)	277,020	276,363	275,524	276,923
Total Persons where ESL (Over 5 Years Old)	107,585	112,468	115,573	NA***
Total Medi-Cal Recipients	307,147	313,221	316,699	NA***
Total SSI Recipients	39,199	39,741	40,171	40,774
Unemployment Rate	16.9%	16.5%	15.2%	13.0%
Potential CalFresh Eligibles (Under 125% FPL)	292,483	311,852	330,369	NA***
Adjusted CalFresh Eligibles *	243,734	259,637	277,796	NA***

From this screen, the user can return to the “Growth Trends” screen or the “Key Performance Indicators” screen by selecting the desired bar.

Key Performance Indicators:

Selecting the “Key Performance Indicators” opens the screen shown on the following page. The “Key Performance Indicators” bar lettering is now red, indicating the presently active screen.

Key Performance Indicators (KPI) display data covering a two-year (eight-quarter, user selectable) window of time.



The top graph displays measures represented as percentages. The bottom graph displays measures represented numerically.

The user can view statewide trends, county trends or view comparisons. Comparisons can be County to County or Statewide to County.

The graphs remain blank until both a region and KPI measure are selected for each graph.

## KPI User Selected Options:

To display data on the KPI graphs, left-click in any of the “Click to Select” boxes and choose from the drop-down menus.

Region 1 can be the statewide average or a single county

Region 2 allows for an optional region to compare with Region 1

The two-year/eight-quarter timeframe can be adjusted or scrolled to view progress over time by clicking on the left or right arrows. (Currently only nine quarters of data is available for viewing.)

Upper Graph KPIs are all measured in percentages. Measures such as Timeliness, Active Error Rates and Churn can be found here.

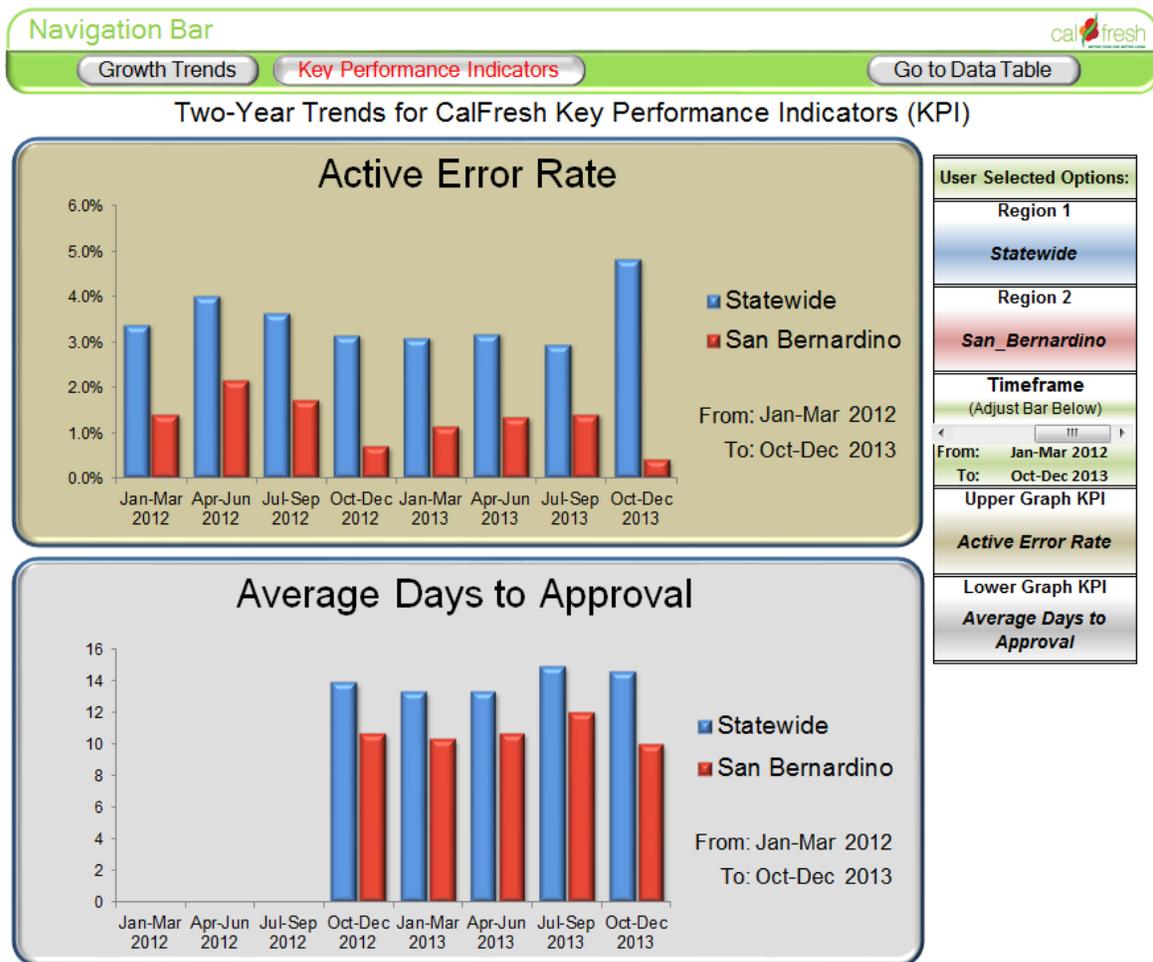
Lower Graph KPIs are all measured numerically. Measures such as CalFresh Households, CalFresh Persons and Average Days to Approval can be found here.

<b>User Selected Options:</b>	
<b>Region 1</b> <i>Click to Select Region from Drop Down Menu</i>	
<b>Region 2</b> <i>Click to Select Region from Drop Down Menu</i>	
<b>Timeframe</b> (Adjust Bar Below)	
From: Jan-Mar 2012 To: Oct-Dec 2013	
<b>Upper Graph KPI</b> <i>Click to Select Measure</i>	
<b>Lower Graph KPI</b> <i>Click to Select Measure</i>	

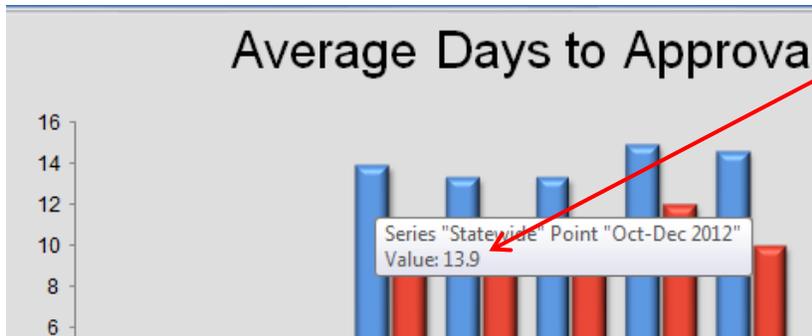
Example:

Selecting the following yields the screen on shown on the next page:

- Region 1: Statewide
- Region 2: San Bernardino County
- Upper Graph KPI: Active Error Rate
- Lower Graph KPI: Average Days to Approval
- Upper Graph selected to appear as a Line Chart



Each graph clearly indicates the measure, region(s) displayed and the eight-quarter timeframe displayed. Hovering one's mouse over the bar will display the exact number for the quarter's measurement.



To view all the data for region(s) shown on the graphs, click on the “Go to Data Table” bar to view the following:

Navigation Bar cal fresh

Growth Trends    Key Performance Indicators

Two-Year Trends for CalFresh Key Performance Indicators (KPI) Data Tables

Region 1	Quarter							
Statewide Data Table	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012	Oct-Dec 2012	Jan-Mar 2013	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013
CalFresh Households	1,790,716	1,820,349	1,865,844	1,892,630	1,930,552	1,930,773	1,954,575	2,002,608
CalFresh Persons	3,956,654	4,052,056	4,114,954	4,167,237	4,219,912	4,206,669	4,240,897	4,337,508
% Medi-Cal Persons Receiving CalFresh	65.7%	65.5%	64.3%	65.5%	64.3%	66.1%	66.0%	65.0%
CalFresh Persons Receiving Medi-Cal	3,168,684	3,188,219	3,209,142	3,207,311	3,166,950	3,264,350	3,139,384	3,157,018
Timeliness - 30 Days	96.5%	97.7%	97.8%	97.5%	96.5%	97.4%	97.4%	96.9%
Timeliness - Expedited	92.7%	94.0%	94.2%	93.9%	93.7%	94.3%	93.2%	94.2%
Active Error Rate	3.4%	4.0%	3.6%	3.2%	3.1%	3.2%	3.0%	4.8%
30 Day Total Churn % of Reapplications	13.2%	12.1%	8.2%	8.9%	13.5%	13.0%	12.0%	13.9%
90 Day Total Churn % of Reapplications	22.7%	21.1%	16.7%	18.3%	22.2%	21.8%	20.6%	22.4%
30 Day Churn % of Scheduled Recertifications	7.4%	7.8%	8.6%	9.1%	7.2%	8.0%	7.9%	11.6%
90 day Churn % of Scheduled Recertifications	9.5%	10.1%	10.9%	11.6%	9.4%	10.4%	10.1%	14.5%
Average Days to Approval	NA***	NA***	NA***	13.9	13.3	13.3	14.9	14.6
Average Days from NEC to Recertification	NA***	NA***	NA***	34.3	18.7	18.9	23.5	30.5

Region 2	Quarter							
San Bernardino County Data Table	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012	Oct-Dec 2012	Jan-Mar 2013	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013
CalFresh Households	145,485	149,831	154,161	156,026	157,800	158,275	161,732	164,140
CalFresh Persons	346,744	358,011	366,371	368,372	370,483	370,855	377,412	379,677
% Medi-Cal Persons Receiving CalFresh	74.4%	73.6%	72.5%	72.5%	63.4%	74.2%	73.9%	71.8%
CalFresh Persons Receiving Medi-Cal	254,811	254,365	258,259	253,011	223,510	262,261	255,219	255,978
Timeliness - 30 Days	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%
Timeliness - Expedited	93.4%	95.3%	93.2%	93.6%	92.7%	93.2%	90.0%	92.7%
Active Error Rate	1.4%	2.2%	1.7%	0.7%	1.2%	1.4%	1.4%	0.4%
30 Day Total Churn % of Reapplications	NA***	NA***	3.3%	4.4%	21.8%	21.1%	19.2%	21.1%
90 Day Total Churn % of Reapplications	NA***	NA***	11.4%	13.3%	28.6%	28.5%	26.1%	28.7%
30 Day Churn % of Scheduled Recertifications	18.1%	18.6%	21.9%	22.4%	14.9%	19.1%	18.6%	28.8%
90 day Churn % of Scheduled Recertifications	19.6%	20.2%	23.4%	24.0%	16.5%	21.1%	20.2%	30.8%
Average Days to Approval	NA***	NA***	NA***	10.7	10.3	10.7	12	10
Average Days from NEC to Recertification	NA***	NA***	NA***	30.3	7.7	8	15.3	29.3

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